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Mobility and Transport
Belgian Civil Aviation Authority

2015

BCAA Procedure Manual Language Proficiency (PM-LP)

English
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BELGIAN CIVIL AVIATION AUTHORITY
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ORIGINAL	08/04/2015	Composition of the complete manual in order to be in compliance with ICAO, EASA and Belgian National Language Proficiency regulations

Revision policy: This manual will only be revised in case of changing and applicable International, European, or Belgian civil aviation legislation, that impacts language proficiency policies. Unclear statements that allow for multiple interpretations, may also cause BCAA to issue a revision. Revisions may only be initiated by the National Coordinator for Language Proficiency, under the authority of the Director-general, at the specific request of BCAA Management, or any involved stakeholder of language proficiency. The revision must be signed and accepted by BCAA Management, prior to publishing and before its content becomes effective.

Distribution List :

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01	BCAA Licensing directorate	Master copy: signed original
02 a **02 b**	National coordinator(s) Language Proficiency Pilots & AIR TRAFFIC CONTROLLERS	Signed original
03	www.mobilit.belgium.be	Electronic version online available

All BCAA personnel involved in the process of approving and keeping oversight of BCAA approved LAB as well as decision makers in language proficiency endorsement of BCAA issued civil aviation licenses, have access to and should adhere to the procedures described in this procedure manual, via the BCAA network.

License holders may find answer to a multitude of common questions regarding language proficiency. Foreign CAA may find answers to questions regarding BCAA language proficiency assessment and approach.

0. Introduction:

In 2008 ICAO published Doc 9835, calling upon every person using the radio in an aviation context to demonstrate their "English Language Proficiency" (aka ELP). ELP is not equal to Radio-Telephony (R/T) skills, but is complementary to it. In several of the worst air accidents in civil aviation after WWII, communication problems/errors were identified as one of the contributory, or the main cause of the accident. We wish to recall:

0.1. Los Rodeos, Tenerife, Spain, March 27th, 1977:

2 Boeing 747's taxi down a single runway, in dense fog, at the Los Rodeos Airport of Tenerife. At the end of the runway the KLM Boeing 747 De Rijn is ready for take-off. The Pan Am Boeing 747 is still taxing down the runway, as it has been instructed to vacate the runway via a taxiway that intersects the runway at a very sharp angle. The Pan Am Boeing continues to taxi down the runway, towards the next taxiway. Shortly after, the KLM Boeing announces: "We are at take-off", to which both the tower and the Pan Am Boeing respond simultaneously, preventing the message "We are still on the runway" from the Pan Am Boeing from being heard by the KLM crew. Two stations calling simultaneously, cause a "heterodyne", where most of both messages are lost. There is confusion in both cockpits, as the KLM crew, that is anxious to take-off (to avoid surpassing duty hours) assumes the Pan Am Crew has already cleared the runway. The confusion is finally resolved when the accelerating KLM Boeing appears out of the fog and notices the Pan Am Boeing still on the runway…

In spite of evasive actions by both crews, the airplanes hit, killing all on board the KLM Boeing and most on board of the Pan Am Boeing. The death toll is the highest in an air accident to this day, with 583 victims.

It was assessed that both the radio-equipment, radio-communication skills and poor adherence to ICAO-phraseology ("at take-off" doesn't mean anything) were contributory factors to the accident. The take-off without proper take-off clearance, initiated by the KLM Captain and loss of oversight of the situation by the controller, due to lack of proper equipment, for the complex situation that day, were identified as the main causes of the accident.

0.2. Charkhi Dadri Mid Air Collision, Haryana, India, November 12th, 1996:

On the 12th of November 1996, in Indian air space, an Illyushin-76 of Kazachstan Airlines was cleared to descend to 15.000 ft, to clear a Saudi Airlines B747, flying at 14.000 ft. The Il-76 descended below its assigned altitude (level bust) and collided in mid-air with the B-747. Both airplanes broke up in mid-air and crashed, killing a total of 349 people in both airplanes, making it the third deadliest crash in history, after the crash of Japanese Airlines Flight 123 (August 12th, 1985) and the Tenerife crash of 1977, discussed previously.

NATIONAL GEOGRAPHIC

The Kazakh Il-76 had a three man cockpit. The 3rd person was on board, had to handle the radio-communications with ATC, as the other two cockpit crew members had few or no knowledge of the English language. The radio-operator acted as interpreter/interlocutor for the cockpit crew and passed on instructions from ATC to the pilots. He however did not have an own instrument panel, to monitor the altitude of the Il-76. When due to a misinterpretation/miscommunication, the instructed 15.000 ft was breached by the pilot flying, the radio-operator had no means verify this. When the mistake was finally identified and addressed by ATC, it was too late. The tail of the Il-76 clipped off the left wing of the Saudi B747, leading to a severing of both sections from their respective airplanes.

0.3. Introduction by the Head of the Licensing Directorate BCAA:

Two out of three of the heaviest crashes in aviation history were caused by, or had communication issues and lacking knowledge of English, as a contributory factor. This makes English Language Proficiency a sufficiently important aspect of the competencies to be demonstrated by pilots and Air Traffic Controllers, next to the professional skills and medical fitness.

In a continuous effort to increase safety in civil aviation in Belgium and the rest of Europe, it the BCAA's firm belief that a good basic knowledge of English by the whole aviation community will be beneficiary for all participants. Therefor BCAA is committed to uphold the highest standards with regards to knowledge of the English language, among the Belgian flying community.

This Procedure Manual is composed to offer guidance to all involved with Language Proficiency (Regulators, Pilots, Air Traffic Controllers, LAB's) regarding the interpretation of Language Proficiency by BCAA

Best Regards,

Philippe D'homme,
Head of Training and Licensing Department, BCAA

0.4. Abbreviation list:

ATC	Air Traffic Control
ATCO	Air Traffic Control Officer, in EASA "Air Traffic Controller"
Assessment:	Test session, during which a candidate demonstrates objectively his/her language proficiency, to a LAB, approved for language proficiency assessment
Assessor:	Approved examiner (or "Rater"), approved for language proficiency assessment, within a LAB. *The designation "Assessor" will be used consistently throughout this manual (for language proficiency examiners, or raters)*
BIPT/IBPT	Belgisch Instituut voor Postdiensten en Telecommunicatie / Institut Belge pour Poste et Télécommunication. Belgian institute responsible for (among other) the radio-communication frequencies in Belgium.
BCAA	Belgian Civil Aviation Authority (NL: DGLV / FR: DGTA), the Belgian CAA, or Competent Authority of Oversight for Civil Aviation
CAA	Civil Aviation Authority *(or "Competent Authority of Oversight")*. National Institute or Government Body, that is designated to keep oversight over civil aviation in that country (or part thereof). It keeps oversight of the compliance with European civil aviation legislation, as well as National legislation (not covered by EU-legislation)
Candidate:	Person that demonstrates language proficiency to the assessors of a LAB
Competent Authority of Oversight: See CAA	
GM & AMC	Guidance Material and Applicable Means of Compliance. Addendum to the Implementing Rules of the EU, that provide guidance to all stakeholders in civil aviation: license holders, organizations and competent authorities, on how to achieve compliance with the Implementing Rules (IR).
EASA	European Aviation Safety Agency, the highest civil aviation authority in Europe, under the immediate supervision of the European Union, based in Cologne.
EASA Air Crew Regulations	European civil aviation legislation, applicable since the 8th of April 2013, in all the EU Member States (+ Liechtenstein, Norway, Iceland and Switzerland: the "Contracting States") at the latest. It describes the requirements for training and obtaining cockpit and cabin crew licenses.
EOBT	Estimated Off-Block Time
FIC	Flight Information Center, or center that provide Flight Information, to uncontrolled air traffic. In Belgium, FIS is provided by Belgocontrol. The indication of the Belgian FIC is "Brussels Info" that can be contacted via the frequency 126.900 MHz. The military counterpart is "Belga Rada"r. This is service can be contacted via the frequency 129.325 MHz. Both provide Flight Information Service to civil aviation traffic, if requested.

FIS	Flight Information Service. Services over the radio, provided to uncontrolled air traffic. In Belgium this consists of FLIGHT INFORMATION, NOT NECESSERILY TRAFFIC INFORMATION!
FIR	Flight Information Region. The area in which a FIC is responsible for providing Flight Information Service (FIS). Brussels Information (the Belgian civil FIC) covers the whole territory of Belgium, the Belgian territorial waters and all of the Grand Duchy of Luxemburg.
ICAO	International Civil Aviation Organization, or the Civil Aviation Organization of the United Nations (UN). It lays down guidelines that must be implemented by all member states (212 worldwide) in their national legislation.
IR	Implementing Rules. European Legislation. Implementing Rules in civil aviation in Europe are composed by EASA and proposed to the European Commission. They are adopted as European legislation, by the European Commission, with designation “EU-number/year”. EASA Air Crew Regulations are Implementing Rules that were voted and adopted in 2 stages, as EU 1178/2011 and EU 290/2012. Implementing Rules are applicable in their entirety in every EU Member State and should be implemented in the national legislation of the contracting states to EASA. For EU Member States Implementing Rules overrule any national regulation addressing the same subjects and are applicable from the date of publication of the Implementing Rule (plus Opt-out, if applicable).
IR(A/H)	Instrument Rating for Airplanes/Helicopters, not to be mistaken with Implementing Rules (IR), of the EU.
Member State	The definition “Member State” in the EASA Air Crew Regulations, reflects all the EU member states (automatically member of EASA) and 4 other Contracting States (not member of the EU, but part of EFTA, European Free Trade Association), who implemented the EASA Air Crew Regulations, by the 8th of April 2013 (at the latest)
Opt-out:	As soon as EASA legislation proposals (NPA, or Notice of Proposed Ammendment) are approved by the European Commission, as “EU-number/year” it is immediately effective among all Member States. Each individual Member States may decide at own discretion to apply an Opt-out, included in the legislation that will delay the effectiveness of the legislation within that Member State until a prefixed date.
PART-FCL	Flight Crew Licensing. Annex I to the EASA Air Crew Regulations, (approved under EU 1178/2011) that stipulate the training and licensing requirements to obtain a flight crew license (Cockpit and Cabin Crew)
PART-ORA	Organization Requirements for Aircrew. Annex VII to the EASA Air Crew Regulation (approved under EU 290/2012), describing the requirements for ORGANIZATIONS to obtain an approval to be active in the field of Flight Crew Licensing

Third Country:	State not belonging to the "Member States" (all EU Members + Contracting states). This includes the all countries of the American continent, Asia, Russia, Australia, etc. Licenses from these countries can be converted into European licenses (in accordance with EASA Air Crew Regulations). The conditions are described in the BCAA Procedure Manual for License Conversions (PM-LC).
DLP	Dutch Language Proficiency
ELP	English Language Proficiency
FLP	French Language Proficiency
GLP	German Language Proficiency
LP	Language Proficiency (generic description)
LAB	Language Assessment Body, Organization approved by a European Competent Authority of Oversight, approved for assessment of language proficiency
Linguistic assessor:	Holds a linguistic degree, preferably with working/teaching/translating/examination experience in the language(s) applied for (or holds other relevant training and/or experience, accepted by the Competent Authority of Oversight).
Operational assessor:	Holds, or has held a commercial pilot degree, and/or AIR TRAFFIC CONTROLLERS license and professional experience, or other relevant experience/training accepted by the Competent Authority of Oversight.
R/T	Radio Telephony. Before a person is allowed to use the radio on board of an aircraft independently (not under supervision of an instructor), he/she shall be the holder of an R/T-certificate, certifying the person's skills in the knowledge and use of sufficient and appropriate standard ICAO radio-phraseology

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0.5. International Language Proficiency legislation:

ELP is since 2008 an additional international requirement for all active in aviation, who are required to use the official radio in a civil aviation related environment. As standard ICAO-phraseology does not cover all possible situations and events, the ICAO ELP requirements were imposed to facilitate adequate communication between radio-stations (airborne and ground based), regarding situations, not covered by standard ICAO radio-phraseology (unusual events, urgencies & emergencies), in an aviation related context.

ICAO ELP requirements were introduced with ICAO Doc 9835 in 2008 and had to be implemented by all 212 ICAO members in their National legislation. ELP was introduced in Belgian legislation by a Royal Decree of the 30th of June 2008 (updated on the 26th of October 2010), making ELP a requirement with immediate effect. Between 2008 and 2013, ELP was regulated in Europe, largely by national regulation (The final revision of JAR-FCL gave some, but rather vague, guidelines regarding ELP).

With the introduction of EASA Air Crew Regulations (EU 1178/2011), Language Proficiency (not just English Language Proficiency) also became a European regulated matter, impacting the existing Belgian national ELP legislation. The mix of international, European and national legislation, has caused a very complex national and international situation, with sometimes quite different interpretations by the various national Civil Aviation Authorities (CAA's, or Competent Authority of Oversight) in Europe. This document is aimed to assist all involved, to clarify the BCAA interpretation of language proficiency matters for Belgian and foreign license holders. It reflects also BCAA's wish to achieve over time to a more common approach within Europe.

With the introduction of Commission Regulation ATCO (EU 340/2015), the language proficiency requirements are defined under Annex 1 PART ATCO. Preamble 7 states: "Poor communication is often a significant contributing factor in incidents and accidents. Therefore, detailed language proficiency requirements for air traffic controllers should be laid down. Those requirements are based on the requirements adopted by the International Civil Aviation Organization (ICAO) and provide a means of enforcing these internationally accepted standards. The principles of non-discrimination, transparency and proportionality are upheld with regard to language proficiency requirements in order to encourage free movement of workers, while ensuring safety. The validity of language proficiency endorsement should be proportionate to the proficiency level as determined in this Regulation."

0.6. Guidelines for the use of this Procedure Manual:

Chapter 1 provides information regarding language proficiency for **PILOTS**
Chapter 2 provides information regarding language proficiency for **ATCO, or AIR TRAFFIC CONTROLLERS**
Chapter 3 provides information regarding for **LAB** (Language Assessment Bodies)
Frequently Asked Questions (FAQ's, designated by LP-Q-X) are indicated in red and hope to provide as much information as possible on practical, rather recurrent problems/questions regarding language proficiency

The applicable legislation (International, European and Belgian) is copied into this manual in blue (same color as the chapter titles) and introduced in italic print.

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CHAPTER 1: EUROPEAN LANGUAGE PROFICIENCY LEGISLATION, FOR PILOTS:

Language Proficiency (LP) for pilots is incorporated in ANNEX I to the EASA Air Crew Regulations (EU 1178/2011), also known as PART-FCL (Flight Crew Licensing) and its AMC (Acceptable Means of Compliance). Here are the highlights of the European ELP legislation:

1.1. EASA PART-FCL.055 Language proficiency (Page 12/311 of EU 1178/2011)

(a)General. Airplane, helicopter, powered-lift and airship pilots, required to use the radio telephone shall not exercise the privileges of their licenses and ratings unless they have a language proficiency endorsement on their license in either English, or the language used for radio communications involved in the flight. The endorsement shall indicate the language, the proficiency level and the validity date.

(b) The applicant for a language proficiency endorsement shall demonstrate, in accordance with Appendix 2 to this Part, at least an operational level of language proficiency both in the use of phraseologies and plain language. To do so, the applicant shall demonstrate the ability to:

(1) communicate effectively in voice-only and in face-to-face situations;

(2) communicate on common and work-related topics with accuracy and clarity;

(3) use appropriate communicative strategies to exchange messages and to recognize and resolve misunderstandings in a general or work-related context;

(4) handle successfully the linguistic challenges presented by a complication or unexpected turn of events which occurs within the context of a routine work situation or communicative task with which they are otherwise familiar; and

(5) use a dialect or accent which is intelligible to the aeronautical community.

(c) Except for pilots who have demonstrated language proficiency at an expert level, in accordance with Appendix 2 to this Part, the language proficiency endorsement shall be re-evaluated every:

(1) 4 years, if the level demonstrated is operational level; or

(2) 6 years, if the level demonstrated is extended level.

(d) Specific requirements for holders of an instrument rating (IR). Without prejudice to the paragraphs above, holders of an IR shall have demonstrated the ability to use the English language at a level that allows them to:

(1) understand all the information relevant to the accomplishment of all phases of a flight, including flight preparation;

(2) use radio telephony in all phases of flight, including emergency situations;

(3) communicate with other crew members during all phases of flight, including flight preparation.

(e) The demonstration of language proficiency and of the use of English for IR holders shall be done through a method of assessment established by the competent authority.

1.2. AMC1 FCL.055 Language proficiency

GENERAL

(a) The language proficiency assessment should be designed to reflect a range of tasks undertaken by pilots but with specific focus on language rather than operational procedures.

(b) The assessment should determine the applicant's ability to:

(1) communicate effectively using standard R/T phraseology;

(2) deliver and understand messages in plain language in both usual and unusual situations that necessitate departure from standard R/T phraseology. Note: refer to the 'Manual on the Implementation of ICAO Language Proficiency Requirements' (ICAO Doc 9835), Appendix A Part III and Appendix B for further guidance.

ASSESSMENT

(c) The assessment may be subdivided into three elements, as follows:

(1) listening: assessment of comprehension;

(2) speaking: assessment of pronunciation, fluency, structure and vocabulary;

(3) interaction.

(d) The three elements mentioned above may be combined and they can be covered by using a wide variety of means or technologies.

(e) Where appropriate, some or all of these elements may be achieved through the use of the R/T testing arrangements.

(f) When the elements of the testing are assessed separately, the final assessment should be consolidated in the language proficiency endorsement issued by the competent authority.

(g) The assessment may be conducted during one of the several existing checking or training activities, such as license issue or rating issue and revalidation, line training, operator line checks or proficiency checks.

(h) The competent authority may use its own resources in developing or conducting the language proficiency assessment, or may delegate this task to language assessment bodies.

(i) The competent authority should establish an appeal procedure for applicants.

(j) The holder of a license should receive a statement containing the level and validity of the language endorsements.

(k) Where the assessment method for the English language established by the competent authority is equivalent to that established for the assessment of use of the English language in accordance with AMC2 FCL.055, the same assessment may be used for both purposes.

BASIC ASSESSMENT REQUIREMENTS

(l) The aim of the assessment is to determine the ability of an applicant for a pilot license or a license holder to speak and understand the language used for R/T communications.

(1) The assessment should determine the ability of the applicant to use both:

- *(i) standard R/T phraseology;*
- *(ii) plain language, in situations when standardized phraseology cannot serve an intended transmission.*

(2) The assessment should include:

- *(i) voice-only or face-to-face situations;*
- *(ii) common, concrete and work-related topics for pilots.*

(3) The applicants should demonstrate their linguistic ability in dealing with an unexpected turn of events, and in solving apparent misunderstandings.

(4) The assessment should determine the applicant's speaking and listening abilities. Indirect assessments, of grammatical knowledge, reading and writing, are not appropriate.

(5) The assessment should determine the language skills of the applicant in the following areas:

- *(i) pronunciation:*
    - *(A) the extent to which the pronunciation, stress, rhythm and intonation are influenced by the applicant's first language or national variations;*
    - *(B) how much they interfere with ease of understanding.*
- *(ii) structure:*
    - *(A) the ability of the applicant to use both basic and complex grammatical structures;*
    - *(B) the extent to which the applicant's errors interfere with the meaning.*
- *(iii) vocabulary:*
    - *(A) the range and accuracy of the vocabulary used;*
    - *(B) the ability of the applicant to paraphrase successfully when lacking vocabulary.*

(iv) fluency:

(A) tempo;

(B) hesitancy;

(C) rehearsed versus spontaneous speech;

(D) use of discourse markers and connectors.

(v) comprehension:

(A) on common, concrete and work-related topics;

(B) when confronted with a linguistic or situational complication or an unexpected turn of events.

Note: the accent or variety of accents used in the test material should be sufficiently intelligible for an international community of users.

(vi) interactions:

(A) quality of response (immediate, appropriate, and informative);

(B) the ability to initiate and maintain exchanges:

(a) on common, concrete and work-related topics;

(b) when dealing with an unexpected turn of events.

(C) the ability to deal with apparent misunderstandings by checking, confirming or clarifying. Note: the assessment of the language skills in the areas mentioned above is conducted using the rating scale in AMC2 FCL.055.

(6) When the assessment is not conducted in a face-to-face situation, it should use appropriate technologies for the assessment of the applicant's abilities in listening and speaking, and for enabling interactions (for example: simulated pilot or controller communication).

ASSESSORS

(m) It is essential that the persons responsible for language proficiency assessment ('assessors') are suitably trained and qualified. They should be either aviation specialists (for example current or former flight crew members or air traffic controllers), or language specialists with additional aviation-related training. An alternative approach would be to form an assessment team consisting of an operational expert and a language expert.

(1) The assessors should be trained on the specific requirements of the assessment.

(2) The assessors should not test applicants to whom they have given language training.

CRITERIA FOR THE ACCEPTABILITY OF LANGUAGE ASSESSMENT BODIES

(n)To ensure an impartial assessment process, the language assessment should be independent of the language training.

(1) To be accepted, the language assessment bodies should demonstrate:

(i) appropriate management and staffing;

(ii) quality system established and maintained to ensure compliance with, and adequacy of, assessment requirements, standards and procedures.

(2) The quality system established by a language assessment body should address the following:

(i) management;

(ii) policy and strategy;

(iii) processes;

(iv) the relevant provisions of ICAO or Part-FCL, standards and assessment procedures;

(v) organizational structure;

(vi) responsibility for the development, establishment and management of the quality system;

(vii) documentation;

(viii) quality assurance program;

(ix) human resources and training (initial and recurrent);

(x) assessment requirements;

(xi) customer satisfaction.

(3) The assessment documentation and records should be kept for a period of time determined by the competent authority and made available to this competent authority, on request.

(4) The assessment documentation should include at least the following:

(i) assessment objectives;

(ii) assessment layout, time scale, technologies used, assessment samples, voice samples;

(iii) assessment criteria and standards (at least for the levels 4, 5 and 6 of the rating scale mentioned in AMC2 FCL.055);

(iv) documentation demonstrating the assessment validity, relevance and reliability;

(v) assessment procedures and responsibilities:

(A) preparation of individual assessment;

(B) administration: location(s), identity check and invigilation, assessment discipline, confidentiality or security;

(C) reporting and documentation provided to the competent authority or to the applicant, including sample certificate; (D) retention of documents and records.

Note: refer to the 'Manual on the Implementation of ICAO Language Proficiency Requirements' (ICAO Doc 9835) for further guidance.

RATING SCALE:

The rating scale is included in the annexes to this Language Proficiency Procedure Manual.

1.3. FAQ's regarding European Language Proficiency legislation for pilots:

LP-Q1: Can a pilot exercise the privileges of language proficiency, when the language proficiency endorsement has expired on the license, but he/she has already obtained a new language proficiency certificate?

BCAA Answer: No. We refer to FCL.055 a): "…shall not exercise the privileges of their licenses and ratings unless they have a language proficiency endorsement on their license…". The language proficiency endorsement must be valid on the license, before the privileges may be exercised.

LP-Q2: To whom does Language Proficiency apply?

BCAA Answer: We refer to FCL.055 a): "Airplane, helicopter, powered-lift and airship pilots". Pilots of other category of aircraft (sailplane, ULM, etc.) may obtain a language proficiency certificate, but in order to avoid administrative confusion, it is not endorsed on the licenses for which language proficiency is not a legal requirement.

Language proficiency is every pilot's concern and responsibility. Quite like keeping up flying skills and medical fitness, language proficiency has become an essential part of requirements for flight crew today.

LP-Q3: Which Language Proficiencies are endorsed on Belgian Licenses?

BCAA Answer: The only language approved for official radiotelephony services (ATC and FIS) in Belgium is ENGLISH. We refer to AIP GEN 3.4, 3.6 LANGUAGES USED: "In the Belgian part of the Brussels FIR/UIR ENGLISH shall be used to contact ATS units providing ATC, FIS and AFIS." The use of English is stimulated to the maximum by BCAA, for the benefit of aviation safety. The fact that FCL.055 (a) allows the use of other languages on the frequency (determined by European national legislation, of each individual Member State) and the possibility of mandatory language proficiency in other language in other countries, has urged BCAA to facilitate endorsement of other languages on Belgian pilot licenses, to allow Belgian license holders to continue flying in other European Member States that have language proficiency requirements, other than English Language Proficiency.

Language proficiency of all European languages can/may be endorsed on a Belgian license, as long as the applicant holds a valid language proficiency certificate, obtained after objective demonstration of language proficiency in that language, in accordance with the ICAO ELP rating scale, at a LAB, approved by a European competent authority of oversight.

Holders of an English Language Proficiency certificate, obtained at a LAB approved by a European competent authority of oversight, can have "ENGLISH" endorsed on their Belgian License. Other language proficiencies (FLP,DLP,GLP), may lead to the endorsement "FRENCH", "DUTCH", "GERMAN", on a Belgian license. Other language proficiency endorsements are limited to European languages only.

LP-Q4: Is English Language Proficiency necessary on a Belgian license?

BCAA Answer: Belgian licenses may be issued at the request of the applicant, without English Language Proficiency and *without any Language Proficiency. HOWEVER: The only language approved for radiotelephony services (ATC and FIS) in Belgium is ENGLISH. Therefor a license holder without "ENGLISH" endorsed on the license, is allowed to fly from/to uncontrolled aerodromes, in uncontrolled airspace, but is not supposed to enter controlled airspace, nor contact FIS, nor take-off from, nor land at a controlled aerodrome, during any portion of the flight. In the light of aviation safety, taking into account the complexity of the Belgian Airspace, it is strongly advised that all pilots flying in the Belgian Airspace would enhance their knowledge of English to minimum level 4 and have it endorsed on their license. Pilots not having "ENGLISH" endorsed on their license that entered controlled airspace and used the radio, without declaring a state of urgency, or emergency, can and will be prosecuted, if infringement has been observed, or reported.*

Flights to and from uncontrolled aerodromes, flying in uncontrolled airspace only, while avoiding to contact Brussels Info or ATC, are allowed, if the PIC does not have "ENGLISH" endorsed on the license.

Activation of a flight plan in flight, or reporting prior to entry in a Flight Information Region, upon crossing a FIR boundary is also not allowed, via radio within the Belgian Airspace. Cross-border flights are therefore strongly limited and the license holder should bare in mind it is his/her responsibility to check the rules for crossing the FIR boundary and the applicable Language Proficiency requirements of the country visited, as the license requirements may not be covered in the absence of an "ENGLISH" endorsed on the license.

LP-Q5: What is meant with operational – extended – expert level?

BCAA Answer: "Operational level" is the equivalent designation of an ELP level 4, and according to PART-FCL.055 (c), the holder of an ELP level 4 certificate will have "ENGLISH" endorsed on the license with a validity of 4 years. "Extended level" corresponds to ELP level 5 and allows endorsement of "English" on the license with a validity of 6 years. "Expert level" corresponds to ELP level 6 and has an unlimited validity . These validities are different for other languages in Belgium and for AIR TRAFFIC CONTROLLERS. We refer to chapter 1.5. "Validities, dates and deadlines of Language Proficiency endorsements".

LP-Q6: Are other non-aviation related documents accepted to demonstrate language proficiency for a Belgian pilot license?

BCAA Answer: No. ICAO Doc 9835 stipulates clearly that a candidate's language proficiency must be tested in an aviation environment, on aviation related topics. No other tests than aviation related language proficiency tests, approved by a European CAA, are accepted by BCAA for endorsement of language proficiency on Belgian pilot licenses. Degrees, non-aviation related language certificates, or having lived in a country for a certain period of time, or being a native speaker of certain language are not considered as an acceptable alternative for CAA approved language proficiency assessments, to endorse language proficiency on a Belgian pilot license. Furthermore, with every language proficiency, also the R/T skills of the candidate in that language must be tested.

LP-Q7: Is a "declaration on honor"/"declaration sur honneur" sufficient for "native speakers" to obtain language proficiency?

BCAA Answer: No, ICAO and PART-FCL clearly stipulated that a candidate for language proficiency should be tested and his/her language proficiency and R/T-skills in that language must be demonstrated. Native speakers in a certain language must also objectively demonstrate language proficiency, by succeeding in a language proficiency assessment with a LAB (Test Service Provider), approved by a European competent authority of oversight (also designated Civil Aviation Authority, or CAA,).

LP-Q8: When should I obtain a certificate of language proficiency?

BCAA Answer: Demonstrating language proficiency ultimately is A LICENSING REQUIREMENT. This means that an applicant should demonstrate language proficiency and obtain a certificate prior to applying for a license. NOTE: This is applicable if the applicant for the license chooses to apply for language proficiency endorsement on the license. Choosing not to have the endorsement ENGLISH on the license, however strongly limits the privileges of the license holder.

After the introduction of EASA Air Crew Regulations in Belgium, on the 8th of April 2013, BCAA asked the objective demonstration of language proficiency though a language proficiency certificate, during the skill test (so the flight examiner could verify if the candidate was within all the conditions to obtain the license). This was meant as an extra quality check, however resulted in many discussions, as this was strictly taken not a legal requirement. After negotiation with Belgian flight examiners, it was decided to return to the former approach, which means the candidate license holder can also perform the language proficiency test, after passing the skill test.

HOWEVER: If an applicant for a pilot licenses passes the skill test to obtain a license, or rating, but fails a language proficiency assessment afterwards and as a result the license/rating(s) cannot be issued, it is the candidates' ultimate responsibility. Therefore it is strongly recommended by BCAA to perform the language proficiency assessment PRIOR TO THE SKILL TEST.

HOWEVER: An Instrument Rating (IR) cannot be revalidated/renewed by an examiner, without a valid "ENGLISH" endorsement on the license. English language proficiency is a requirement for a valid Instrument Rating. An examiner may not revalidate/renew an IR-rating on a Belgian license, if there is no valid "ENGLISH" endorsement on the license. The only approved language for IFR-flights in Belgian airspace is English.

LP-Q9: In case of transfer of license, can I keep all the language proficiencies endorsed on my foreign license?

BCAA Answer: Yes, all European languages endorsed on a foreign license, being transferred to BCAA, will be endorsed on a "Belgian" (BCAA-issued) license.

LP-Q10: I have a “level 6” on my FAA (or other “ICAO-, or third country”) license, can I use this as a credit for endorsement of language proficiency for a Belgian flying license?

BCAA Answer: No, there are no bilateral agreements between Belgium (or Europe) and the United States (FAA), or other “Third Countries”, for mutual agreement of language proficiency certificates. There is no such mention in the EASA Air Crew Regulations. As a result, during license conversion, a supplementary language proficiency assessment will be a requirement. We refer to the BCAA Procedure Manual for License Conversion (PM-LC), which elaborates these matters.

LP-Q11: Person A is the holder of a PPL(A) license, with a valid SEP(L) rating, but with an expired ENGLISH endorsement. Person B has a PPL(A) license, of which the ENGLISH endorsement is still valid, but his SEP(L) rating is expired. Person B and Person A usually fly together. Can they fly together from a controlled airport X to another controlled airport Y?

BCAA Answer: No, neither pilot is within the legal conditions to act as PIC for this flight: Person A does not have the required ENGLISH endorsement on the license, to legally take off from airport A and land at airport B. Person B is not allowed to fly the airplane as PIC, as the SEP(L) rating has expired. The principle applicable in this case is: “Two half licenses do not make up for one full license”. If the flight is performed as planned, it may be considered illegal.

1.4. Belgian language proficiency legislation, for pilots:

ICAO English Language Proficiency (ELP) for pilots was incorporated in the Belgian national legislation, with 3 consecutive Royal Decrees (RD/KB/AR):

- RD of June 30th, 2008
- RD of October 26th, 2010
- RD of March 19th, 2014

Here is an overview of the items covered by the Belgian National law, not covered by PART-FCL, through:

RD of March 19th, 2014:

Article 1. For the application of the present Decree, the following definitions shall apply:

1. controlled airspace: airspace of defined dimensions within which the air traffic control service is provided to IFR and VFR flights in ATS airspace classes A, B, C, D and E;
2. Regulation (EU) No 1178/2011: Commission Regulation (EU) No 1178/2011 of 3 November 2011 laying down technical requirements and administrative procedures related to civil aviation aircrew pursuant to Regulation (EC) No 216/2008 of the European Parliament and of the Council;
3. Regulation (EU) No 805/2011: Commission Regulation (EU) No 805/2011 of 10 August 2011 laying down detailed rules for air traffic controllers' licenses and certain certificates pursuant to Regulation (EC) No 216/2008 of the European Parliament and of the Council;
4. Director General: the Director General of the Civil Aviation Authority;
5. Minister: the minister responsible for air transport.

Article 2. (1). The pilots of airplanes, helicopters, powered lift aircraft and airships which fly in controlled airspace or which use the flight information service (FIS) demonstrate a language proficiency level 4, 5 or 6 in the English language for radio telephone communications.
(2). The pilots of airplanes, helicopters, powered lift aircraft and airships which do not fly in controlled airspace or which do not use the flight information service (FIS) demonstrate a language proficiency level 4, 5 or 6 in the English language or other applicable language, used for radio telephone communications at the airfield/airport.
(3). Air traffic controllers demonstrate a language proficiency level 4, 5 or 6 in English for radio-telephone communications.
(4). The operators of aeronautical radio stations demonstrate a language proficiency level 4, 5 or 6 in English or the national language used by the aerodrome concerned for radio telephone communications.

Article 3. (1). For persons under Article 2(1) and (2), the requirements for a language proficiency level 4, 5 or 6 in one of the languages under Article 2(1) and (2) are determined in FCL.055 (b), of the Regulation (EU) No 1178/2011.

(2). For persons under Article 2(3), the knowledge required for a language proficiency level 4, 5 or 6 in English is determined in Annex III of the Regulation (EU) No 805/2011.

(3). For persons under Article 2(4), the knowledge required for a language proficiency level 4, 5 or 6 in English is determined in the Annex to the present Decree.

Article 4. (1). The persons covered in Article 2(1), (2) and (4) substantiate required the language proficiency level in Article 2 by passing an examination which is organized by a body recognized for this purpose by:

1. *the Minister or the Director General; or*
2. *a Member State of the European Union; or,*
3. *the competent authority for aviation in Iceland, Lichtenstein, Norway or Switzerland.*

The Minister or Director General sets out the conditions that language testing bodies must fulfil under paragraph 1(1).

(2). The persons covered by Article 2(3) demonstrate the level of language proficiency required in Article 2 with an examination which meets the requirements determined by the Minister or Director General.

Article 5. Upon request by a person covered by Article 2 requiring assessment under Article 4, the language proficiency endorsement corresponding to the language that the exam was taken in is written on their license, with the expiry date of this endorsement.

Article 6. (1). For persons under Article 2(1) and (2), the language proficiency endorsement is valid for the length of time specified in FCL.055, (c), of the Regulation (EU) No 1178/2011.

(2). For persons under Article 2(3), the language proficiency endorsement is valid for the length of time specified in Article 13(6), of the Regulation (EU) No 805/2011.

(3). For persons under Article 2(4), the language proficiency endorsement is valid:

1. ***3 years**, from the date when the exam was successfully passed, if they have demonstrated a language proficiency of level 4;*
2. ***6 years**, from the date when the examination was successfully passed, if they have demonstrated a language proficiency of level 5;*
3. ***an indefinite period** from the date when the examination was successfully passed, if they have demonstrated a level of language proficiency of level 6.*

Article 7. In the case where the persons covered under Article 2(1), (2) or (4), who are holders of a language proficiency endorsement, successfully re-take the examination under Article 4 and demonstrate a level 4 language proficiency, the applicable language proficiency endorsement is renewed, after expiry, for a length of time provided for in Article 6.

In the case where the persons covered under Article 2(1), (2) or (4), who are holders of a language proficiency endorsement, successfully re-take the examination under Article 4 and demonstrate a level 5 language proficiency, the applicable language proficiency endorsement is renewed, after expiry, for a length of time provided for in Article 6.

In the case where the persons covered under Article 2(1), (2) or (4), who are holders of a language proficiency endorsement, successfully re-take the examination under Article 4 and demonstrate a level 6 language proficiency, the applicable language proficiency endorsement is renewed, after expiry, for a length of time provided for in Article 6.

Article 8. Royal Decree of 30 June 2008 regulating knowledge of the English language in civil aviation is repealed.
Article 9. The Minister responsible for air transport will undertake the necessary actions to execute the present Decree.

LP-Q12: I have a level 6 "ENGLISH" endorsement on my FAA (or other "ICAO-, or third country") license, can I use this as a credit for endorsement of language proficiency for a Belgian flying license?

BCAA Answer: No, in accordance with Article 4 (1), of the Royal Decree of March 19th, 2014, BCAA accepts all language proficiency certificates issued by LAB's approved by all other European Competent Authorities of Oversight (All EU member states + Iceland, Lichtenstein, Norway or Switzerland). There are no bilateral agreements between Belgium and other states not mentioned above, regarding mutual agreement of language proficiency certificates.

LP-Q13: I have obtained a language proficiency certificate, but the ENGLISH is not yet endorsed on my license. Can I continue to fly in controlled airspace?

BCAA Answer: No, in accordance with EASA PART-FCL.055, to possess all the privileges of the license and its ratings, a valid language endorsement MUST BE MENTIONED ON THE LICENSE. Having a certificate is not sufficient, the endorsement should be valid on the license, in order to have a valid license.

LP-Q14: If I perform a skill-test/proficiency check with a flight examiner, who is also a recognized language proficiency assessor, can he/she also assess the language proficiency during the skill-test/proficiency check?

BCAA Answer: BCAA does not recognize flight examiners automatically as language proficiency assessors. Language proficiency assessors are only allowed to operate under the approval of an ORGANIZATION/ LEGAL ENTITY, approved as LAB. PART-FCL.055 (n) regarding the "criteria for the acceptability of language assessment bodies", clearly stipulates the fact that assessors must operate within a "Language Assessment Body", that is sufficiently staffed and has a quality system.

As a result, BCAA holds the right as of the April 8th , 2015, by EASA Air Crew Regulations, to no longer accept ELP-certificates of individually operating assessors, approved by other European Competent Authorities of Oversight, not belonging to an organization, with a quality system, approved as LAB by a Competent Authority of Oversight. Every assessment must be performed by both a linguistic assessor AND (not OR) a professional language proficiency assessor.

Furthermore, BCAA requests audio(-visual) recording of the assessment to its own approved LAB. Foreign approved assessors are requested to also record the assessment taken from Belgian license holders. Both plain language AND R/T must be tested during the language assessment. We refer to chapter 3, regarding acceptance of foreign assessments, LAB and acceptance of their certificates for Belgian license holders.

LP-Q15: When performing a skill-test/proficiency check with a flight examiner, who is also a recognized language proficiency assessor, can he/she also prolong the validity of the language proficiency on the back of the license, after the skill-test/proficiency check?

BCAA Answer: No. Initial ratings may not be added to the back of the license. All ratings must be printed at the front of the license initially (for the purpose of quality check, upon the initial issuance, by BCAA) and may be revalidated on the back of the license (except instructor and examiner ratings). Language proficiency may also not be revalidated/renewed on the back of a Belgian issued, PART-FCL conformal license. To add language proficiency to the license and to renew/revalidate, the license holder must always contact BCAA.

LP-Q16: If I'm in the air and all of a sudden I encounter adverse weather, I'm lost, but I don't have English endorsed on my license. May I use the radio, to call for help?

BCAA Answer: ***YES!*** *Air law describes the regulations and requirements that must be met when all goes well (normal circumstances), to avoid problems in the air and maintain the highest safety standards. This is based on over 100 years of -unfortunately- other people's failures, crashes and other negative experiences in aviation. The lessons learnt, have crystallized into what is commonly known today, as "Air Law". However, in case of urgency, or emergency, all bets are off. In that case the main priority of the pilot should be to save him/herself and those on board of the aircraft. The only irreplaceable items on board of aircraft, are living beings. It is your duty as a pilot to save them and later face the consequences. No one should blame you if you contact whoever to save yourself and your passengers in an emergency.*

It is however not recommendable to go flying without ELP on the license in the Belgian airspace, with little or no knowledge of R/T, or any English outside of the standard phraseology, to explain your situation/ difficulties over the frequency, when the workload and stress on board are rising. "Failure to prepare, means preparing to fail". ELP was meant as a means to enhance safety in aviation. If you choose not to participate in improving your English, that is your responsibility as a pilot, quite like not preparing your flight, flying without a license, etc.

In case of an emergency, urgency, DO CALL THE FIS/ATC, even without English endorsed on the license!

It is however considered inexcusable not to have English endorsed on the license, and not limit yourself to flying to and from uncontrolled airfields, in uncontrolled airspace. Pilots that systematically fly to/from/ within controlled airspace without valid "English" endorsed on the license, to save money, or because they think language proficiency applies to all pilots except themselves, are prone to prosecutions and fines.

1.5. Language proficiency for pilots:

1.5.1. General:
Pilots of Airplanes (A), Helicopters (H), flying in the Belgian airspace, that (need to) use the radio (FIS, or ATC), must be the holder of a valid ENGLISH LANGUAGE PROFICIENCY.

BELGIUM HAS A STRICT ENGLISH ONLY POLICY FOR THE OFFICIAL R/T FREQUENCIES (FIS/ATC) IN CONTROLLED AND UNCONTROLLED BELGIAN AIRSPACE. USE OF FIS AND/OR AIR TRAFFIC CONTROLLERS REQUIRES A VALID ENGLISH LANGUAGE PROFICIENCY ENDORSEMENT ON THE LICENSE.

A valid English Language Proficiency, means the candidate must be the holder of a certificate that certifies language proficiency in English (minimum LEVEL 4) and matching R/T-skills (tested in the same language and within the same LAB) AND “ENGLISH” MUST BE ENDORSED ON THE LICENSE (and the validity date is not yet expired).

Holding a valid ELP (minimum) level 4 certificate is NOT equal to having ENGLISH endorsed on the license

1.5.2. Foreign license holders:
Foreign license holders flying into, within, or away from the Belgian airspace, must also be the holder of a valid “English” endorsement on their license, when using the official radio frequencies (FIS and ATC).

1.5.3. Crossing borders:
According to the Belgian AIP, section 1.10 Enroute, under the following circumstances a flight plan must be issued:

A flight plan shall be submitted prior to operating:

- *a. any FLT or portion thereof to be provided with ATC service*
- *b. any FLT above FL 660*
- ***c. any FLT across international borders***
- *d. any VFR FLT at night.*

NOTE: Entering and leaving the Belgian airspace theoretically requires filing a flight plan. However: Belgium applies a less strict rule for ENTERING TRAFFIC: We refer to the Belgian AIP ENR 1.10 §2, Note 2: “ *a pilot is not required to use the flight plan when planning FLTs from the Schengen area into non-controlled airspace in the Belgian part of the Brussels FIR.”*. The Schengen area includes France, the Grand Duchy of Luxemburg, Germany and Holland, , in other words all neighboring countries, EXCEPT the United Kingdom.

Departing traffic (originating in Belgium, and flying to another country) should file a flight plan, as internationally required, except if the AIP of the country visited, does not require the filing of a flight plan. We refer to the AIP of the country of destination, to inquire whether or not a flight plan is mandatory. In Belgium you can file a flight plan online via the website:

www.belgocontrol.be -> AIM Meteo briefing -> FPL flight planning.

It does however require a login and password (Registry for free, 24h in advance). A hardcopy flight plan can be forwarded via fax to 0032 (2) 206 25 39. Reception and acceptance of the flight plan can be consulted and verified via the Belgocontrol flight plan office, which can be reached at 32 (2) 206 25 40 or 41

LP-Q17: If I'm flying across national borders, do I have to maintain 2-way-radio contact with various FIS (Flight Information Service) during a flight under flight plan? Must the next FIC (Flight Information Center) mandatorily be contacted, prior to transitioning a national border and entering the next airspace? Do I need a valid ELP endorsement on the license?

BCAA Answer: All this is currently "good practice", but not a legal requirement. For safety purposes (follow-up of the flight and assistance should it be required, avoidance of airspace infringements, update of flight information, altimeter setting, traffic avoidance and effective Search & Rescue in case of an emergency landing, etc.), it is recommended to not only monitor the Belgian FIS frequency 126.9 MHz, but to contact it before entering and notifying/signing off, prior to leaving the Belgian FIR and contacting the neighboring FIS. Only activation and closing a flight plan is a legal obligation at this point, for VFR-flights on a flight plan. IFR-flights must, during the entire flight maintain 2-way radio contact with the appropriate Air Traffic Control Services.

OPENING A FLIGHT PLAN, is performed automatically for the pilot, when departing from a Belgian CONTROLLED AIRPORT (EBOS-Oostende, EBAW-Antwerp, EBBR-Brussels, EBCI-Charleroi, EBLG-Liège), by Air Traffic Control. When departing from an UNCONTROLLED AIRFIELD, in Belgium, it is the responsibility of the pilot to OPEN THE FLIGHT PLAN. We refer to the *Belgian AIP ENR 1.10 §2, Note 2: " A pilot who has submitted a flight plan for a FLT departing from a private AD, is responsible for the forwarding of the associated messages either by TEL or by radio to the ATS unit to which the flight plan was sent."*

If the flight plan was not opened by telephone, within a reasonable (not specified at this point) period prior to the flight, it should be opened by the PIC via the FIS, by radio. In this case, 2-way-radio contact must be established with Brussels Information (126.9 MHz) and the PIC must in that case be the holder of a valid "English" endorsement on the license (and be within the period of validity).

BCAA is currently undertaking actions to clarify the accepted methods for activating a flight plan. Should in the future the accepted methods for a flight under flight plan would be change/be tightened in order to clarify the procedures, this Procedure Manual will also be reviewed.

These are the actual accepted methods to cross the Belgian border, for LEAVING traffic:

- Filing a flight plan prior to the flight (at least 60 minutes prior to the EOBT for IFR flights, and 30 minutes for VFR-flights), via the website: www.belgocontrol.be , or by sending a faxed flight plan to the fax number: 0032 (2) 206 25 39
- Activation of the flight plan by telephone (with the briefing office of the Belgian FIC), prior to take-off, if the PIC is not the holder of a valid English endorsement on the license. This via the phone number 0032 2 206 25 40 or 41
- No 2-way radio contact of the Belgian FIS (Flight Information Service, or "Brussels Info") in flight, when the PIC does not hold a valid "English" endorsement on the license, unless in case of urgencies/ emergencies. It is however strongly recommended to monitor the frequency 126.9 MHz, for the benefit of safety!
- Contact the FIS/FIC of the next airspace, 5 minutes prior to entering their airspace, only at the condition that the PIC of the flight is the holder of a valid language proficiency endorsement applicable in the next airspace (for example FLP, when intending to enter the French airspace, or GLP when entering the German Airspace. Bare in mind that ELP is also mandatory when flying to the UK or Dutch airspace). Tune and listen to the appropriate FIS frequency, for the benefit of flight safety.

For now, these are the accepted methods to cross the Belgian border, for ENTERING traffic:

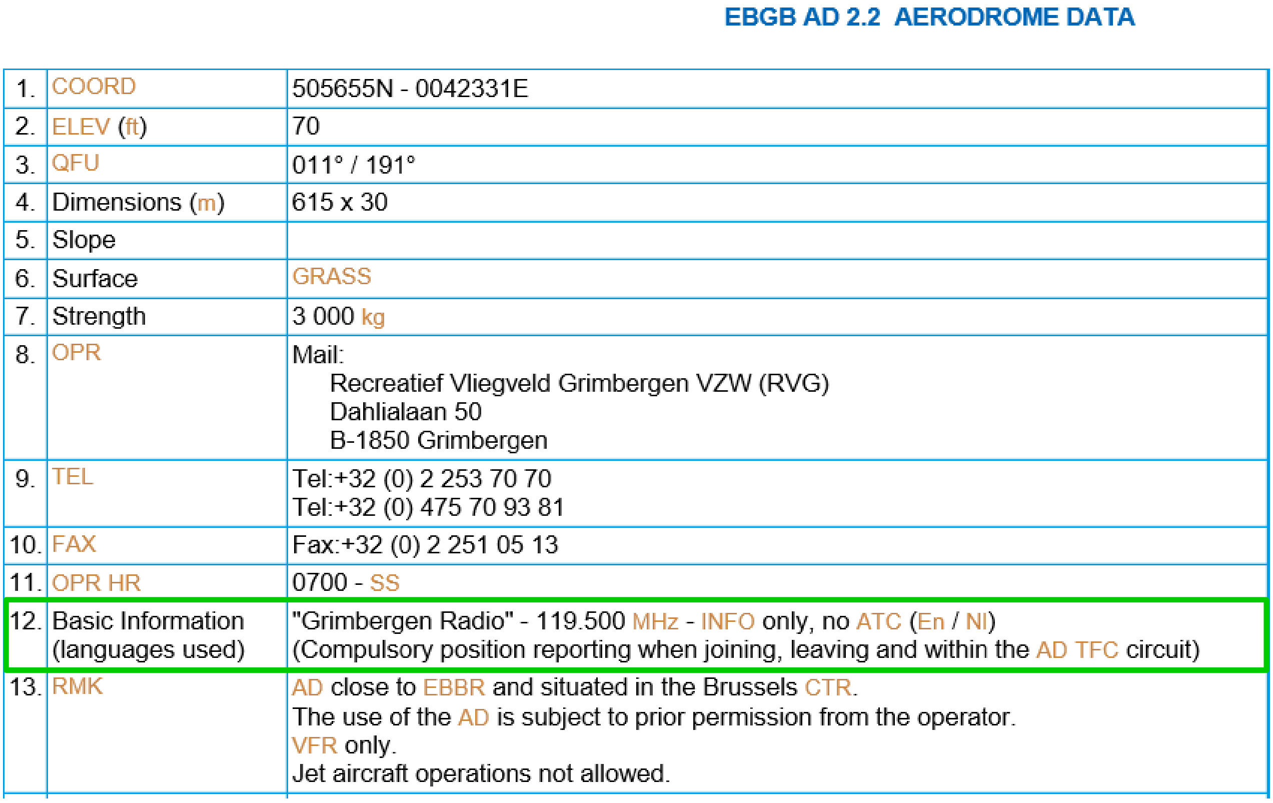
- Filing a flight plan prior to the flight in the foreign country where the flight originates, according to the applicable rules/customs. Belgium accepts flights without a flight plan, crossing its borders, originating from Schengen countries.
- Activation of the flight plan by telephone or via the FIC, if holder of the proper language proficiency endorsements on the license.
- No 2-way radio contact of the Belgian FIS (Flight Information Service, or “Brussels Info”) in flight, when the PIC does not hold a valid “English” endorsement on the license, unless in case of urgencies/ emergencies. It is however strongly recommended to monitor Brussels Information on the frequency 126.9 MHz, or Belga Radar 129.325 MHz at for the benefit of safety.
- Contact the FIS/FIC of the next airspace, 5 minutes prior to entering their airspace, only at the condition that the PIC of the flight is the holder of a valid language proficiency endorsement applicable in the next airspace (for example FLP, when intending to enter the French airspace, or GLP when entering the German Airspace. Bare in mind that ELP is also mandatory when flying to the UK or Dutch airspace). Tune and listen to the appropriate FIS frequency, for the benefit of flight safety.

After LANDING at an uncontrolled aerodrome in Belgium, it is the PIC’s responsibility to CLOSE the flight plan. Bare in mind: it will not be closed for you, by default. While you are nicely going to your hotel, or evening activity, SAR may be actively looking for you, so please DO NOT FORGET TO CLOSE YOUR FLIGHT PLAN, upon arrival on a Belgian uncontrolled aerodrome (this also via the Belgocontrol flight plan office, which can be reached at 0032 2 206 25 40 or 41).

1.5.4. Use of the "local" radio:

The use of the "local" radio of Belgian uncontrolled aerodromes, is at the discretion of the responsible of the aerodrome. In the AIP AD2 Aerodromes, information can be found regarding the applicable languages: per aerodrome, in item 12 "Basic Information (languages used)" will provide information to the visiting pilots. Fundamentally for unofficial radios of uncontrolled aerodromes, there is no need to have any of the applicable language proficiencies on the license, except if the aerodrome makes a radio procedure in the AIP (with mandatory position reports) as mandatory/compulsory. (*)

(*) Local radio is not official, but is a service provided for the benefit of aviation safety. The local radio operators are obliged to report any unsafe operations conducted on their aerodrome. Pilots creating unsafe situations at the visited aerodromes are prone to reporting and resulting inquiry, should communication errors, or lack of holding the appropriate language endorsements have contributed to the unsafe situation. Not having the appropriate language endorsement on the license, may be identified as an aggravating factor of the incident.



EBGB AD 2.2 AERODROME DATA

1.	COORD	505655N - 0042331E
2.	ELEV (ft)	70
3.	QFU	011° / 191°
4.	Dimensions (m)	615 x 30
5.	Slope	
6.	Surface	GRASS
7.	Strength	3 000 kg
8.	OPR	Mail: Recreatief Vliegveld Grimbergen VZW (RVG) Dahlialaan 50 B-1850 Grimbergen
9.	TEL	Tel:+32 (0) 2 253 70 70 Tel:+32 (0) 475 70 93 81
10.	FAX	Fax:+32 (0) 2 251 05 13
11.	OPR HR	0700 - SS
12.	Basic Information (languages used)	"Grimbergen Radio" - 119.500 MHz - INFO only, no ATC (En / Nl) (Compulsory position reporting when joining, leaving and within the AD TFC circuit)
13.	RMK	AD close to EBBR and situated in the Brussels CTR. The use of the AD is subject to prior permission from the operator. VFR only. Jet aircraft operations not allowed.

Extract of the Belgian AIP: When looking at the example of Grimbergen Aerodrome (located in the close vicinity of Brussels Airport), quite strict rules apply:

- *In section 12, it can be found that Grimbergen Radio can provide assistance in English and Dutch.*
- *When flying to and/or from this aerodrome, , there is mandatory use of the radio (imposed by the AD operator due to the specific location). So, English and/or Dutch Language Proficiency endorsement on the license is mandatory, in spite of remaining outside of controlled airspace and not using FIS,*

NOTE: ALL Belgian uncontrolled aerodromes are "PPR", or Prior Permission Required". Please contact the aerodrome you want to visit PRIOR TO THE FLIGHT by telephone, to ask for permission to visit and receive practical instructions. Flights without proper notice, prior to the flight, unfortunately have been refused to land at the aerodrome in the past. This is regrettable and avoidable, so please do call before visiting an uncontrolled Belgian aerodrome.

All Belgian uncontrolled aerodromes (except Verviers (#) apply ENG (English) and/or another of the local official Belgian languages as a possible language for aviation communication. FYI: There are 3 official National languages in Belgium, there is no history of using other languages than English on the aviation frequencies. As a result, there is no obligation to have any other language proficiency, other than English (when applicable, when the use of FIS or ATC is required), on the license, as a locally active pilot, or as a (foreign) visitor to an uncontrolled aerodrome.

English is available at every aerodrome (but one) on the Belgian territory and adherence to R/T-phraseology is emphasized on, heavily. Local aerodromes are looking forward to your visit! BCAA auditors and inspectors will only perform audits and inspections, regarding English Language Proficiency on controlled airports and uncontrolled aerodromes, to verify validity of "English" on the license, should the PIC of a flight have used, or would require it for the intended or performed flight.

Nobody can be obliged to have any other language but English (as stated earlier: if applicable) on the license, in Belgium and in Belgian Airspace: HAVING ENGLISH LANGUAGE PROFICIENCY ENDORSED ON THE LICENSE IS A SUFFICIENT LEGAL COVERAGE TO TAKE-OFF AND LAND AT ANY BELGIAN AIRPORT AND AERODROME.

EXEPTION: The aerodrome of Verviers has chosen to apply "French only" on the frequency, (without any compulsory position reporting by radio). It is not mandatory to have French Language Proficiency endorsed on the license, to fly to and from Verviers. It is however not recommended to visit the aerodrome, when not familiar with the French language, or French R/T-phraseology. Diversions can be made to the airfield of Spa, less than 5 minutes flying time, due SSW (track 150°, when overhead Verviers), when unfamiliar with the French language and phraseology.

NOTE: Use of the radio on Belgian uncontrolled aerodromes is at determined by the discretion of the owner/operator of the privately owned non-commercial, uncontrolled aerodromes. Some uncontrolled aerodromes, do not require the use of the radio, in that case, to join the traffic pattern, the use of the local radio is NOT A GENERAL LEGAL REQUIREMENT. In such cases, where the owner/operator of the aerodrome does not require use of radio, the SIGNALLING FIELD provides all the required information for landing. The procedure in that case is to come overhead (traffic pattern altitude as described in item 14 "procedures" of each aerodrome in the AIP Section 2.2, as there is no general traffic pattern altitude in Belgium), join the remaining downwind, fly base and final for landing. IF USE OF THE RADIO IS NOT MANDATORY BY THE OWNER/OPERATOR, THE INFORMATION DISPLAYED ON THE SIGNALLING FIELD IS OF HIGHER IMPORTANCE THEN THE INFORMATION PROVIDED OVER THE RADIO (should there be a local radio service).

On uncontrolled aerodromes where the use of the radio is made compulsory for arriving and departing traffic, like EBGB (Grimbergen), the radio serves a clear safety purpose. In such cases the pilot should possess the applicable language endorsement on the license, or choose another destination/departure aerodrome.

1.5.5. Other language proficiencies:

Other language proficiencies may be endorsed on Belgian licenses. A Belgian license may be issued without English, or any language proficiency at all. As stated earlier, this strongly limits the flying privileges of the license holder (in normal circumstances). BCAA approved LAB, may apply for language testing in the following languages:

- ELP (English Language Proficiency), and/or
- FLP (French Language Proficiency), and/or
- DLP (Dutch Language Proficiency), and/or
- GLP (German Language Proficiency)

These are the English language and all official Belgian languages. Testing of other language proficiencies is not considered for initial approval of an LAB, as BCAA does not possess other language competences "in house" and cannot guarantee appropriate oversight over language assessments it holds no own proper qualifications in.

In accordance with the Royal Decree of the 19th of March, 2014 a Belgian license can be issued and considered valid, with one of the above mentioned language proficiencies and even without any of the above mentioned language proficiencies.

More language proficiencies may be endorsed on a Belgian PART-FCL compliant license, as long as they are European languages.

Any European Language proficiency, other than the 4 above mentioned, can also be endorsed on a Belgian PART-FCL compliant license, at the request of the license holder. The holder must meet the same requirements as for any other language proficiency endorsement: Provide a certificate, of language proficiency, obtained via an objective language proficiency assessment, by a European competent authority of oversight, or a recognized LAB. Furthermore, the holder must have demonstrated R/T-skills in the same language.

Language proficiencies of a European license, transferred from another country's CAA to BCAA, will keep all the language endorsements on the equivalent Belgian PART-FCL compliant license.

1.5.6. Student pilots:

LP-Q18: I am a student pilot in professional pilot training at a controlled airport. When do I pass my ELP assessment and when must I have it endorsed on the license?

BCAA Answer: A student pilot is in training, under the supervision/responsibility of his/her instructor(s). For the whole duration of the training, a student IS NOT REQUIRED TO DEMONSTRATE LANGUAGE PROFICIENCY. It is the responsibility of the instructor to assure that the student is sufficiently language proficient (both the plain English language knowledge and R/T-skills are up to proficiency), prior to a release for a first solo flight, or a solo-navigation flight, or in any applicable language, if the candidate is to fly across the national Belgian borders (allowed since the introduction of EASA Air Crew Regulations). It is the shared responsibility of the instructor and the student flying solo to assess which language proficiency is required in another country (for this purpose we refer to the National AIP of the country visited).

If a license holder wishes to execute the full privileges of the PPL/CPL/ATPL/MPL license and fly in controlled and uncontrolled airspaces in the Belgian airspace, while using the radio (to contact FIS/AIR TRAFFIC CONTROLLERS), then the holder of the license must have a valid “English” endorsement on the license. This is a license requirement, to be met upon the request of the license. In order to avoid disappointments after passing a skill-test to obtain a license and/or rating, it is advised that the holder would pass the English Language Proficiency assessment would be taken prior to the skill-test (but this is only advisory, not mandatory).

1.5.7. Renewal training:

An EASA PART-FCL conformal license no longer has an expiry date. If a pilot’s ratings have expired, he/she can no longer use the license and must perform RENEWAL TRAINING in an ATO, under supervision of an instructor.

As long as the candidate is in renewal training, he/she must not have a valid language proficiency endorsement on the license. It is advised to pass the language proficiency assessment prior to the proficiency check, but this is advisory, not mandatory.

1.6. Validities, dates and deadlines of Language Proficiency endorsements:

ICAO ELP requirements have been implemented in 2008. There were transitory measures in effect until 2013. In 2012 the EASA Air Crew Regulations were implemented in Europe and as a result, in early 2014 the Belgian legislation was modified again. There are no transitory periods, the legislations are applicable immediately.

BCAA grants delays until the 1th of January 2016 to all its LAB to achieve to modify its methodology to full compliance with this procedure manual. The BCAA language proficiency procedure manual is published and approved by the 8th of April 2015. Audits to check for compliance will be started (when the LAB is ready) as of the 8th of April 2015. Full compliance by all BCAA approved LAB should be reached by January 1st, 2016.

Here is the list of validities of Language Proficiency certificates, as accepted by BCAA Licensing Department, VALID FOR BELGIAN BCAA ISSUED PART-FCL CONFORMAL PILOT LICENSES AND EU CONFORMAL AIR TRAFFIC CONTROLLERS LICENSES (other countries/competent authorities of oversight may apply different standards!):

Language Proficiency certificate obtained:	Endorsement on the PILOT License:	Endorsement on the AIR TRAFFIC CONTROLLERS License:
ELP level 4 for pilots	ENGLISH, validity 4 years	Not allowed, no cross-crediting
ELP level 5 for pilots	ENGLISH, validity 6 years	Not allowed, no cross-crediting
ELP level 4 for pilots	ENGLISH, validity UNLIMITED	Not allowed, no cross-crediting
FLP/DLP/GLP level 4 for pilots	FRENCH/DUTCH/GERMAN, validity 3 years	Not allowed, no cross-crediting
FLP/DLP/GLP level 5 for pilots	FRENCH/DUTCH/GERMAN, validity 6 years	Not allowed, no cross-crediting
FLP/DLP/GLP level 6 for pilots	FRENCH/DUTCH/GERMAN, validity UNLIMITED	Not allowed, no cross-crediting
AIR TRAFFIC CONTROLLERS ELP Level 4	Not allowed, no cross-crediting	ENGLISH, validity 3 years
AIR TRAFFIC CONTROLLERS ELP Level 5	Not allowed, no cross-crediting	ENGLISH, validity 6 years
AIR TRAFFIC CONTROLLERS ELP Level 6	Not allowed, no cross-crediting	ENGLISH, validity 9 years

NOTE: Only ELP, or ENGLISH Language Proficiency for pilots is covered by EASA Air Crew Regulations at this point. In accordance to PART-FCL.055, a pilot ELP level 4 has –contrary to ICAO DOC 9835– a validity of 4 years, instead of a 3 year validity. All European competent authorities of oversight apply 4 years validity of the ENGLISH-endorsement on a pilot license.

Non-European competent authorities of oversight –should they accept language proficiency certificates issued on behalf of BCAA– can/may adhere to ICAO-rules, stating a validity of 3 years only for language proficiency endorsement on the license, based on an ELP level 4 certificate.

NOTE: The date of the assessment, is considered as the date of the start of the validity period, of the language proficiency, by the BCAA Licensing Department. There is no requirement to pass a language proficiency assessment within 45 days prior to the expiration date (of a valid language proficiency on the license). HOWEVER: it is advisable to schedule the assessment relatively close to the expiration date of the language proficiency endorsement, to obtain as much useful time of the validity period as possible, it is advised to schedule a language proficiency assessment around 3 weeks prior to the expiration date of the language proficiency assessment on the license. This for following reasons: the grading and administration by the LAB will require some time, as well as the certificate being sent/handed over to the candidate. Finally there is the application for the license/rating/language proficiency endorsement and processing by the competent authority of oversight.

NOTE: Mutual agreement of ELP-certificates issued by Belgian LAB is not assured by other Competent Authorities of oversight of European Member States. Mutual agreement of ELP-certificates is not explicitly described in the EASA Air Crew Regulations and hence at the discretion of each individual Competent Authority of oversight. Foreign license holders are recommended to verify with their Competent Authority of oversight if Belgian issued certificates are accepted, prior to the assessment with a BCAA approved LAB.

NOTE: BCAA from the 8th of April, 2015 also applies more strict policy for the acceptance of foreign issued language proficiency certificates and requires demonstration of adherence to the EASA Air Crew Regualations (IR/AMC) regarding language proficiency of the EASA Air Crew Regulations, prior to the assessment, before the foreign certificate will be accepted for endorsement of language proficiency on a Belgian PART-FCL compliant license. We refer to Annex XIII to this Procedure Manual, to be filled in by Foreign approved, European LAB wishing to perform a language proficiency assessment of a Belgian license holder, are invited to fill in the document and forward it to the BCAA national coordinator for language proficiency, prior to the assessment.

1.7. Flying without the appropriate language proficiency endorsement:

Flying without the appropriate language proficiency endorsement, valid on the license, in controlled airspace, or when using the official radio frequencies (FIS/ATC) is equivalent to flying without valid ratings, or medical certificate.

In case the Licensing Directorate of BCAA observes that a pilot has flown for a while without the appropriate language proficiency endorsement on the license (Only English language proficiency in Belgium is mandatory in controlled airspace and while contacting the FIS and is the only language proficiency that a license holder should mandatorily hold valid on the license to use FIS/ATC), the following measures may be taken:

License revocation of up to 3 months (depending on the gravity of each individual case) may be imposed by the Licensing Directorate of BCAA, if the problem was already rectified by the license holder, prior to the observation. If the problem was not resolved, prior to the observation of the Licensing Directorate of BCAA, the license is not valid by default, so license revocation is not considered a sanction. In that case, the Licensing Directorate of BCAA may choose to pass the case on the BCAA Inspectorate, where legal prosecution and fines may be applied.

CHAPTER 2: LANGUAGE PROFICIENCY Requirements for ATCO and Student ATCO:

2.1. General:

EU 340/2015, of the 20th of February 2015, lays down technical requirements and administrative procedures relating to air traffic controllers' licenses and certificates, amending Commission Implementing Regulation EU 923/2012 and repealing Commission Regulation EU 805/2011, previously detailing the requirements for air traffic controllers' licenses and certificates.

Commission Regulation (EU) No 805/2011 of 10 Aug 2011, laying down detailed rules for air traffic controllers' licenses and certain certificates pursuant to Regulation (EC) No 216/2008 of the European Parliament and of the council define the Regulatory requirements for language proficiency endorsement.

2.2. Transition provisions for ATCO:

EU 340/2015, Art 7: Language endorsements issued in accordance with the relevant provisions of national legislation based on Directive 2006/23/EC and language endorsements issued in accordance with Regulation (EU) No 805/2011, shall be deemed to have been issued in accordance with this Regulation.

Application of EU 340/2015 is due by 31 December 2016, at the latest, as Belgium applies for the derogation described for Member States, under Article 11. License conversion measures will be

2.3. ATCO.B.030: Language proficiency endorsement

1. *Air traffic controllers and student air traffic controllers shall not exercise the privileges of their license unless they have an English language endorsement. Member States may impose local language requirements when deemed necessary for reasons of safety. Such requirements shall be non-discriminatory, proportionate and transparent and shall be notified to the Agency without delay. (The Belgian Authorities do not impose an additional language requirement for ATCOs)*

2. *The language proficiency level shall be determined in accordance with the rating scale set out in Regulation EU 340/2015, Annex I, Appendix 1*

3. *The applicant for a language endorsement shall demonstrate, in accordance with the rating scale in 2. at least an operational level (level four) of language proficiency.*

To do so, the applicant shall:

(a) communicate effectively in voice-only (telephone/radiotelephone) and in face-to-face situations;

(b) communicate on common, concrete and work-related topics with accuracy and clarity;

(c) use appropriate communicative strategies to exchange messages and to recognize and resolve misunderstandings in a general or work-related context;

d) handle successfully and with relative ease the linguistic challenges presented by a complication or unexpected turn of events that occurs within the context of a routine work situation or communicative task with which they are otherwise familiar and

(e) use a dialect or accent which is intelligible to the aeronautical community.

4. *Notwithstanding paragraph 3, extended level (level five) of the language proficiency rating scale set out in § 2 above, may be required by the air navigation service provider, where the operational circumstances of the particular rating or endorsement warrant a higher level for imperative reasons of safety. Such a requirement shall be non-discriminatory, proportionate, transparent and objectively justified by the air navigation service provider wishing to apply the higher level of proficiency and approved by the competent authority.*

5. *Language proficiency shall be demonstrated by a certificate attesting the results of the assessment.*

2.4. ATCO.B.035 Validity of language proficiency endorsement

(a) The validity of the language proficiency endorsement, depending on the level determined in accordance with Appendix 1 of Annex I, shall be:

(1) for operational level (level four), three years from the date of assessment; or

(2) for extended level (level five), six years from the date of assessment;

(3) for expert level (level six):

(i) nine years from the date of assessment, for the English language;

(ii) unlimited, for any other language(s) referred to in ATCO.B.030(a).

(b) The validity period of the language proficiency endorsements for initial issue and renewal shall start not later than 30 days from the date on which the language proficiency assessment has been successfully completed.

(c) Language proficiency endorsements shall be revalidated following successful completion of the language proficiency assessment taking place within three months immediately preceding their expiry date. In such cases the new validity period shall be counted from that expiry date.

(d) If the language proficiency endorsement is revalidated before the period provided for in point (c), its validity period shall start not later than 30 days from the date on which the language proficiency assessment has been successfully completed.

(e) When the validity of a language proficiency endorsement expires, the licence holder shall successfully complete a language proficiency assessment in order to have his/her endorsement renewed.

2.5. ATCO.B.040 Assessment of language proficiency

a. *The demonstration of language proficiency shall be done through a method of assessment approved by the competent authority, which shall contain:*
   1. *the process by which an assessment is done;*
   2. *the qualification of the assessors;*
   3. *the appeals procedure.*

b. *Language assessment bodies shall comply with the requirements established by the competent authorities according to chapter three of this document*

2.6. ATCO.B.045 Language training

a. *Air navigation service providers shall make available language training to maintain the required level of language proficiency of air traffic controllers to:*
   1. *holders of language proficiency endorsement at operational level (level four);*
   2. *licence holders without the opportunity to apply their skills on a regular basis in order to maintain their language skills.*

b. *Language training may also be made available in the form of continuous training.*

2.7. Exchange of ATCO licenses

An English language proficiency certificate provided in accordance with ATCO.B.030, can be accepted by BCAA, for endorsement of English on a Belgian issued ATCO license, after verification with the respective Competent Authority of Oversight, issuing the certificate. Exchange of licenses shall be performed in accordance with ATCO.A.010 for the mentioned language proficiency endorsements.

COMBINATION ALLOWED?	ELP-certificate for ATCO	ELP-certificate for pilots
Holder of an ATCO license	YES	NO
Holder of an pilot license	NO	YES

The language proficiency of a pilot’s license shall not be exchanged on an ATCO license as it is not deemed to be compliant to EU 805/2011.

2.8 AMC and guidelines.

AMC1 ATCO.B.035(a)(3)(i) Validity of language proficiency endorsement

VALIDITY OF THE LANGUAGE ENDORSEMENT OF PROFICIENCY LEVEL 6 IN ENGLISH LANGUAGE

When replacing the licences according to Article 8(1) of Regulation (EU) 2015/340, the validity period for the expert level (level six) language proficiency endorsements shall be introduced into the new licence.

The nine-year validity period for an expert level (level six) language proficiency endorsement in English acquired before 30 June 2015 shall be counted from the date of the issue of the new licence or from the date of the assessment, whichever occurs first.

AMC1 ATCO.B.040 Assessment of language proficiency

GENERAL

(a) The language proficiency assessment should be designed to reflect the tasks undertaken by air traffic controllers, but with specific focus on language rather than operational procedures and knowledge.

(b) The assessment should determine the applicant's ability to communicate effectively using visual and non-visual communication in both routine and non-routine situations.

AMC2 ATCO.B.040 Assessment of language proficiency

ASSESSMENT

(a) The assessment should comprise the following three elements:

(1) listening — assessment of comprehension;

(2) speaking — assessment of pronunciation, fluency, structure and vocabulary;

(3) interaction.

(b) The switch between phraseology and plain language should be assessed for listening and speaking proficiency.

(c) When the assessment is not conducted in a face-to-face situation, it should use appropriate technologies for the assessment of the applicant's abilities in listening and speaking, and for enabling interactions.

(d) In case of revalidation of the language proficiency endorsement, the assessment may be conducted during training activities or on operational position, with prior notification to the air traffic controller to be assessed.

(e) Irrespective of the way the assessment is organised, the requirements listed in (a) and (b) as well as the relevant provisions for language proficiency assessors should be met.

AMC3 ATCO.B.040 Assessment of language proficiency

LANGUAGE PROFICIENCY ASSESSORS

(a) Persons responsible for language proficiency assessment should be suitably trained and qualified.

(b) Language proficiency assessors should undergo regular refresher training on language assessment skills.

(c) Language proficiency assessors should not conduct language proficiency assessments whenever their objectivity may be affected.

AMC4 ATCO.B.040 Assessment of language proficiency

CRITERIA FOR THE ACCEPTABILITY OF LANGUAGE ASSESSMENT BODIES (see also Chapter three)

(a) A language assessment body should provide clear information about its organisation and its relationships with other organisations.

(b) If a language assessment body is also an air traffic controller training organisation, there should be a clear and documented separation between the two activities.

(c) The language assessment body should employ a sufficient number of qualified interlocutors and language proficiency assessors to administer the required tests.

(d) The assessment documentation should include at least the following:

(1) assessment objectives;

(2) assessment layout, timescale, technologies used, assessment samples, voice samples;

(3) assessment criteria and standards (at least for the operational, extended and expert levels of the rating scale in Appendix 1 to Annex I to Regulation (EU) 2015/340);

(4) documentation demonstrating the assessment validity, relevance and reliability for the operational and extended levels;

(5) documentation demonstrating the assessment validity, relevance and reliability for the expert level;

(6) procedures to ensure that language assessments are standardised within the language assessment body and in the ATC community;

(7) assessment procedures and responsibilities, such as:

- *preparation of individual assessment;*
- *administration: location(s), identity check and invigilation, assessment discipline, confidentiality/security;*
- *reporting and documentation provided to the competent authority and/or to the applicant, including sample certificate; and*
- *retention of documents and records.*

(8) The assessment documentation and records should be kept for a period of time determined by the competent authority and made available to the competent authority upon request.

GM1 ATCO.B.040 Assessment of language proficiency

LANGUAGE PROFICIENCY ASSESSORS

(a) Persons responsible for language proficiency assessment should be either aviation specialists (e.g. current or former air traffic controllers) or language specialists with additional aviation-related training. The preferred approach for an assessment would be to form a team consisting of an operational expert and a language expert.

(b) Language proficiency assessors should be trained in the requirements specific to the language proficiency assessment, and assessment and interlocution techniques.

GM2 ATCO.B.040 Assessment of language proficiency

Further information can be found in the 'Manual on the Implementation of ICAO Language Proficiency Requirements' (ICAO Doc 9835) and the Language Testing Criteria for Global Harmonization (ICAO Cir 318 AN/180).

AMC1 ATCO.B.045 Language training

(a) Language training should contain communication in a job-related context particularly to handle abnormal and emergency situations and conduct non-routine coordination with colleagues, crews and technical staff.

(b) Emphasis should be placed on listening comprehension, speaking interaction and vocabulary building.

GM1 ATCO.B.045 Language training

While it is true that many licence holders regularly have prolonged and extensive opportunities to practise — and so to maintain — their language proficiency, it is also true that a purely routine use of the language through phraseology, standard procedures and limited social contact only maintains a restricted core usage of the language which might be quite inadequate for managing unexpected and abnormal situations.
Research shows that language proficiency erosion (language attrition) occurs rapidly over time; the lower the initial level, the faster the rate of erosion unless systematic strategies and a high degree of motivation counter this trend.

It is very well documented that one's language and communicative proficiency, even in one's native language, deteriorates sharply under stress, therefore, it is recommended that licence holders participate in available language training.

GM2 ATCO.B.045 Language training

Training for language proficiency skills may be delegated to language training organisations with knowledge in the field of aviation.

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CHAPTER 3: BCAA LAB requirements FOR PILOTS:

These are the requirements for organizations, in order to obtain (and maintain) an approval as BCAA LAB (Language Assessment Body):

3.1. Initial approval:

1. BCAA does not approve individual assessors, only organizations (legal entities), as LAB (Language Assessment Body). Qualified and standardized assessors can be added to the list of recognized assessors of an LAB.
2. In order to be approved as BCAA LAB, there is a standardized BCAA procedure, to be adhered to by both BCAA and the organization/candidate LAB. This procedure is designated: LA/L-TRA-LAB-001 and the flow chart of this procedure can be found as annex II to this manual.
3. Every organization seeking approval as BCAA LAB will be invited to a meeting with the BCAA National Coordinator(s) of language proficiency, during which the highlights of the approval procedure and BCAA language proficiency policies are highlighted. After this meeting the organization should organize its procedures and methodologies in compliance with the statements of this BCAA procedure manual, to be eligible for approval as BCAA LAB.
4. For an initial approval, the organization is asked to provide/compose/develop the following:
    - Operations Manual (OM) of the LAB
    - List of the assessors, individual approval request form of the assessors (+relevant resume), clarifying their role (linguistic/operational assessor, or both) in a standard BCAA format.
    - Development of the LAB assessment methodology (test)
    - Development of a Quality (or Compliance Monitoring) System
5. After approval of the Operations Manual, the assessors should be standardized according to the developed and approved procedures. The test should be tested on a test-population, to reach operational status of the test, assessors and systems used, prior to the approval.
6. The test, testing methods and tools, as well as the facilities will be audited, prior to the approval of the organization, as LAB.
7. The BCAA approval of an LAB will be valid with indefinite duration, as of the 8th of April 2015, in accordance with EASA Air Crew Regulations PART-ORA.
8. A template of the Approval Certificate of a BCAA approved LAB can be found in ANNEX III.

3.2. Operations Manual:

The Operations Manual (OM) of the LAB should contain the following topics:
(NOTE: For the ease of approval of the manual, it is recommended that all LAB would adhere to the proposed order of the Operations Manual. This allows both the LAB, as BCAA to verify quickly the completeness of the manual and allows for objective manual comparison, should it be required).

1. Front page:

(CENTRE OF THE FRONT PAGE)
Title: Operations Manual - Language Assessment Body, Name of the organization
Logo of the organization
Approval designator (BE/LAB-0XX, Serial number awarded by BCAA, upon start of the approval procedure)
(BOTTOM OF THE FRONT PAGE)
Revision number, date of effectiveness of the revision of the OM (starting with ORIGINAL)

2. Intro section:

Table of content (Listing of the chapters and indication of their page in the OM)
List of effective pages (Revision number of each chapter, or page, by choice of the LAB)
Approval of the document (signed by the AM and CMM of the LAB and a space for the approval signature by the Head of Training Department of BCAA. It should contain also the date of signatures)
Record of revision
Revision policy of the LAB
Distribution list + means of communication of the Operations Manual within the LAB
Abbreviation list
(Inspiration can be obtained from the intro section of this Procedure Manual Language Proficiency)

3. Operational section:

3.1. Identification of the LAB:
Name of the LAB (and name of the organization, if different)
Address and contact data of the organization (mobile and e-mail)
Identification of the AM and CMM (+ contact data)

3.2. Assessment methodology:
Description in detail of the various sections of the test
Grading of the various sections of the test
Sample questions of the various sections of the test

3.3. Languages the LAB wishes to be approved for
(English: ELP, French: FLP, Dutch: DLP, German: GLP)
(No other languages are approved for BCAA LAB, at least not for initial approval)

3.4. Post holders	Initial post holders (Accountable Manager – Compliance Monitoring Manager) Post holder replacement procedure Post holder nomination criteria
3.5. Location:	Fixed location criteria Mobile location criteria
3.6. Recording:	Recording methodology & systems Back-up of the recordings
3.7. Privacy policy:	Privacy policy of the LAB Privacy policy actions for the assessors Privacy statement/Complaint procedure to be signed by the candidate
3.8. Payment policy:	Cash – Transfer – Electronic payment on site? Price? Proof of payment issued to the customer (mandatory for each customer)
3.9. Grading:	Criteria for individual grading by each assessor (of the 3 sections of the language assessment) Common grading by the panel, in case of different opinions Third party advice Final grading Communication with the customer Issuance of the certificate, payment slip
3.10. Candidate records:	Identification of the candidate

3.11. Individual candidate number

3.12. Privacy statement

3.13. Theoretical R/T Test record

3.14. Assessment record (grading of the candidate) of the practical R/T
(level 1->6, for all 6 ICAO holistic descriptors for language assessment)

3.15. Assessment record of the language assessment
(level 1->6, for all 6 ICAO holistic descriptors for language assessment)

3.16. Proof of payment

3.17. Assessor criteria:
Recruitment criteria of new assessors
Recruitment procedure of new assessors
Code of conduct/ethics for assessors

3.18. Standardization:
Initial standardization of new assessors
Recurrent (regular) (re)standardization

3.19. Compliance Monitoring:
Organigram of the LAB
Contact details of the CMM (Compliance Monitoring Manager)
Audit cycle (planning), on a month-to-month basis, over 2-year period
Findings grading
Findings allocation policy (level 1-2-3) + applicable delays per level
Root cause analysis
Corrective actions – Closing findings
Recording and follow-up tool of findings

3.20. Disputes:
How do customers express and communicate their disputes with the LAB (contact details)?
Dispute procedure/flow of the LAB
How is the dispute procedure communicated to the customer?
Investigation procedure of a dispute
Assignment of results of investigation and final decision making
Feed-back procedure to the customer
Follow-up
Documenting and record-keeping of the dispute

4. Annexes:

ANNEX I: Copy of the approval certificate (to be issued by BCAA)
ANNEX II: Copy of the start-up documents of the organization (Memorandum of Association)
ANNEX III: Copy of resume of the assessors (according to the LAB internal template) and list of examiners (stating the role and starting/end date as assessor for the LAB)
ANNEX IV: Candidate record (blank)
ANNEX V: Assessment record
ANNEX VI: Terms and Conditions/Privacy statement
ANNEX VII: Feedback form/Appeal form/Appeal procedure
ANNEX VIII: Certificate issued to the candidate (blank)
ANNEX IX: BCAA LAB Audit forms

3.3. Approval procedure as LAB:

3.3.1. Contact BCAA Licensing Directorate - Training Department:
The BCAA Training Department (part of the Licensing Directorate) is responsible for oversight of LAB (together with ATO, or Approved Training Organizations) for pilot language proficiency assessments. The BCAA-BSA-ATM Directorate is responsible for the oversight of LAB for AIR TRAFFIC CONTROLLERS language proficiency assessments. Please contact BCAA via the general phone number 0032 2 277 43 11 and request to be connected with the BCAA Training Department, or BSA-AYM (more precisely the National Coordinator for Language Proficiency).

Each organization searching for LAB approval will be invited to a kick-off meeting, where the essential requirements of this manual will be highlighted. The following documents must be submitted to BCAA for approval of the organization as BCAA LAB:

1. Operations Manual
2. Copy of the “Memorandum of Association” of the organization (proof that the organization is recognized as a legal entity, by an authority of a European Member State). In accordance with PART-ORA, the organization must have its “principle place of business” on the Belgian territory to be eligible for BCAA approval.
3. Application form of the Post Holders + Relevant resume, demonstrating relevant knowledge and experience, for the post applied for
4. Application form of the initial assessors + Relevant resume, demonstrating aptitude to serve as either linguistic assessor, professional assessor, or both
5. Example of a candidate’s record, with all the relevant document, checklists, assessment documents, etc.

3.3.2. Submission and review of the Operations Manual:
The LAB’s Operations Manual should be submitted for approval by BCAA to one of the National Coordinator for Language Proficiency of BCAA (to both, if AIR TRAFFIC CONTROLLERS and pilots are to be assessed for language proficiency by the candidate LAB). This may/usually does require a number of resubmissions, of versions containing requested modifications of what was stated in the Operations Manual. The final first version of the Operational Manual that is to be approved by BCAA, will bare REVISION NUMBER “ORIGINAL”. The first revision, after initial approval of the Operations Manual shall bare DESIGNATION “REVISION 1”.

3.3.3. Operations Manual approval:

The following aspects of the Operations Manual (OM) will be verified in detail:

- Competence in the English (or other) languages, approval is sought for, demonstrated by the candidate LAB. Style, choice of appropriate vocabulary, writing errors, syntax errors etc. in the Operations Manual (OM) proposed to BCAA, demonstrate the “in house” language competences of the LAB.
- Coverage of the items listed in chapter 3.2 of this document.
- Profoundness of the procedures described. The OM is the handbook for daily activities that should provide solid guidelines to various standard and unexpected situations for post holders, assessors and candidates (It should reflect the actual situation of the LAB, it should not to be considered as a means only to acquire approval as LAB). Audits will be performed partially based on this BCAA Procedure Manual for Language Proficiency, but also partially on the LAB’s own Procedure Manual.
- Overall professional and representative impression of the OM, as the OM will also be a tool to convince other European Competent Authorities of Oversight (CAA’s) to accept certificates issued by the LAB.

When the manual is deemed ready for approval by BCAA, the appropriate post holders and assessors, as well as other qualified staffing is designated and all other relevant documents are provided, an audit will be performed by BCAA, of the facilities, assessment methodology and tools, recording and record keeping, etc.

This should lead to an approval of the organization as BCAA approved LAB, with an individual approval number (Type: BE/LAB-0XX). This procedure is estimated at 90 days from the date of the launch of the request.

Each LAB will be provided with a BCAA approval certificate. The Annex I to the approval certificate contains an overview of the approved/assigned assessors, in their respective roles. The list is approved by BCAA for initial approval only. Changes and updates are governed by the LAB, according to the approved procedure in the LAB Operations Manual. An update of the list of assessors (Annex I to the approval certificate) is forwarded to the Competent Authority of Oversight, for information. Adherence to the recruitment procedures for new assessors will be part of audits of the LAB, by the Competent Authority of Oversight.

In the case that an organization approved as LAB discontinues its activities as approved Language Assessment Body, it should return its approval certificate to BCAA, with undue delay. Also in case of revocation of the certificate by BCAA, after establishment of findings of serious nature, the certificate of approval should be sent back to BCAA immediately.

3.3.4. Post holders:

1. Accountable Manager (AM)
2. Compliance Monitoring Manager (CMM)

The Accountable Manager should be able to demonstrate management training/experience, both in people management and financial management. Various backgrounds may qualify for the approval as AM.

The Compliance Monitoring Manager should demonstrate training/experience in Quality/ Compliance Monitoring in the aviation, or general industry and/or audit techniques.

The post of Accountable Manager and Compliance Monitoring Manager are not be combined.

Both may be active as linguistic, or operational examiner within the LAB, but may not perform audits on the own activities within the LAB, to avoid conflict of interest.

3.3.5. Staffing:

For initial and continued approval, the LAB must be sufficiently staffed. This means the number of post holders, daily management and assessors must be sufficient to guarantee a minimum service level, taking into account health issues, unavailability, or other obligations (career/private life). BCAA approves organizations only with a MINIMUM STAFFING OF 4 INDIVIDUALS. This for the following reasons:

- 2 assessors are required per standard assessment (1 operational assessor, 1 linguistic assessor), BCAA requests a physical back-up of each assessor, leading to a minimal staff of 4 different individuals.
- Having an assessor that can cover both roles (operational and linguistic assessor), does not diminish this minimal staffing number to 3, as availability and health/life/career issues may create equal unavailability.
- A minimum of 2 post holders is a legal requirement (AM and CMM). The AM and CMM posts are not accepted as being the same person for an LAB, to assure independence of the audits.
- Being a post holder as well as an assessor is allowed for a BCAA approved LAB.

The minimal staffing requirement does not oblige the LAB to hire 4 full-time employees. It can be a cluster of freelancers working together under the same approval, according to the same methodology. Minimum availability of each assessor must however be guaranteed and monitored by the LAB. A team of 4 assessors where nobody is available for audits, on multiple occasions, or during prolonged periods of time, will lead to a revocation of the certificate and suspension of operations.

Full-time availability of the staff is not mandatory, but assessors hardly available/active, or already heavily involved in other aviation related activities, may be refused, asked to be removed from the list of assessors of the LAB.

“Ghost assessors” that or not, no longer, or hardly active within the LAB, should be stimulated to increase their activities, or in case of confirmed seizure of activities as language proficiency assessors be proactively removed and not kept on the list of assessors, to provide a realistic image of the actual situation and number of collaborators of the LAB.

All staff working for the LAB, must adhere to the Operations Manual as approved by BCAA, under the supervision of the Post Holders (AM and CMM). All must sign the code of conduct/ethics for assessors and/or post holders. This document can be found as Annex XII to this Procedure Manual.

3.3.6. Locations:

The LAB should compose a list of fixed locations where assessments will be performed in the Operations Manual, or describe general criteria for “mobile” assessment locations. These should contain:

- Space: the surface of the assessment location should be sufficient to comfortably accommodate the assessors, all the candidates and the necessary assessment equipment
- Heating: A comfortable room temperature must be achieved (around 22°C?). Too hot and too cold assessment locations are to be refused by the LAB, as they negatively influence the performance of the candidate.
- Provisions of electric current: for the recording purposes, sufficient electric plugs must be available, to assure all the assessment equipment can be used in accordance with the approved assessment methodology.
- Lighting: The assessment location must have sufficient luminosity
- Noise: A valid language proficiency assessment is taken in a room that shelters the candidate from environmental and background noises. Occasional noises are permissible, but continuous, very intense noises that disturb the candidate and the recording of the assessment, negatively influence the assessment and may render the assessment invalid.

Hotel bedrooms, hotel lobbies, bars, pubs, or other public places are not accepted as valid assessment locations. Meeting rooms of hotels, ATO class rooms, school classrooms, or valid alternative facilities are to be rented/booked by the LAB in accordance with the self-imposed and approved assessment locations, criteria. Occasional exceptions to the rule should be documented by the LAB, explaining why/where/when a deviation from the standards was required.

3.4. Basic BCAA requirements for acceptance of a language assessment:

These are the 7 PRIMARY CONDITIONS of BCAA for a valid language assessment, for endorsement of language proficiency on a Belgian license:

1. Annual listing of ALL THE ASSESSMENTS, taken by Belgian LAB (also in case of assessment of foreign candidates) in a standard BCAA template (CANDIDATE LIST LAB, V1.0, Reference DOC L/TRA-0505-9E), that can be downloaded from the BCAA website:
   http://www.mobilit.belgium.be/nl/luchtvaart/vergunningen/languageproficiency/forms/
   The document is attached to this Procedure Manual, as Annex VIII
2. Identification of the candidate: By assigning a unique LAB-sequence number to each individual candidate, BE-LAB-0XX-20YY-0ZZZZ: BE-XX = Approval reference of the LAB, YY = year, ZZZZ = Sequence number of the candidate: 0 -> 9999, or higher (or equivalent numbering method, accepted by BCAA, for foreign approved LAB), listed in a standard template (even when no certificate was issued), which can be found in Annex VIII.
3. Assessment of the candidate by 2 EXAMINERS (1 OPERATIONAL AND 1 LINGUISTIC EXAMINER), AS A STANDARD, in accordance with PART-FCL.055 (m), if both competencies cannot be demonstrated in 1 person. Exceptions to the 2 person assessment must be granted on individual basis, by notification of BCAA prior to the assessment, or approved alternative means of compliance in the Operations Manual.
4. The assessors operate under the approval of an organization, with approved assessment methodologies, laid down in an approved Operations Manual and under continuous oversight by a Compliance Monitoring Manager (or Quality Manager), not the same physical person as the assessor.
5. Audio-(visual) registration of the assessment, accessible to the competent authority of oversight (either BCAA, or authority issuing the approval of the LAB), for verification of the identity of the candidate, verification the assessment was effectively performed, etc.)
6. Signed privacy agreement between the candidate and the LAB, also taking into account the highlights of the appeal procedure.
7. Issuance of a certificate to the customer in accordance with the document in annex, or a self-composed document, as well as a proof of payment.

3.5. Assessment policies:

A language assessment must consist of 5 main parts:

1. Registration for an assessment and payment policy
2. Identification of the candidate
3. The language proficiency assessment should consist of 3 subsections:
   A. THEORETICAL R/T-testing (VFR, or IFR),
   B. SCENARIO BASED R/T-testing (VFR, or IFR),
   C. Assessment of AVIATION RELATED, PLAIN LANGUAGE PROFICIENCY
4. Grading
5. Communication of the result to the candidate, providing a certificate, proof of payment

3.5.1. Enrolment for the assessment:

Each LAB must develop and describe a registration methodology in the Operations Manual (OM). The LAB is free to determine the means and procedure, but must cover the following items:

- Easy to comprehend registration procedure for the customer
- Choice of dates/hours, based on transparent availability
- Payment policy (price, payment methods)
- Confirmation of booking
- Cancellation / No show / Showing up late / Illness / Traffic problems / Request for postponement / etc. policies of the LAB. Procedures should contain legally binding conditions, and demonstrate fairness with regards to the candidate. Unfair/illegal practices will not be approved by BCAA.

There will have to be a selection by the candidate, upon enrolment, of the following options:

- Choice of language proficiency to be assessed (Standard: English Language Proficiency, but in Belgium also Dutch, French and German are allowed for issuance of a valid BCAA issued pilot license): ELP, DLP, FLP, or GLP can be offered as choices, as far as the LAB choses to develop and offer these assessment programs.
- R/T-testing VFR, in the matching language (only!)
- R/T-testing IFR, in the matching language (only!)

NOTE: Historically, ICAO conformal ELP-tests were used for assessments of knowledge of the English language, OUTSIDE OF ICAO STANDARD RADIO-PHRASEOLOGY (emergency situations, where standard phraseology was insufficient, to establish effective 2-way radio communication). R/T-testing, to obtain a Belgian BIPT/IBPT radio license, was covered by the BCAA theoretical exams and the skill-test (in the “JAR-FCL” era, until the 8th of April 2013), with R/T in English, due to the “English-only” on the official radio frequencies in Belgian Airspace. Supplementary R/T-tests were not required.

With the introduction of PART-FCL.055 (d), which states that all applicants for an instrument rating, must demonstrate both English language proficiency and R/T-skills in English, the situation has changed for European approved LAB. In France, for example, the instrument rating training and the instrument rating skill-test is performed in French. To obtain a EASA conformal IR, French candidates must demonstrate both their English Language Proficiency (ELP) and R/T-skills in English.

NOTE: Strictly taken, for Belgian license holders, a separate R/T-test is not a requirement. HOWEVER: In the light of Aviation Safety, BCAA has opted to make all language assessments from the 8th of April 2015 onward, to be executed WITH R/T-TESTING MANDATORY FOR ALL LICENSE HOLDERS. The R/T-skills are at a historical low in civil aviation (many Airspace Infringements are caused by pilots preferring not to contact ATC of a control zone, for lack of R/T-skills, or recency, or fear of adverse reactions by ATC). In an attempt to improve the situation, the supplementary R/T-testing is deemed beneficiary for aviation safety.

NOTE: ELP level 6 holders, obtained prior to the 8th of April 2015, are not to be tested again for English Language Proficiency. They are exempted from further testing of R/T. If R/T-skills are however deemed insufficient, an R/T-test may be imposed by BCAA on the license holder.

3.5.2. Identification of the candidate:

Positive identification of the candidate must be achieved, prior to the start of the language proficiency assessment. The assessors must reach certainty regarding the fact that the candidate is who he/she proclaims he/she is. Acceptable means of verifying identity of a candidate are:

- ID-card, passport, or drivers' license (with picture)
- Pilot, or AIR TRAFFIC CONTROLLERS license

Failing to establish positive identification, should lead to a postponement of the assessment, or reporting to the Accountable Manager of the doubt, regarding the identity of the candidate.

Identification should be achieved face-to-face, in the vicinity of the candidate, by at least one of the assessors: Identification using teleconferencing methods only, is not permitted. This explains why at least one assessor should be in the room with the candidate, when using teleconferencing aids for the assessment. Not only will this benefit identification of the candidate, but help exclude any fraud, or assistance from third parties, during the assessment.

Each candidate must receive an individual sequence number, also to be added to the certificate, issued by the LAB to the candidate. The specific number starts with the following designation: BE/LAB-0XX-2014-00YY (X = Approval number of the LAB, Y = Rank of the candidate in the list of candidates assessed over the course of the applicable year, in order of appearance, by date of the assessment). Foreign approved LAB are requested to cooperate with this on a voluntary basis.

The list of candidates assessed by the LAB is to be forwarded to BCAA once every year (over the course of January), so statistical analysis can be performed and quality checks can be performed between the certificates offered by candidates, vs results provided by the LAB. The list (Excel format) contains candidate's first name, name, license type, license number, country of issue, date of the exam, LP level obtained.

3.5.3. LANGUAGES TO BE ASSESSED:

In the Operations Manual, an LAB should describe the languages it wishes to assess and be and approved for:

ELP = English Language Proficiency
DLP = Dutch Language Proficiency
FLP = French Language Proficiency
GLP = German Language Proficiency

Other European languages may also be tested by a BCAA approved LAB (not for initial approval however). Due to time constraints (Opt-out period between the 8th of April 2015 and the 1st of January 2016, by which time all BCAA approved LAB should be compliant with the procedures described in this Procedure Manual), LAB will be approved for English assessment only. Assessment programs of other languages may be applied for after the 1st of January 2016. Non-European languages cannot appear on the BCAA Approval of an LAB.

Here are the conditions for testing language proficiencies, other than ELP:

- Sufficient in house knowledge of the language approval is sought for (native speakers, or Level 6 assessors).
- A specific and matching R/T-test should be developed for each supplementary language.
- A language of which BCAA does not possess the “in house” competences to verify the assessment submitted for approval, may be communicated with and evaluated by the competent authority of oversight, where that language is an official state language.
- “Copy-paste” of an already existing language assessment program should be avoided. Translations of existing questions must be both grammatically correct, as retains its technical/aviation related content. Improper translations will be regarded as a lack of “in house knowledge” of that specific language and lead to a refusal by BCAA to add new language assessment programs to the scope of the LAB.

3.5.4. Accepted methodologies for language assessment:

a) The core of the assessment of aviation related, plain language proficiency, is the language proficiency interview, by a panel of 2 assessors (1 operational assessor, 1 linguistic assessor).

b) Topics discussed between the panel of assessors and the candidate, must be aviation related MAINLY.

c) The essence of civil aviation related language assessment is verbal communication. Spelling, spelling errors, making the candidate write and all related variants, SHOULD NOT be part of the assessment, nor should it be a criterion for the grading of the candidates’ language proficiency. Technical accuracy of what was discussed is not to affect the language assessment.

d) A candidate must throughout the entire assessment be evaluated in his/her own “working” environment: A pilot must be assessed in his/her role as a pilot and not be requested to take the role of Air Traffic Control Officer (AIR TRAFFIC CONTROLLERS), or vice versa, AT ANY GIVEN TIME during the assessment. This explains the approval of LAB specifically for pilots, or AIR TRAFFIC CONTROLLERS (or both, if different assessment methodologies are developed for both by the LAB).

d) If an assessment consists partially of an objective/multiple choice/written/computer assisted test, it should be used by the panel of assessors, IN SUPPORT of their final decision. The objective test is NOT to determine the final outcome of the grading. If the judgment of the assessors is different (see chapter 2.9 grading), the panel of assessors always has the final decision regarding the grading of the candidate.

e) The panel of 2 ASSESSORS (1 linguistic assessor and 1 operational assessor) is the standard approach to language proficiency assessment. A person that responds to both requirements, may act in either roles, within the panel of 2 assessors, provided the assessor can demonstrate objectively his/her aptitude to assume both the role of linguistic and operational assessor.

f) The assessment may be performed by 2 assessors, of which one is not physically in the same room. Teleconferencing technologies are permitted to assist the assessor, that is physically present with the candidate(s), from a distance (see chapter 3.5.6: use of teleconferencing).

g) Recording of the assessment is also permitted, for assessment à posteriori. This as long as 2 assessors (1 linguistic and 1 operational) perform the assessment. A record of the assessment by both assessors must be kept in the candidate's record of the LAB.

h) The panel of 2 assessors may be replaced by voice/speech recognition technologies. Objective proof however must be provided that the LAB provides objective proof (delivered by an independent validation entity, or Competent Authority of Oversight) of the validity/equivalency of the assessment methods to human interaction (see chapter 3.5.5: use voice/speech recognition technologies).

i) If software, or electronic programs/systems are used to assess, or help assess the candidates' language proficiency, there is to be no extra system difficulty, that adversely affects the grading of the candidate: the user-friendliness of the software must be of such nature, that any person, no matter what age, or educational background, should be able to obtain a correct assessment of his/her language proficiency.

j) Both language assessment as R/T-testing should to be based on the 6 ICAO criteria: COMPREHENSION, FLUENCY, INTERACTION, VOCABULARY, PRONUNCIATION, STRUCTURE. The rating scale for ELP may be found as Annex IX to this Procedure Manual.

k) Assessments by foreign approved assessors, assessments performed in the cockpit, or simulator, during a LPC/OPC, should meet 7 basic BCAA requirements, as described in chapter 3.4 of this manual. BCAA holds the right to refuse certificates issued under circumstances not in compliance with these requirements. A dedicated form for the approval of foreign LAB certificates for BCAA (Belgian) issued EASA conformal licenses, can be found as Annex XI to this Procedure Manual (BCAA ACCEPTANCE REQUEST FORM FOR FOREIGN LAB).

3.5.5. Use of speech/voice recognition technology:
Speech/voice recognition technology may still be used for the plain language testing part of a language assessment, under the following conditions:

- Objective, scientific proof must be delivered that proves the computer-generated assessments are equivalent to human face-to-face assessment (using statistical criteria, certified by an independent organization).
-
- The test must be either AIR TRAFFIC CONTROLLERS, or pilot specific (in terms of read-backs by the candidate).
- There must be a clear identification procedure of the candidate (link candidate-results).
- The recordings must be accessible to the competent authority of oversight.

The existing plain language assessments but must be elaborated with a test that covers the specific R/T-requirements of the language proficiency.

3.5.6. Teleconferencing technology:

At least 1 person of the panel of 2 assessors must be on-site, during the assessment. This for the following reasons:

- Identity control of the candidate
- Explain the assessment to the candidate
- Perform the scenario-based R/T-test
- Test the candidate for interaction in plain language

If the second assessor is participating “live” in the assessment, as it takes place, his/her voice should be audible during the recordings. It is therefore advisable, that at the beginning of the assessment, both assessors and the candidate clearly state their name, at the beginning of the recording.

If a second assessor is not present during the recording, his/her assessment should be made a posteriori (after the assessment). A clear and elaborate grading sheet must be filled in and kept in the candidate’s record, as proof of the assessment by the second assessor.

Also in case the internet connection was lost, the assessment by the second assessor must be performed a posteriori, and documented as described in the previous chapter. Negotiation between the assessors and the final grading must be motivated/documented on one of the grading sheet of the candidate.

The conditions for the use of teleconferencing technologies are:

- Choice of sufficient technological reliability in the systems/methodology chosen
- Recording capability simultaneously, to ensure possible assessment a posteriori, in case of any technical malfunction
- The linguistic assessor may be “off-site”, the operational assessor must be present “on site” during the assessment, for the purpose of assessing the interactivity and the R/T scenario.

3.6. The assessment:

A valid BCAA approved/accepted language proficiency assessment consists of 3 parts:

1. R/T theoretical test (may be performed prior to the test)
2. R/T scenario (between candidate and operational assessor)
3. Plain language test (between candidate and both operational and linguistic assessor)

All assessors grade part 2 & 3 of the assessment. The R/T theoretical test is graded by either assessor, or by a computer aided program.

An assessment should last minimally 20 minutes per candidate:

- R/T scenario: MINIMUM 10 minutes
- Plain language test: MINIMUM 10 minutes

The candidate should have at least 5 minutes to prepare the R/T scenario (not to be recorded)

3.7. R/T-testing:

Not only should a candidate be tested for aviation related, plain language proficiency (outside of radio-phraseology), but also actively be tested for R/T-skills. ICAO imposed passive R/T-testing only, upon the introduction of ELP (English Language Proficiency) requirements in 2008. Since the introduction of EASA Air Crew Regulations, active R/T-testing became an additional requirement for the approval of a language proficiency assessment, in accordance with both ICAO and EASA requirements. This requirement becomes a requirement for all BCAA approved LAB, from the 8th of April 2015 (see chapter 5: transitory measures and transition periods). There should be a difference between VFR R/T and IFR R/T-testing, depending on the pilot's qualifications.

A VALID VFR R/T-TEST will test the following aspects:

3.7.1. Theoretical knowledge part of VFR R/T-testing:

- ICAO-alphabet (f.e. have the candidate spell simple words, or their name in accordance with the ICAO-alphabet)
- ICAO-numbers (f.e. have the candidate read his/her license number, birth day, or other, in the typical ICAO-numerology)
- Description of the characteristics of traffic-pattern
- Priority of message (Emergency, urgency,…)
- Readability scale and meaning thereof
- Call-sign policies (how and when to abbreviate a call sign, who takes the initiative? etc.)
- Transponder codes, use of transponder
- Dealing with unusual situations on board (calls according to the situation)
- Entering/flying through/leaving a controlled airspace (Conditions, actions, communication)
- Description of the airspace structure of the country the candidate is most familiar with: CTR's, TMA's, Transition Altitude, Regional/Local QNH, Flight Information Service/ATC Service available, frequencies,…
- Effects/risks of flying towards a low pressure area?

3.7.2. Scenario based, practical part of VFR R/T-testing: Simulation of an actual flight:

The LAB should develop various scenarios for the practical part of the VFR R/T-testing, which should be revamped on a regular interval. A scenario should contain information for the candidate regarding:

- Departure and arrival airport/aerodrome, route, altitude
- Radio-frequencies available (GND, TWR, Departure, Flight Information, Aerodrome Radio,…)
- Map of the situation
- VFR-Reporting points

The simulation of the R/T should focus on:

- Clearance (squawk, destination, QNH, reporting point after take-off,..)
- Taxi-clearance
- Run-up
- Switch to TWR frequency
- Line-up and take-off clearance
- Reporting leaving the CTR
- Switch to Flight Information Service
- Switching to the aerodrome frequency
- Landing instructions
- Sequence in the traffic pattern
- Reporting points in the traffic pattern

NOTE: Unexpected events may be included in the R/T-test, but are normally already covered by the other portions of the language proficiency assessment.

A valid IFR R/T-test will test the following aspects:

3.7.3. Theoretical knowledge part of IFR R/T-testing:

- Abbreviations (SID, STAR, ETA, ATC, QDM, OCA, UTC, VOR, ILS,…)
- ATIS / Start-up / Taxi / Take-off
- SID
- Holdings
- QDM/QDR
- En route
- Interceptions (inbound/outbound)
- Turning maneuvers
- Approaches and landings

3.7.4. Scenario based, practical part of IFR R/T-testing: Simulation of an actual flight:

The LAB should develop various scenarios for the practical part of the IFR R/T-testing, which should be revamped on a regular interval. A scenario should contain information for the candidate regarding:

- Departure and arrival airport,
- Radio-frequencies available (DELIVERY, GND, TWR, Departure, Enroute, Approach,…)
- Approach plates

  The simulation of the R/T should focus on:
- IFR-Clearance
- Push-back
- Taxi-clearance
- Switch to TWR frequency
- Line-up and take-off clearance

- Contact Departure frequency
- IFR maneuvers (Climb, holding, approach)
- Descent
- Inbound/outbound to/from arrival station
- Vectoring/turning instructions
- Approach
- Landing clearance
- Change to TWR frequency

3.7.5. Acceptable R/T theoretical tests:

The theoretical R/T test may be taken PRIOR to the assessment (to avoid too long duration of the assessment). The following methods are acceptable:

- Test with at least 20 multiple choice questions (with 4 possible answers)
- Online test (prior to the assessment, upon registering for the assessment)
- Computer based test
- Classroom test (hardcopy paper test), to be graded by one of the assessors afterwards, while the candidate is preparing the R/T scenario.

The LAB should set up a grading system, so it can objectively motivate a pass or a fail for the R/T-section of the language assessment. The candidate should "pass" the ensemble of both the theoretical part and the practical part and be estimated to possess and have demonstrated sufficient R/T-skills, associated with the language he/she is being tested for. The theoretical part can assist the panel of assessors in their decision to award a pass, or fail for R/T-skills. Guidelines/best practices for grading can be found in chapter 3.17.

A candidate must be tested in his/her own role:

- AIR TRAFFIC CONTROLLERS must be tested for R/T-skills as AIR TRAFFIC CONTROLLERS: provide questions/instructions, no read backs.
- For AIR TRAFFIC CONTROLLERS the coordination skill (in an averagely crowded air space) must be assessed, apart from R/T.

NOTE: ONLY OPERATIONAL LANGUAGE PROFICIENCY ASSESSORS (PILOTS AND AIR TRAFFIC CONTROLLERS) are allowed to execute the R/T scenario of a language assessment. Both assessors should grade the R/T scenario. But as linguistic assessors, usually lack operational R/T knowledge, they are excluded from participating actively in this portion of the language proficiency assessment. Linguistic assessors should receive R/T-training to be able to grade the R/T-skills of the candidate, along with the operational assessor.

NOTE: Candidates passing an IFR R/T-test, are credited for the VFR R/T-test. Candidates in professional pilot training, are recommended to pass the IFR R/T-test upon initial language proficiency testing. A candidate must be the holder of a IFR R/T, combined with an ELP-certificate, preferably (not mandatorily) prior to the IR-skill test, but mandatorily when applying for the endorsement of the IR-rating on the license.

NOTE: The theoretical test may be taken prior to the assessment (online). This to avoid overstressing the candidate and make the test last for too long. This should NOT be considered as an opportunity to cheat, but an opportunity to prepare for the R/T scenario. During the R/T scenario the R/T skills of the candidates are verified again and too significant differences between the results obtained during the R/T theoretical test and the R/T scenario, may be identified by the LAB as attempted fraud by the candidate.

3.8. Plain language assessment:

3.8.1. General :
Not only should a candidate be assessed for R/T skills and knowledge of ICAO phraseology, but also in aviation related, plain language proficiency (outside of radio-phraseology), in the language chosen by the candidate. This part is the classic ELP-test (of the pre-EASA era), as described by ICAO

Plain language testing is ideally achieved (to assess all 6 ICAO holistic descriptors), by a panel of 2 assessors: 1 operational assessor and 1 linguistic assessor, by means of an interview.

The plain language interview should assess the following:

1. READING CAPABILITIES of the candidate: Does the candidate understand a written message, NOTAM, safety notification?
2. COMMUNICATION CAPABILITIES of the candidate: Assessment of the candidates' ability to communicate regarding aviation related topics, outside of the standard ICAO phraseology

We refer to ICAO DOC 9835 for the development of a viable, acceptable language proficiency assessments.

3.8.2. What a plain language assessment should be:
A CONVERSATION BETWEEN HUMANS, in an aviation related context, regarding aviation related topics and realistic emergency/urgency situations, the candidate can relate to (and is expected to have knowledge of). The LAB and the assessors should develop/apply various scenarios for leisure/professional pilots.

6 ICAO holistic descriptors must be assessed during the plain language assessment (the same descriptors apply during the scenario based section of the R/T-test). The ICAO rating scale can be found as ANNEX IX to this Procedure Manual.

BCAA heavily emphasizes on the human aspect of language proficiency. As language is a matter of many nuances and typically human, quite like emotions, which -considering the current status of technological evolution- can't be assessed with the same amount of nuances and sensitivities by a machine/software, as by a human being. Objective/scientific proof (not a statement by the developers themselves), is required if PC-based technologies are to be used anymore for language assessments, as a replacement for a human panel of assessors.

A candidate should be tested in the own role, he/she is used to, regarding R/T, but also (but not in an as elaborate extent): AIR TRAFFIC CONTROLLERS must be interviewed regarding AIR TRAFFIC CONTROLLERS related subjects, PILOTS must be interviewed regarding PILOT related subjects. This explains the lack of cross-crediting between PILOTS and AIR TRAFFIC CONTROLLERS.

AIR TRAFFIC CONTROLLERS-aimed language proficiency assessment methodologies that are “pilot-ized”, or PILOT-aimed language proficiency assessment methodologies that are “AIR TRAFFIC CONTROLLERS-ized”, will not be accepted. If an organization wants to offer language assessments for both pilots and AIR TRAFFIC CONTROLLERS, 2 very distinct tests must be developed (or all the aspects must analyzed and assessed and specifically adapted, where necessary). There will be 1 Approval document for the organization in that case, oversight of the language assessment program for pilots will be performed by the BCAA Licensing Directorate (Training Department), oversight of the language assessment program for AIR TRAFFIC CONTROLLERS will be performed by the BSA-ATM Directorate.

NOTE: Common observed mistakes between pilot/AIR TRAFFIC CONTROLLERS aimed methodologies:

- A VFR-pilot (without instrument training, nor qualification) receives instructions to intercept an ILS during the ELP-test. As this pilot is not used to it, nor trained or qualified for it, he/she receives a lower grading than the one which he/she would be awarded, had the assessment methodology been more specific for the candidate.
- A VFR-pilot who only flies in Belgium, receives instructions from a recording. The accents used are “Texan” and “Indian”. Two accents the candidate is not used to. Hard to understand accents should not be used to assess comprehension of the candidate. Language proficiency is aimed at assessing the candidates’ ability to understand the standard form of a language and express him/herself without too much of an accent. It is not aimed at testing his/ability to understand and pick-up messages in all possible variants and accents of a certain language, all over the World.
- An AIR TRAFFIC CONTROLLERS is asked to describe the various parts of a wing, or how a stall is caused. The AIR TRAFFIC CONTROLLERS does not hold a flying license, so is not at all trained, nor supposed to have any technical knowledge regarding these subjects.
- An instrument rated pilot is asked to provide AIR TRAFFIC CONTROLLERS instructions in a “cover all ELP-test” (valid both for AIR TRAFFIC CONTROLLERS and pilots). Pilots that never took the role of AIR TRAFFIC CONTROLLERS (for example when providing instruction in a simulator), will experience difficulty taking the role of the “other person on the frequency”.

Since 2008, many complaints regards inadequate testing have been forwarded to BCAA. It is the task of each LAB (AM, CMM and all the assessors) to assure the questions posed and methodologies used, are TO THE POINT, RELEVANT AND FAIR. BCAA holds the right in cases of complaints, whereby the questions posed, or methodologies used, caused or contributed to the award of an incorrect grading to the candidate, after inquiry by either the CMM of the LAB, or after independent inquiry by BCAA, to declare the assessment invalid and to be retaken at the expense of the LAB. In that case, modification of the assessment methodology and the Procedure Manual may be imposed on the LAB.

Incorrect questions, unadapted methodologies will lead to a level 2 finding that must be responded to and dealt with within a period of 3 months by the LAB. We refer to chapter 3.19 “Compliance Monitoring”.

3.8.3. The plain language assessment SHOULD NOT BE:

- An attestation by a friend, or a known instructor “that this person speaks a certain language”
- Asking for a “declaration on honor” that a person is capable of communication in a particular language.
- A written test, that grades (among other) the writing skills of the candidate.
- A memory test. A candidate is not to be graded on his/her ability to remember a massive amount of (insignificant) details, to distinguish the difference between level 4-5-6.
- Based on a PC interface or system that imposes system knowledge or experience, to allow for establishment of the correct level of language proficiency of the candidate.
- A theoretical interview. Strictly taken: Even if the candidate is making technically inaccurate statements, but all this was pronounced with impeccable language proficiency, the candidate should be awarded a level 6 (providing the R/T-skills are of equal level as well). The language proficiency assessment is NOT a technical interview.
- To obtain a level 6, a candidate must not possess perfect knowledge of the language assessed. Level 6 is not the strive for linguistic perfection, reserved for native speakers only.
- Not awarding level 6 to candidates that deserve it “because than we can generate recurrent business in a few years, at the end of the validity of the language proficiency”, may also lead to a suspension of the approval of an LAB, as such a decision is based on commercial interests of the LAB, rather than the benefit of the candidate.

3.9. Recording:

A language assessment must be recorded at least auditive, but preferably audio-visually, for various reasons:

1. Identification of the candidate
2. Reassessment in case of disputes, by an internal LAB, or external independent assessor
3. Verification that the assessment was executed
4. Help during compliance audits (both for internal audits within the LAB, as by the competent authority of oversight)
5. Audit of the performance of assessors
6. Guidance material for internal LAB training (to demonstrate differences in levels)
7. Guidance material for standardization of assessors

3.9.1. Identification of the candidate:
The recording can help with the identification of the candidate (a posteriori), in case of doubts and establish with reasonable certainty that it was the candidate him/herself that performed the language assessment and not a stand-in.

Both the candidate and the assessors should introduce themselves at the beginning of the recording of the test.

3.9.2. Disputes/complaints:
Self-over estimation, underestimation of the test, unfamiliarity with what to expect during the test, or any other misconception, may lead to disappointments and unsubstantiated disputes by candidates, against the LAB, or the assessment. In some cases however, there are substantiated reasons, or room for debate, between the candidate and the LAB. We refer to chapter for the standard BCAA procedure to be adhered to by all language proficiency stake holders, with regards to follow-up of disputes/complaints.

3.9.3. Verification that the assessment was executed:
BCAA may request the recordings at all times, to verify whether or not an assessment was performed. In case of the failure to cooperate, or failure to provide the recording, loss, or non-existence of recording of the assessment, BCAA withholds the right to refuse to accept language proficiency certificates, for issuance of language proficiency on a Belgian license. In such cases already issued language proficiency endorsements on licenses may be revoked and the assessment may have to be taken again, at the expense of the LAB.

3.9.4. Compliance audit:
The recordings can be used for the purpose of internal audits by the Compliance Monitoring Manager (CMM), of the LAB, to verify adherence to the procedures described in the OM of the LAB. Copies of the recordings may be requested by BCAA for the same purpose: external audits, in the light of permanent oversight of the LAB, by the competent authority.

3.9.5. Audit of the performance of the assessors:
The CMM and BCAA may review recordings, to verify standardization of the assessors, fairness and adherence to the code of conduct of the LAB, demonstrated by the assessors, teamwork of the panels of assessors, grading of the candidate etc.

THERE IS ONLY AN OBLIGATION TO RECORD THE PLAIN LANGUAGE INTERVIEW PART OF A LANGUAGE ASSESSMENT, NOT THE R/T THEORETICAL PART OF THE ASSESSMENT, NOR THE PRACTICAL PART OF THE R/T-ASSESSMENT. In the case of candidates that are fluent in plain English, but not very apt in R/T, this could lead to discussions, after the assessment. As both the R/T scenario, as the plain language proficiency test have an equal impact on the final grading, it is recommended -to avoid disputes- that the LAB would record the R/T scenario as well.

3.9.6. Recording technology:
The LAB must select and test a sufficiently viable technology for the recording of the assessment. These are the conditions:

- Reliability: If in more than 10% of the assessments technical difficulties are observed (reported by the assessors to the AM, or CMM), leading to excessive set-up times, delays of the assessments, lack of quality of the recordings, incomplete recordings, etc, the LAB should improve, or change the technology used for the recording.
- Minimal recording quality: The recording is useless, if the candidate is not clearly identifiable on the recording. The LAB should select video-recording technology with sufficiently high values of the following parameters: recording resolution, number of frames recorded per second, sound caption as well as overall video and audio-recording capability.
- With regards to avoiding Terra bytes of recordings, that must be stored for 5 years, the LAB may impose certain maxima to recording capability, as long as the recording is well audible and identification of the candidate and the surroundings is not a problem.

3.9.7. Assessment “a posteriori”:
An entire assessment may be recorded for assessment at a later date. In such cases the LAB must develop, or purchase a user license of an existing interface and recording methodology. The LAB must also train and work with “system operators”. These are to be and can provide basic guidance and assistance to the candidate, during the assessment. The qualities and tasks of the “System Operators” are:

- Trained in the Operations Manual of the LAB
- Adhere to the agenda as agreed to by the LAB, or set-up own appointments with customers. Notify customers in time of delays/changes in the agenda.
- Focal point for candidates unable to adhere to the agenda, as was agreed upon. Proposal of new dates to candidates.
- Set-up of the assessment technology/interface
- Trained in the use and problem solving of the automated methodology
- Identification of the candidate and/or signature of a privacy statement (should this not have been performed upon registry for the assessment, by the candidate).

- Provide instructions regarding the sequence of the assessments, the various sections and details/aim thereof and the use of the interface, or operate it for the candidate
- Ensure the quality and effectiveness of the recording
- Ensure the data transfer to the LAB server, or storage/transport/delivery (in secured circumstances)
- Provide information and realistic delays with regards to assessment and communication of the final result, by the LAB.

These are the conditions for a valid assessment "a posteriori":

- 1 System operator must be present throughout the full duration of the assessment, with the candidate
- 2 Assessors (1 linguistic and 1 operational) should perform the assessment
- Both assessors must compose/fill out a report, regarding the assessment
- Both assessors must communicate, after completing one, or more assessments (preferably after each assessment). There is to be not more than 24 hours of delay between the assessment and the communication with the other assessor and the outcome of the negotiation between both assessors to establish the final result, must be documented.
- The LAB must objectively demonstrate how INTERACTION will be tested

3.10. Use of teleconferencing technologies:

With the evolution and modern day maturity of teleconferencing technologies, as well as the globalization and aim to reduce the ecologic footprint, BCAA is open to using teleconferencing technology for language proficiency assessments, as an alternative to the 2 person panel of assessors, under the following conditions:

- To reduce economic footprint during foreign assessments (beyond Belgian borders, over 300 km away from the home base of the assessors/LAB, as a standard), BCAA will accept assessments performed with 1 assessor physically present during the assessment and 1 present from a distance, using teleconferencing technology. Using teleconferencing technology as a standard for language proficiency assessment on Belgian territory will not be accepted in a primary phase.
- The other assessor must be audible in the recordings of the assessment and actively participate in the assessment
- Both assessors must communicate, after completing one, or more assessments (preferably after each assessment). There is to be not more than 24 hours of delay between the assessment and the communication with the other assessor and the outcome of the negotiation between both assessors to establish the final result, must be documented.

3.11. Privacy and privacy statement:

A language assessment must be recorded for various reasons (as described in chapter 2.6). The recordings however, must be treated with respect and a level of security, by the LAB:

- Prior to the start of the assessment, the candidate is requested to grant permission for the recording. If there is no consent for the recording, there is no means of performing the assessment and the assessment must be postponed, or annulled. Ideally the request to record the assessment is presented to the customer in the terms and conditions, upon registry for the assessment. This must however be made sufficiently clear to the customer (not included in the small print, or in between the other, mostly financial terms and conditions) on the website of the LAB, or by presenting the candidate with a separate document, to be signed by the candidate, prior to the start of the assessment.
- The LAB must compose a procedure for the privacy-policy, with which the recordings will be treated: The recordings are not to be shared on the company website, distributed internally among assessors/collaborators of the LAB, social media, the internet, media, or any other public accessible means. Copying, performing back-ups and accessibility to the recordings must be limited to the AM and CMM of the LAB, or their assigned deputy. The recordings may only be shared with BCAA, or another European Competent Authority Of Oversight (CAA), if it issues the license of the candidate. In case of court order, or judicial investigation, or air accident/incident investigation, the LAB is obliged to cooperate with the judicial system, or state officials, without prior permission of BCAA.
- The candidate must be made aware of the rights he/she has with regards to the European and Belgian privacy legislation. Serious violations against privacy legislation may lead to revocation of the certificate of the LAB and suspension of further language assessments for BCAA. The recording must be kept for 5 years after the assessment. It is advisable to electronically delete the recordings after 5 years, to prevent privacy violations, in a systematic manner, described in the Operations Manual of the LAB. Records regarding the candidate, and the results obtained, may be kept longer than 5 years, although there is no legal requirement for this. A proposal for a privacy statement can be found as Annex X to this Procedure Manual.
- Together with the privacy statement, the candidate should receive an explanation on the procedure to request for feedback to the LAB, if he/she has questions regarding the language assessment, or wishes to receive more feedback regarding the grading (STAGE 1). Only after receiving feedback by the CMM of the LAB, can the candidate launch a formal dispute/complaint (STAGE 2). This dispute/complaint must be investigated in depth by the AM of the LAB. If after the inquiry by the AM and communication with the candidate regarding the findings, still no agreement can be reached, BCAA may be contacted to act as mediator in the dispute/complaint. The standard BCAA feedback/dispute/complaint form can be found as ANNEX XI to this Procedure Manual and must be adhered to by all stake holders in language proficiency. This procedure is described in detail in chapter XXX

3.12. Assessments by Belgian LAB, of foreign license holders:

Mutual recognition of language proficiency certificates is not guaranteed between European Competent Authorities of Oversight. Efforts are made in that sense, but until further notice, caution should be observed by all involved.

BCAA recommends the following approach to Belgian LAB, with regards to language proficiency assessments for foreign license holders:

- Contact the Competent Authority of Oversight of the license holder and request authorization to the national coordinator of language proficiency (of that country) to perform language proficiency assessments for their license holders (in general), IN WRITTEN.
- Provide the foreign Competent Authority of Oversight with a copy of the approval document of the organization as LAB and if so required a copy of the Operations Manual of the LAB.
- Only after the written authorization is received, the LAB should perform the language proficiency assessment of the foreign license holder.
- Neither BCAA, nor the foreign Competent Authority of Oversight can guarantee acceptance a posteriori of a language proficiency certificate that was issued without explicit authorization by the Competent Authority of Oversight, responsible for the issuance of the license of the candidate.

3.13. Assessments by Belgian LAB, on foreign territory:

- Belgian LAB performing language proficiency assessments on foreign territory should also contact the Competent Authority of Oversight of the license holder and request authorization to the national coordinator of language proficiency (of that country) to perform language proficiency assessments on their territory (in general), IN WRITTEN.
- Provide the foreign Competent Authority of Oversight with a copy of the approval document of the organization as LAB and if so required a copy of the Operations Manual of the LAB.
- Notify the foreign Competent Authority of Oversight of the dates and locations of the planned language proficiency assessments, if so requested.
- Only after the written authorization is received, the LAB should perform the language proficiency assessment of the foreign license holder.
- Neither BCAA, nor the foreign Competent Authority of Oversight can guarantee acceptance a posteriori of a language proficiency certificate that was issued without explicit authorization by the Competent Authority of Oversight, responsible for the issuance of the license of the candidate.

3.14. Confirmation by BCAA, of assessments performed by Belgian LAB:

- BCAA will happily assist foreign LAB to confirm the approval status of its Language Assessment Bodies
- BCAA will not individually reconfirm each individual assessment organized by its LAB. Foreign LAB are requested not to launch systematic requests for individual confirmation of language proficiency assessments performed by Belgian recognized LAB.

3.15. Assessor recruitment standards:

The LAB may compose a recruitment and selection procedure to hire and train new language proficiency assessors. This procedure is to be described in the LAB Operations Manual, to be approved by the BCAA and strictly adhered to. Under those conditions, the LAB may add new language proficiency assessors without prior permission by BCAA.

These are the BCAA conditions for selecting new OPERATIONAL ASSESSORS:
1. Hold, or have held a commercial pilot , or AIR TRAFFIC CONTROLLERS license, with operational experience in aviation (airline operations, training,…) AND
2. ELP Level 6, either as AIR TRAFFIC CONTROLLERS, or pilot, or be a native speaker of the language applied for AND
3. Representative appearance, well-mannered, well-behaved (representative function)

These are the BCAA conditions for selecting new LINGUISTIC ASSESSORS:
1. Hold a post high school degree (Bachelor, or Master degree) in language related matters (translator, language teacher,…), OR be a native speaker in the language of the language applied for, AND
2. Teaching, training, translating, or practical experience in general, or aviation related industry, AND
3. Representative appearance, well-mannered, well-behaved (representative function)

The AM, or his/her deputy, also an accepted language proficiency assessor of the LAB, should interview the candidate language proficiency assessor and assess the aptitude of the candidate to fit the profile requested by the LAB. Other points of interest are:
- Communication in English (or other language the candidate applies to be assessor in), BOTH VERBAL AND IN WRITING. As the candidate may have to communicate in writing with candidates, other assessors and Competent Authorities of Oversight. The level of written and verbal skill, demonstrated by language proficiency assessors, Post Holders and all other collaborators communicating on behalf of the LAB, should at all times be of the highest level achievable.
- R/T-skills, VFR/IFR (if the candidate language proficiency assessor will also perform R/T-tests)
- Attitude towards adherence to procedures
- Attitude towards filling in paperwork correctly and consistently
- Professionalism, appearance, behavior
- Attitudes towards grading, communicating bad news
- Attitudes towards candidates

Any candidates that meet the relevant BCAA requirements, stipulated per type of assessor, may be enrolled as language proficiency assessor with an LAB, without prior consent of BCAA. In case of doubt (or when a valuable candidate does not meet all the requirements, but is deemed an asset to the team, after the interview), BCAA should be contacted, prior to enrollment, for approval.

BCAA holds the right at all times, to refuse candidate language proficiency assessors a priori (before the candidate language proficiency assessor is enrolled) and a posteriori, based on demonstrated poor communication skills, reported ill-behavior with regards to candidates, repetitive failure to adhere to LAB Operations Manual, negligent attitude with regards to the paperwork, or overall inaptitude for either role as language proficiency assessor, due to poor adherence of the LAB to own, or BCAA imposed selection and enrolment procedures.

The LAB manages the list of its assessors itself, after initial approval and forwards it to the applicable BCAA national coordinator for language proficiency. The list is countersigned for acceptance -not approval- as the LAB no longer needs explicit approval for designating new assessors, if there is an approved procedure in the Operations Manual of the LAB.

3.16. Assessor standardization:

3.16.1. INITIAL STANDARDIZATION:
Every candidate deserves a language proficiency assessment according to equal standards, of similar content and with application of the same grading standards, independent from who the assessors are.

Once a language proficiency assessor meets the requirements to start as language proficiency assessor for the LAB, the LAB should provide initial standardization training for the assessor. This INITIAL STANDARDIZATION TRAINING should consist of:

- Highlights in the history of language proficiency assessment in aviation (ICAO, EASA, Belgian legislation) and its importance for aviation safety. This Procedure Manual can be used for that purpose, or ICAO Doc 9835.
- Highlights of the applicable legislation: so he/she can act as a kind of BCAA representative of Language Proficiency policy and clarify various aspects of the language proficiency legislation to candidates.
- ICAO rating scale
- Highlights of (the history of) the LAB, composition, post holders
- LAB Operations Manual (OM)
- Candidate training folder
- The assessment: theoretical R/T, practical R/T scenario, language proficiency assessment
- Grading
- Recording technology
- Privacy policy, confidential treatment of data
- Payment and enrolment policies for candidates
- Competent authority of oversight (BCAA and/or other)
- Different language assessments the LAB is approved for
- Code of conduct/ethics to be adhered to by all LAB assessors
- Internal LAB procedures
- Feedback/dispute/complaint procedure
- Who to contact in case of doubts/questions

A candidate linguistic assessor, that has no prior flying related training/experience, must receive training in R/T, as a linguistic assessor must also be able to grade the R/T scenario. The following courses are acceptable:

- Internal R/T briefing + exam
- Enlisting in the VFR/IFR-communications course of an ATO and perform an internal test in the ATO, or a test within the LAB

Ideally new language proficiency candidates observe X-number of assessments (to be determined in the LAB OM), or perform a number of assessments under supervision of a third/”senior LAB” assessor, present at the assessment, to analyze the performance of the candidate assessor and knowledge of and adherence to the LAB procedures. Once the new language proficiency assessor is deemed to be “ready for duty”, he/she may be added to the list of assessors of the LAB.

The LAB must keep an assessor file, for all its assessors. This should contain:

- Contact data
- Relevant resume (containing experience and training relevant for the job as language proficiency assessor, either in the linguistic, or operational role, or both)
- Highlights of the initial interview (date, strong points, weak points of the candidate)
- R/T-training received (in case of linguistic assessors)
- Standardization training forms (initial and recurrent)
- Agreement to the code of conduct/ethics of the LAB

3.16.2. RECURRENT STANDARDIZATION:

Since 2008, language proficiency legislation and requirements have evolved rather significantly. ICAO Doc 9835 allowed for various interpretations by the ICAO members, leading to significantly different approaches between ICAO member states. EASA has imposed a new/different set of requirements, with the common aim of standardizing language proficiency assessment in Europe. The recognition of Language Assessment Bodies (LAB), acceptance of language proficiency certificates and mutual recognition of foreign certificates however, remains a national matter of each EU Member State. Interpretations however do evolve (also based on practical, unanticipated problems) within and between CAA's, leading to a considerable amount of changes within the field of language proficiency assessment. With the introduction of EASA Air Crew Regulations, harmonization and liberalization of the markets and mutual acceptance within Europe, BCAA hopes to reach stability in the language proficiency assessment requirements. As language proficiency assessors of LAB also have an important role of informing candidates of the actual situation of the applicable legislation (and interpretation by the competent authority of oversight) it is imperative that all LAB organize regular standardization meetings, among their active language proficiency assessors.

The terms for valid recurrent standardization meetings are:

- Organized at least once a year within each LAB
- Recorded agenda and minutes of meeting
- Attendance of at least 50% (preferably 100%) of the active assessors
- Absences are to be recorded (documented if excused for a valid reason)
- Failure to attend 2 consecutive meetings, should result either in automatic removal from the person from the list of active language proficiency assessors of the LAB, until Individual recurrent standardization has been organized in such cases and documented within the LAB, before the assessor can act on behalf of the LAB again.

LP-Q17: Can an assessor be active in 2 LAB simultaneously?

BCAA Answer: BCAA has no opposition against an assessor being active in 2 LAB's simultaneously. The assessor must however assure to remain standardized in accordance with the Operations Manual of each LAB and adhere to the respective procedures described in it, as approved by BCAA

3.16.3. Code of conduct/ethics:
Every Belgian approved assessor is supposed to sign the BCAA code of conduct/ethics for language assessors and LAB post holders. This signed document is to be kept by the LAB, in the individual assessor's file. This document can be found as Annex XII to this Procedure Manual.

This code of conduct/ethics both points out the "correct" way for an approved language assessor to operate, the individual responsibilities of the assessor, but also protects the individual assessor from wrong approaches imposed by LAB management.

3.16.4. LAB oversight committee:

The LAB should compose a procedure to guarantee its oversight over the correct conduct of its assessors. In cases of complaints of unfair/undesired attitudes/behavior(s) by assessor(s) active within the LAB, each LAB should apply an equal approach to handle these matters in a correct/fair/standardized way, imposed by BCAA:

1. Each complaint regarding assessor conduct/behavior/attitude should be treated and documented in a standard way, internally by the LAB, by using the BCAA feedback/dispute/complaint form for language proficiency assessments.
2. The complaint is to be investigated by the compliance monitoring manager, or a deputy designated in the LAB's Operations Manual.
3. After gathering evidence/testimonies, the assessor should be invited by a committee of oversight within the LAB (consisting of at least 2 persons), so he/she can give his/her version of the facts, in a serene/non-accusative/objective atmosphere.
4. The oversight committee of the LAB will draft a report of the complaint a summary of all the testimonies gathered (protecting the identity of the plaintive) and reach a conclusion/proposal for corrective action.
5. If improvements of the LAB procedures are necessary/possible, this should be reflected in an update of the LAB Operations Manual.
6. In case of unintentional erroneous behavior/poor judgement, or decision making by the assessor(s) involved, the assessor(s) should receive a warning in written, that future similar occurrence may lead to more serious consequences.
7. In case of repeated, or serious/intentional misconduct/neglect/malpractice on behalf of an assessor, this may lead to temporary suspension of the assessor, resignation, or refusal to continue the cooperation. Especially for cases where sanctions are imposed upon an assessor, the LAB must document the case in a standardized fashion, in accordance with the LAB's Operations Manual. In case of general interest, BCAA may have to be informed, at the discretion of the AM.
8. Generic, undetailed feedback can be provided regarding the matter to the plaintive. All efforts necessary should be made to re-establish good relationships with the plaintive(s).
9. Unsubstantiated, wild accusations, should be avoided at all costs by all stake holders. If any party was wrongfully accused, the AM of an LAB must ensure all necessary to reinstate the person/party accused. Wrongful accusations may also be transferred to BCAA, by the AM of the LAB, to inform about the wrongful accusations.

3.17. Grading:

3.17.1. Theoretical R/T-test:
A minimum of 75% (the usual pass rate in civil aviation) should be obtained on the theoretical R/T-test, for a candidate to pass the R/T theoretical section of the language proficiency assessment.

3.17.2. Practical R/T-test (Scenario-based):
As R/T-testing has become an active part of the language assessment, it was agreed to by all stake holders in language proficiency, that R/T should be included in the overall grading, with the same validity/impact as the plain language assessment. The grading of the R/T test, should also use the ICAO-rating scale, as is applicable for plain language assessment. The ICAO rating scale can be found in Annex IX to this Procedure Manual, as well as a grading record, which can be used by the assessors for the grading, unless the LAB develops another format/template, which is to be approved by BCAA.

A language proficiency certificate should only be issued if all 3 sections of the language assessment are passed successfully (R/T-theoretical test, R/T-practical test and plain language assessment).

R/T-skills should be tested in the language in which the language proficiency is assessed: an ELP (English Language Proficiency) certificate may only be issued if the candidate was also tested for R/T in ENGLISH. For FLP (French Language Proficiency), the R/T-skills in FRENCH must be tested. Combinations of for example English Language Proficiency, with French R/T is not a valid combination for language endorsement.

Candidates that wish to obtain 2 language proficiencies (for example in English and French) with a LAB that is approved for assessment of both languages, must take 2 complete assessments. There is no cross-crediting between either language assessments.

Holders of an Instrument rating (IR) must be tested for “IFR R/T”. If successful, they should be credited for VFR-R/T. General aviation, VFR-pilots (not instrument rated), should be tested for VFR R/T, as their familiarity with IFR procedures is not to be assumed, nor tested.

Criteria for grading a candidate for VFR/IFR R/T are the 6 ICAO holistic descriptors. For grading of R/T, these are the possible interpretations of the holistic descriptors (when considering a candidate’s read backs):

- Fluency: Is the candidate sufficiently fluent in the responses provided, or does it take “forever” to state a read back?
- Interaction: Do the read backs and answers provided by the candidate make sense? Are they applicable to the instructions that were provided by FIS/ATC?
- Vocabulary: Correct choice in wording, use of correct vocabulary for the situation
- Pronunciation: Is a read back of the candidate understandable? Does the accent of the candidate (and/or possible physical deformities of the candidate) not impair the comprehension of the statements by the candidate, by others? (The latter case for a lower grade must be handled by the assessors with tact and comprehension!)
- Structure: Does the candidate apply the correct order of read backs?
- Comprehension: Does the read back by the candidate demonstrate he/she understood the instruction?

The general concern should be safety of the flight conducted and efficiency of the radio-telephony in flight, demonstrated by the candidate. Other self-imposed extra assessment criteria by the LAB, or the individual assessor should be avoided.

LP-Q18: I'm a native speaker in a certain language. Do I get the level 6 by default?

BCAA Answer: No, in accordance with European Air Crew Regulations, each candidate for language proficiency endorsement on a civil flight crew or AIR TRAFFIC CONTROLLERS license, should objectively demonstrate the language proficiency during an assessment with a European approved LAB. Native speakers of a language are not exempted from this requirement.

Imagine the following candidate: Mr. X is a native French speaker. He has studied French literature at the Sorbonne in Paris and is now a professor in it. He requests a Level 6 in French Language Proficiency, based on his studies and professional experience in the matter, for his PPL. There are 3 major problems that prevent a European Competent Authority of Oversight (CAA) to grant this request:

1. *The only legal possibility to demonstrate language proficiency in aviation, is through an objective assessment by an LAB, approved by a European Competent Authority of Oversight. There is no legal basis to allow for any deviation from this rule (at the discretion of the European Competent Authority of Oversight, for example).*
2. *The field of study of the language is not aviation related. A candidate for language proficiency in civil aviation, must demonstrate plain language proficiency IN AN AVIATION RELATED CONTEXT.*
3. *The candidate must be tested also for R/T in the language for which proficiency is sought. A candidate can fail a language proficiency assessment both for lack of knowledge of plain language, or R/T-skills in that language.*

3.17.3. Language proficiency assessment:
The language assessment must be graded in accordance with the ICAO-rating scale. 6 holistic descriptors must assessed on a scale, ranging between 1 and 6 (6 being the highest grading). In accordance with the ICAO guidelines, the lowest grading of the 6 holistic descriptors should be the overall outcome of the language assessment. BCAA allows flexibility on this last ICAO requirement: Imagine the following situation:

Comprehension:	LEVEL 6
Fluency:	LEVEL 6
Interaction:	LEVEL 6
Vocabulary:	LEVEL 6
Pronunciation:	LEVEL 3
Structure:	LEVEL 6
OVERALL ICAO GRADING:	LEVEL 3

According to the strict application of the ICAO-recommendation, the candidate would not receive a language proficiency certificate. Discrepancies between results obtained in the various holistic descriptors, of this magnitude, may be an indication that something went wrong during the assessment, or other human factors may have negatively influenced the outcome of the result. The factors identified, should be taken into consideration in the final grading of the candidate, to achieve a fair and realistic grading.

In cases where there are human aspects in favor of the candidate, the panel of assessors, or the AM may award a higher grade (going against ICAO-philosophy), as long as this is documented. In case of sustained results, after verification, or suspected safety issues, due to confirmed low grade in one of the holistic descriptors, the overall grading must be maintained: in such case the lowest grade should be kept as the overall grading.

The LAB should install safety nets, that help identify excessive fluctuations between the results of candidates, on the various holistic descriptors, to identify possible problems with the grading, prior to communicating the results with customers.

The LAB should compose a procedure for review of the grading by the AM, in cooperation with the panel of the 2 assessors that performed the language proficiency assessment, or designate a separate team to reevaluate the assessment a posteriori, in case of abnormal discrepancies of the results, obtained for the various holistic descriptors.

In case software is used for a part of the grading (only recommended for the R/T theoretical section), the system must under no circumstances offer extra difficulties, that negatively influence the outcome of the grading of the candidate: Memorizing exercises, hard to understand systems, focus on irrelevant details, will not be accepted as viable systems, to perform part of the language proficiency assessment.

The CMM of the LAB should include in his/her Quality/Compliance surveys the analysis for consistency in the grading. BCAA will also evaluate this, based on the list to be filled in regarding all candidates assessed and forwarded to BCAA once per year.

An automated, or PC-based system should not award a final grading during, or right after the language proficiency assessment. LAB using speech/voice recognition software, should leave final assessment to a human panel, with involvement of the results of the R/T-testing.

3.17.4. Final grading:

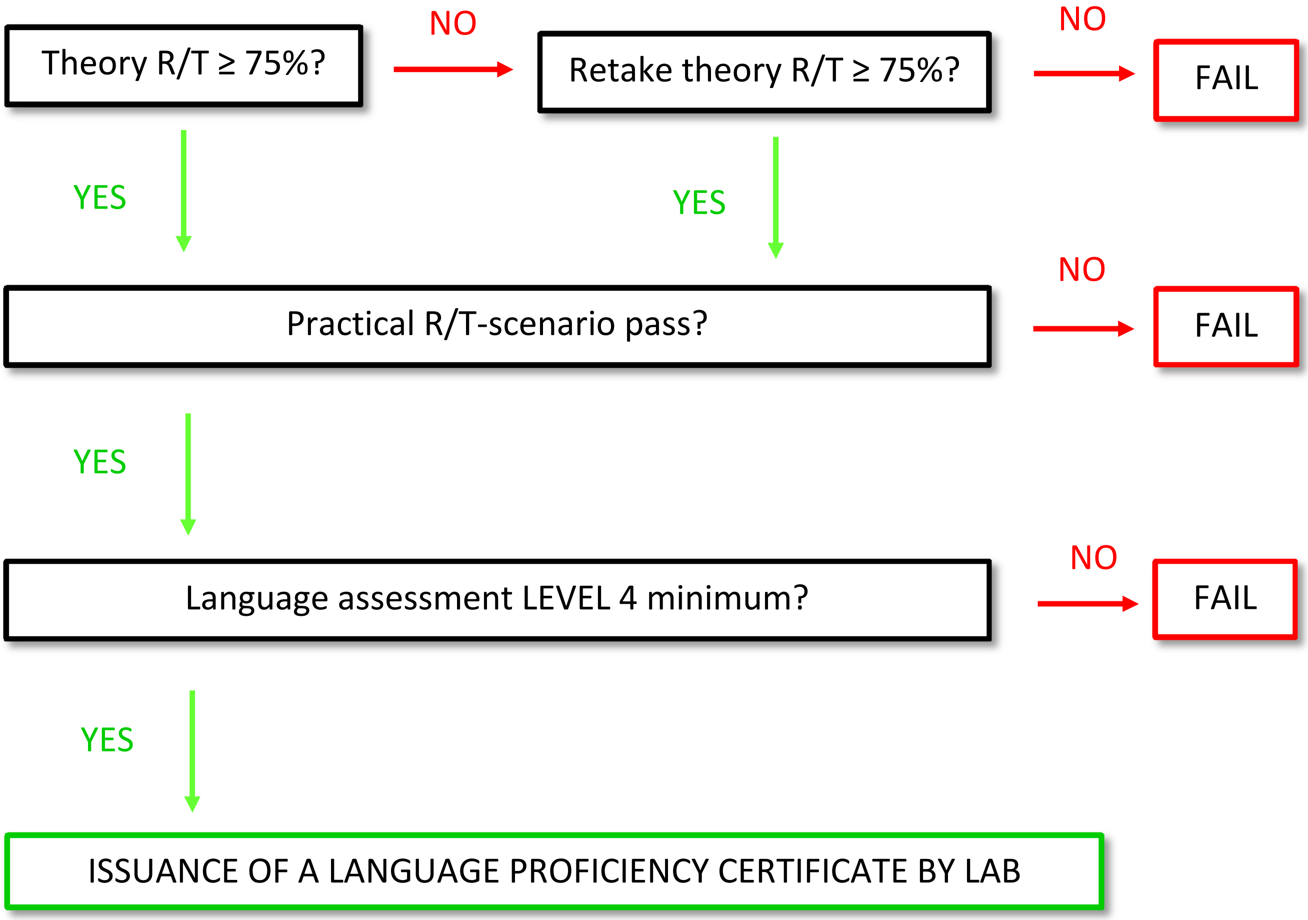
The operational assessor should correct the theoretical R/T-part of the assessment answer form (in paper), or obtain the results from a PC-based software. Each of the assessors (linguistic and operational) should perform individual grading of the candidate’s performance (during, or after the assessment). This should be of the following kind:

1.	Theoretical R/T-grading:	≥ 75/100?	=>	PASS
2.	Practical R/T-grading:	Min. level 4 on all 6 holistic descriptors?	=>	PASS
3.	Language assessment:	Min. level 4 on all 6 holistic descriptors?	=>	PASS
			=>	LEVEL Y
			CERTIFICATE ISSUANCE	

Before communicating the result to the candidate, a deliberation should be organized between both assessors, behind closed doors. Only when agreement is reached, is the result to be communicated to the candidate. In rare cases where there is disagreement, the LAB should provide a procedure to reach a final verdict (postponing the decision, asking immediate, or postponed advice from the AM, final decision to be taken by the AM,…).

NOTE: Assessors should avoid providing feedback DURING THE EXAM. Both positive remarks (“Good!”, “Nice!”), as negative expressions (“Hmm…”, long silences, facial expressions of doubt, disagreement), should be avoided (without losing friendliness and human interactivity). Too positive reactions during the exam, may trigger unrealistic expectations among candidates towards the overall result (“I was sure I was going to obtain a level 6, based on the reactions of the assessor during the assessment..”). Too negative impressions, during the assessment, may also negatively influence the outcome of the assessment, leading to increasing uncertainty of the candidate and grading below the actual level of language proficiency of the candidate.

Flow for pass/fail:


Theory R/T ≥ 75%?
NO
Retake theory R/T ≥ 75%?
NO
FAIL
YES
YES
Practical R/T-scenario pass?
NO
FAIL
YES
Language assessment LEVEL 4 minimum?
NO
FAIL
YES
ISSUANCE OF A LANGUAGE PROFICIENCY CERTIFICATE BY LAB

After deliberation by the assessors, the certificate and the proof of payment may be prepared and communicated with the candidate. If a final result can be achieved during the deliberation, for a candidate, the necessary paperwork may be processed (composition of a certificate)

3.18. Appeal: Procedure for feedback/disputes/complaints:

BCAA developed a standard appeal procedure, TO BE ADHERED TO BY ALL CANDIDATES AND LAB. We refer to Annex XI to this Procedure Manual for the correct initiation, follow-up and closure of a request for feedback, a dispute, or complaint by a candidate. These are the general conditions for disputes/complaints, regarding language proficiency assessments:

1. Each candidate must be informed correctly regarding the dispute/complaint procedure, by the LAB: the candidate has a right to feedback and can when using the correct procedure, enter in dialogue with the LAB, to offer suggestions for the benefit of all language assessment stakeholders.
2. The candidate should be invited to fill out a standard BCAA-feedback/dispute/complaint form regarding language proficiency assessment and send it to the LAB address (or transfer it via softcopy)
3. BCAA is NOT to be included in the initial dispute/complaint process. Any inclusion of BCAA services in initial stages of disputes/complaints, the candidate will be reoriented to the LAB.
4. The LAB is to deal INTERNALLY with the dispute/complaint. The CMM of the LAB has the overall responsibility over the initial phase of STAGE 1: the request for feedback. The CMM (Compliance Monitoring Manager) will gather information regarding the assessment and provide feedback to the candidate regarding the way in which the assessment was performed and which aspects of the language assessment contributed to the decision of the overall result. This is a basic first analysis of the language proficiency assessment as is intended to assist the candidate in a future re-assessment.
5. If the issue of the candidate with one or more aspects of the language proficiency assessment is of more serious nature, or the answer provided by the CMM does not solve the difference in opinion between the LAB and the candidate, the candidate is invited to launch a dispute/complaint procedure (STAGE 2).
6. Stage 2 of the appeal procedure will be handled by the AM (Accountable Manager) of the LAB. The AM is to use all assets available, to perform an in-depth analysis of the circumstances and content of the disputed language proficiency assessment. These may be: Interviews of the assessors, or the candidate, negotiation with post holders within the LAB, review of the LAB's Operations Manual, or the BCAA Procedure Manual for Language Proficiency, or asking advice to the National Coordinator for Language Proficiency. The AM should take into account all aspects, to establish a full analysis of the circumstances leading up to the complaint of the candidate.
7. Taking into consideration all the available information, the AM should make a documented decision, that is to be communicated to the candidate, using the standard BCAA feedback/dispute/complaint form (which can be found as Annex XI to this procedure manual).
8. ONLY if steps 1-7 do not lead to a mutual understanding/acceptance of the result by all parties, BCAA may be consulted, either by the candidate, or the LAB and be requested to act as mediator in the dispute between the LAB and the candidate.
9. Initially BCAA will in case of lasting disputes between the LAB and the candidate, only verify if the dispute/complaint procedure, as described in this Procedure Manual for Language Proficiency and in the Operations Manual of the LAB, was adhered to.
10. BCAA will only reassesses the recording in exceptional cases, either at the request of another CAA (Civil Aviation Authority, or Competent Authority of Oversight), EASA, or following a civil court order, or request, or if the dispute between the LAB and the candidate can't be resolved among each other.

If the approved LAB reassessment procedure was not adhered to, the assessment may be declared invalid and should be taken again, at the expense of the LAB. Incomplete records and recording of the language proficiency assessment will automatically lead to declaration of an invalid test by BCAA, in case of a complaint. No extra fees are to be charged to the candidate in case an assessment must be taken again, when improper adherence by the LAB to internal procedures, or at the specific request of BCAA.

If the BCAA Procedure Manual for Language Proficiency does not, or not completely cover, or provide closing answers to the issue of the appeal, the Procedure Manual for Language Proficiency may be amended and the procedure elaborated. Amendments of the BCAA Procedure Manual will be publicized on the BCAA website and communicated to all LAB.

3.19. Language proficiency certificate:

3.19.1. Certificate issuance conditions:
ONLY in the case of a pass for all 3 sections of the language proficiency assessment, will a certificate be issued by the LAB to the candidate. The certificate issued by the LAB should give a clear indication of the following aspects:

- Name, contact data of the LAB
- Name of the candidate, license number (if applicable)
- Role the candidate was tested in: PILOT – AIR TRAFFIC CONTROLLERS – OTHER (f.e. Language assessment for ground handlers, using the airport GND frequencies)
- Language the candidate was tested for ENGLISH – DUTCH – FRENCH – GERMAN – OTHER
- Obtained level of the language assessment: 4 – 5 – 6
- R/T-type the candidate was assessed in: VFR/IFR
- R/T pass?

3.19.2. Partial pass:
If one of the 3 sections is failed, the LAB is not to issue a certificate. There should not be a system of "partial pass": if one section is failed, the whole assessment (all items should be taken again). The candidate should not be credited for the section(s) passed, towards future re-assessment: even the sections passed, must be taken again in a re-assessment.

3.19.3. Transfer of the documents to the candidate:
To allow for quality control after the assessment, negotiation and advice from 3rd parties within the LAB and final verification of the paperwork by the AM of the LAB, the certificate with the result of the assessment is not to be processed on site and handed over to the candidate. It is recommended that the documents (Certificate AND proof of payment) would as a standard be sent via post and/or mail to the candidate AFTER the assessment.

3.19.4. Proof of payment:
A language assessment is an official state exam. This can only be performed legally when the applicable fiscal/economic legislation is abided by. An official bill is to be provided TO EACH INDIVIDUAL CUSTOMER. The only allowed exception to this rule is a group bill for airlines, when the airline pays for the bill of all the candidates involved. For the members of an aeroclub, the rule of the individual customer bill should be applied. This is to be paid by the candidate/customer and applicable taxes are to be paid by the LAB.

The LAB should communicate the list of candidates once per year (In January of the following year). These data will be communicated to the Federal Public Service of Economy, to verify that all applicable fiscal/economic legislation is abided by.

Language assessments for which a proof of payment cannot be provided by the LAB, will be determined invalid. Language proficiency endorsements issued based on illegal certificate, will be revoked, the language proficiency assessment will have to be performed again by the candidate. In case systematic/organized fiscal fraud is observed and considered proven, this will lead to a suspension of the LAB approval.
Persons involved may be exempted from further acceptance as language proficiency assessments for BCAA. Individual assessors applying individual illegal policies may be refused on an individual basis to further operate as assessor for this, or other LAB.

Investigations in case of indications of serious malpractice and/or misconduct by individual assessors, post holders, or the LAB as a whole, may be initiated by BCAA and are performed by a BCAA Oversight Committee, that is subject to the BCAA Procedure Manual for Oversight (approval pending, 04/2015).

3.20. Re-assessment:

In the case of a fail (or in the case of obvious technical reasons), a re-assessment is not to be taken within 24 hours and should ideally be taken within the same LAB. Re-assessment is not recommended without retraining. LAB should not consult candidates to try the test again and again, until a pass is achieved (where feelings compassion overtake the objective assessment). LAB may be asked to provide more feedback in cases of recurrent fails: what were the causes, or contributory factors for a “fail” and what kind of retraining was proposed/performed? These questions may be posed both to the candidate, as the LAB(‘s) involved, upon the annual evaluation, if candidate names reappear repeatedly in the listings.

Candidates that failed the entire assessment twice, may not be accepted for re-assessment without proof of retraining by an LAB.

Candidates that failed the entire assessment twice, must be reported to BCAA, to avoid “shopping” by candidates: trying a language assessment at various LAB, until a weak level 4 (minimum) is obtained. Training will be recommended by BCAA to the candidate, prior to re-assessment, at the same, or other LAB. There is no shame in multiple “fails”, but it is an indication that the candidate must elaborate the knowledge of a specific language and the applicable R/T, to be able to communicate effectively in an aviation environment. This way he/she can contribute to flight safety both for him/herself, as well as the entire flying community. This until an objective and defendable/solid level 4 (or higher) can be obtained by the candidate, at any European approved LAB.

3.21. (Re)training:

LAB should provide options for R/T and/or language training to their candidates. This does not mean that LAB should mandatorily also act as language training provider (this is permitted and these training activities are outside of the scope of the Competent Authority of Oversight), but should provide options to the candidates for (re)training, by having agreements with language training providers (training centers, or individual trainers for R/T- and plain language) available in the area. With “Area” we refer to training centers/individual trainers located in, or active within a reasonable distance from the LOCATION WHERE THE ASSESSMENT WAS ORGANIZED.

LAB that are active in all remote corners of the world, to provide language assessment, should bare in mind, they need to set-up collaborations with language training providers in all the areas where language assessments are organized. Online solutions may provide the answer, but may not be the ideal solution for each candidate and hence are debatable.

An LAB must list its partners (training centers, or individual trainers) in the field that can provide plain language and R/T-training, for all the languages that are assessed. Especially LAB active across Belgian borders, at various/varying locations, must perform the often not evident task of finding training centers, or individual trainers that can provide aviation related language training and R/T training in that language. Ideally the LAB composes a template for standard communication of the data of the LAB’s recommended/ preferred training centers, or individual trainers, to interested candidates, that require additional training.
We refer to the ICAO Document CIR 323 – AN/185 “Guidelines for Aviation English Training Programs” to set up specific training programs for aviation related plain (English) language training and the ICAO Manual of Radiotelephony Doc 9432 – AN/925, for R/T-training.

Operational assessors of the LAB may provide R/T-training, linguistic assessors may provide plain language training, outside of the LAB. These assessors may not be involved in assessing the candidate within the LAB.
NOTE: Individual assessors providing language, or R/T training outside of an LAB should bare in mind that it may become operationally very difficult to avoid situations where a candidate appeared in front of an assessor team, where the candidate received training by either, or both assessors, making it hard to –in extremis- have to reschedule the assessor panel. Assessors active within a LAB should only provide language and/or R/T training in close cooperation with the AM of the LAB, to avoid conflicts of interest during the language assessment.

Each LAB should at least be able to provide candidates that want to prepare for a (re-)assessment with contact data of training centers, or trainers that can provide general, or aviation related language, or R/T training, (+ fixed conditions). For the benefit of efficient training, it is advised that the LAB would not only hand the above described data of the language training centers and/or trainers, but also clearly indicate where the candidate should try to achieve improvement, in order to successfully pass a future re-assessment. In the case of a re-assessment, the LAB is encouraged to request a proof of (re-)training, before accepting the candidate for a first re-assessment. For a second re-assessment, a request of retraining is mandatory.

3.22. “Shopping” type of candidates:

A minority of weaker candidates will repeatedly perform the assessment at various LAB, just until a feeble “pass”, or level 4 is obtained. This is not the aim of language testing. The aim is to train pilots/AIR TRAFFIC CONTROLLERS to a level that allows sufficient minimal/comfortable/easy/professional communication, for the benefit of aviation safety.

LAB should discourage re-assessment without retraining and impose minima (to be described in the OM), before accepting a candidate for re-assessment. Based on the lists provided by the LAB at the beginning of each calendar year, reappearing names, may trigger closer monitoring by the competent authority, in the light of continuous oversight of LAB and language assessment in general.

Candidates that failed the entire assessment twice at the LAB must be reported to BCAA and are not to be accepted by this (or other) LAB, without a proof of retraining.

BCAA believes that aviation is a democratic right for all, so no matter what background a person has, he/she should be able to achieve the dream of flight. This however must be taken seriously and executed safely. Sufficient demonstration of R/T-skills and language proficiency are a part of that condition, which can be met by anyone putting sufficient effort in (re-)training, should it be necessary. Efficient communication should be a common goal in the busy European airspace.

3.23. Candidate records:

The LAB should keep an individual record of a candidate. The candidate records may be kept either in hard or soft copy: full digital storage (with planned/regular back-up) is an accepted method of record keeping. The data should however be easily printable, or consultable by BCAA in case of audit/inspection.

Each candidate record should be maintained by the LAB in a secured location (or server), for the duration of 5 YEARS, after the assessment was performed.

The location where the LAB's will store the hardcopy (if applicable), or the procedure of back-ups should be described in the OM of the LAB.

A procedure for active destruction/deleting files, for the purpose of privacy protection, should also be described in the LAB OM, once the mandatory 5 years of record keeping has expired.

The candidate's record should contain the following documents, copies, scans, or files:
1. Individual candidate's sequence number (BE/LAB-00XX-20YY-0ZZZZ)
2. Copy, or scan of a proof of identity (with picture): Identity card, passport, drivers' license,… (*) or
3. Copy, or scan of the license (if applicable), or at least note of the license number and type(*)
4. Privacy statement, signed by both the LAB and the candidate and agreement with the terms and conditions of the LAB (including the agreement with the appeal procedure)
5. Grading record of the various sections of the language assessment
6. Copy of the language proficiency certificate
7. Copy of the proof of payment

(*) The copy of the proof of the identity provided by the candidate may be replaced by the following:
- Hold the proof of identity clearly in front of the camera (that performs the audiovisual recording of the assessment). (One assessor must be on site with the candidate, for BCAA. Full teleconferencing is not accepted by BCAA).
- Have the candidate state his/her name clearly on the audiovisual recording

3.24. Compliance Monitoring (Internal oversight):

According to the EASA Air Crew Regulations, PART-FCL.055 (n) (ii) all LAB must compose a “quality system” (from here on referred to as Compliance Monitoring System). The LAB must designate a manager of the Compliance Monitoring System (CMS), who will assume responsibility for the continued operations of the CMS. The Accountable Manager (AM) of the LAB is the overall responsible for the CMS and should award sufficient funding for the correct functioning of the CMS of the LAB.

3.20.1. Compliance Monitoring Manager

Candidates for the post of Compliance Monitoring Manager of an LAB, must meet following requirements:

1. Training, or experience in Compliance Monitoring in aviation, or general industry, AND
2. Familiarity with civil aviation and/or language proficiency

Post Holders of the LAB must be proposed and approved by the Competent Authority of Oversight. The Compliance Monitoring Manager must perform continuous oversight over the activities of the LAB (and its compliance with applicable legislation and the LAB’s approved Operations Manual) and report directly to the Accountable Manager (AM). The CMM is responsible for the operation of the Compliance Monitoring System (CMS), under the responsibility of the Accountable Manager.

3.20.2. Scope of the Compliance Monitoring System:

The Compliance Monitoring Manager should perform regular audits, to verify compliance of the LAB, with the applicable International (ICAO), European (EASA) and Belgian national legislation. The full scope of activities of the LAB should be audited at least once, within a period of 24 months. For the items to be audited this manual refers to PART-FCL.055 (n) (2):

(2) The quality system established by a language assessment body should address the following:

- *(i) management;*
- *(ii) policy and strategy;*
- *(iii) processes;*
  - *(iv) the relevant provisions of ICAO or Part-FCL, standards and assessment procedures;*
  - *(v) organizational structure;*
  - *(vi) responsibility for the development, establishment and management of the quality system;*
  - *(vii) documentation;*
  - *(viii) quality assurance program;*
  - *(ix) human resources and training (initial and recurrent);*
  - *(x) assessment requirements;*
  - *(xi) customer satisfaction.*

Audits must be documented by the CMM. Findings must be reported to the AM.

There are 3 levels of findings:

- LEVEL 1: Require immediate corrective action. The organization is no longer within the criteria of its approval as LAB and risks to lose its approval, if corrective actions are not taken immediately
- LEVEL 2: Non-conformities with the applicable European legislation (EASA Air Crew Regulations), Belgian legislation (RD of March 19th 2014), as elaborated in this Procedure Manual and in the LAB's Operations Manual.
- LEVEL 3: Recommendations to the LAB, to improve LAB processes, or customer satisfactions. No non-compliance with applicable legislation. Can also be a contradictive method with this Procedure Manual.

3.25. Oversight by the Competent authority (external oversight):

1. The full scope of activities of a BCAA approved LAB will be audited by BCAA, also within a period of 24 MONTHS.
2. The audits performed by BCAA comprise:
   A. Quality and Administration (Compliance Monitoring): Audit of internal Compliance Monitoring System of the LAB, compliance with the applicable legislation (International, European and Belgian) and adherence to the procedures as described in the approved Operations Manual of the LAB.
   B. Management structure, post holders, staffing, assessor team
   C. Assessor files: requirements, initial and recurrent standardization, recruitment standards and suitability of the assessors.
   D. Candidate files
   E. Candidate list
   F. Assessment grading: The National Coordinator of Language Proficiency will bring a “dummy” candidate to the assessment, which was assessed internally at BCAA, to benchmark/compare the use of the ICAO rating scale, by the audited LAB.
   G. Assessment method: Are the language proficiency assessment methods and questions/ systems/tools used, appropriate and used as approved? Is the question database relevant and regularly revamped and analyzed?
   H. List of candidates, match with the payment aspects
   I. Review of recordings of candidates
3. Audits are announced/planned in cooperation with the LAB
4. The audit forms used by BCAA, to perform audits of the LAB’s recognized by BCAA, or active on Belgian territory, are public and can be found as ANNEX IX to this document. This way the processes within the LAB can be continuously aligned with BCAA expectations. Modified audit documents will result in a revision of the BCAA Procedure Manual for Language Proficiency.
5. Spot checks (unannounced inspections by BCAA), to assist in language assessments, or at random, or targeted requests for recordings of language assessments, are possible. Full access to the LAB and its files, at all times and cooperation with BCAA auditors and inspectors is expected, by at least the AM of the LAB, or its deputy.
6. Annually a list of all language assessments performed by the LAB must be forwarded to BCAA, or made available to BCAA, in electronic format and/or on the LAB-intranet, server, accessible to BCAA. The standard template, available on the BCAA website is to be used for this purpose, so listing of all candidates and statistical analysis can be performed.

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CHAPTER 4: LAB requirements for ATCO/AIR TRAFFIC CONTROLLERS:

4.1. General:

LAB testing ATCO/Air Traffic Controllers can continue to operate as previously approved, until further notice. The changes required in accordance with the introduction and transition to EU 340/2015 are currently being studied by BCAA BSA-ANS and will be elaborated in REVISION 1 of this Procedure Manual for Language Proficiency.

4.2. Transitory measures and deadlines:

BCAA approved LAB testing ATCO/Air Traffic Controllers shall have to be in full compliance with the future relevant requirement, by January 1st, 2017 at the latest.

CHAPTER 5: Acceptance of non-BCAA approved language proficiency certificates

5.1. General:

According to the Royal Decree of RD of June 30th, 2008, BCAA Licensing Department accepted all certificates, approved by a European Competent Authority of Oversight (CAA). With the introduction of EASA Air Crew Regulations, BCAA Licensing Directorate is still open to the acceptance of certificates approved by all other European CAA, as long as the EASA Air Crew Regulation requirements regarding language proficiency are met. These are the conditions for BCAA Licensing acceptance of foreign certificates:

1. Initial endorsement/Revalidation/Renewal of language proficiency on a Belgian license is not allowed for foreign language assessors (nor is it for Belgian assessors, examiners, or other)
2. The foreign LAB, either active on Belgian territory, or intending to perform language proficiency assessment of Belgian license holders should fill out the application form as foreign LAB, highlighting the details of the approval and language proficiency assessment methodology, to demonstrate compliance with EASA Air Crew Regulations. This can be found as annex XI to this Procedure Manual.
3. Foreign assessors are requested to fill in the Belgian standard assessment file and certificate for a Belgian license holder. This can be found as annex VII to this Procedure Manual.
4. The assessor(s) must be part of a legal entity (LAB, or Language Assessment Body), with a quality/ compliance monitoring system and a standardized assessment and administrative methodologies, described in an Operations Manual and approved by a Competent Authority of Oversight.
5. Assessment by both a linguistic and operational assessor, or accepted combination thereof.
6. Recording of the assessment. This to prove the assessment was performed, and identification of the candidate. This also allows for reassessment, benchmarking, quality control/compliance monitoring.

5.2. Analysis of the request for acceptance as foreign LAB:

Well structured, sufficiently staffed LAB, that operate via standardized methodologies (Operations Manual), under the continued oversight of a Compliance Monitoring Manager, will find no trouble receiving acceptance of certificates, by the BCAA Licensing Directorate.

Singularly operating assessors, not part of an LAB, without AM and CMM, without standard operating procedures, described in an (approved) Operations Manual, will find more difficulty to get acceptance of their certificates by BCAA.

In order to guarantee acceptance by BCAA, the LAB needs to apply for BCAA acceptance (by filling in the BCAA Acceptance form for foreign LAB, which can be found as Annex XI to this Procedure Manual). This form needs to be filled in only once by an LAB (not for every individual candidate), but PRIOR TO THE FIRST ASSESSMENT. Once the acceptance was guaranteed by BCAA, it will remain valid (unless revoked for objective reasons/proof on non-compliance with EASA Air Crew Regulations by the LAB).

This BCAA acceptance form (Annex XIII to this Procedure Manual) MAY STILL BE FILLED IN AFTER the first language proficiency assessment was performed for a Belgian license holder, but BCAA cannot guarantee acceptance of the certificate issued by the LAB, if the request was submitted a posteriori (after the assessment was performed). It is therefore highly recommended to submit the request of acceptance, PRIOR to the first assessment (2 weeks, to allow for analysis and request supplementary information, should it be necessary).

The request for acceptance of language proficiency certificate issued by an LAB may be forwarded to in soft copy to bcaa.lic.dir@mobilit.fgov.be , addressed to the National Coordinator of Language Proficiency

5.3. Refusal and appeal:

Refusal of non-Belgian LAB issued language proficiency certificates must be motivated by BCAA. The LAB may appeal this decision, if additional proof of compliance with EASA Air Crew Regulations can be provided by the LAB. The LAB may re-submit a request of acceptance, if the possible findings by BCAA are solved and compliance with EASA Air Crew Regulations is (re-)established.

ANNEX I: APPLICATION FORM FOR A PART-FCL BCAA LAB CERTIFICATE

	QUESTIONS	INFORMATION OR DOCUMENTS	
1.	Commercial name with which the Language Assessment Body (LAB) wishes to be recognized:	*Address:* *Phone number:* *e-mail:* *URL:*	
2.	Language testing requested for the following languages	☐ English ☐ French ☐ German ☐ Dutch	
3.	Accountable Manager (AM)	*Name:*	
4.	Compliance Monitoring Manager (CMM):	*Name:*	
5.	Projected number of tests per year / Countries of activity:		
6.	Number of Assessors:	*Linguistic:* *Operational:*	
8.	Description of the test method:	*R/T-theoretical:* *R/T-scenario:* *Language Proficiency:*	
9.	Hardware / software used for the test and recording:		
10.	Location of the candidates' testing files		

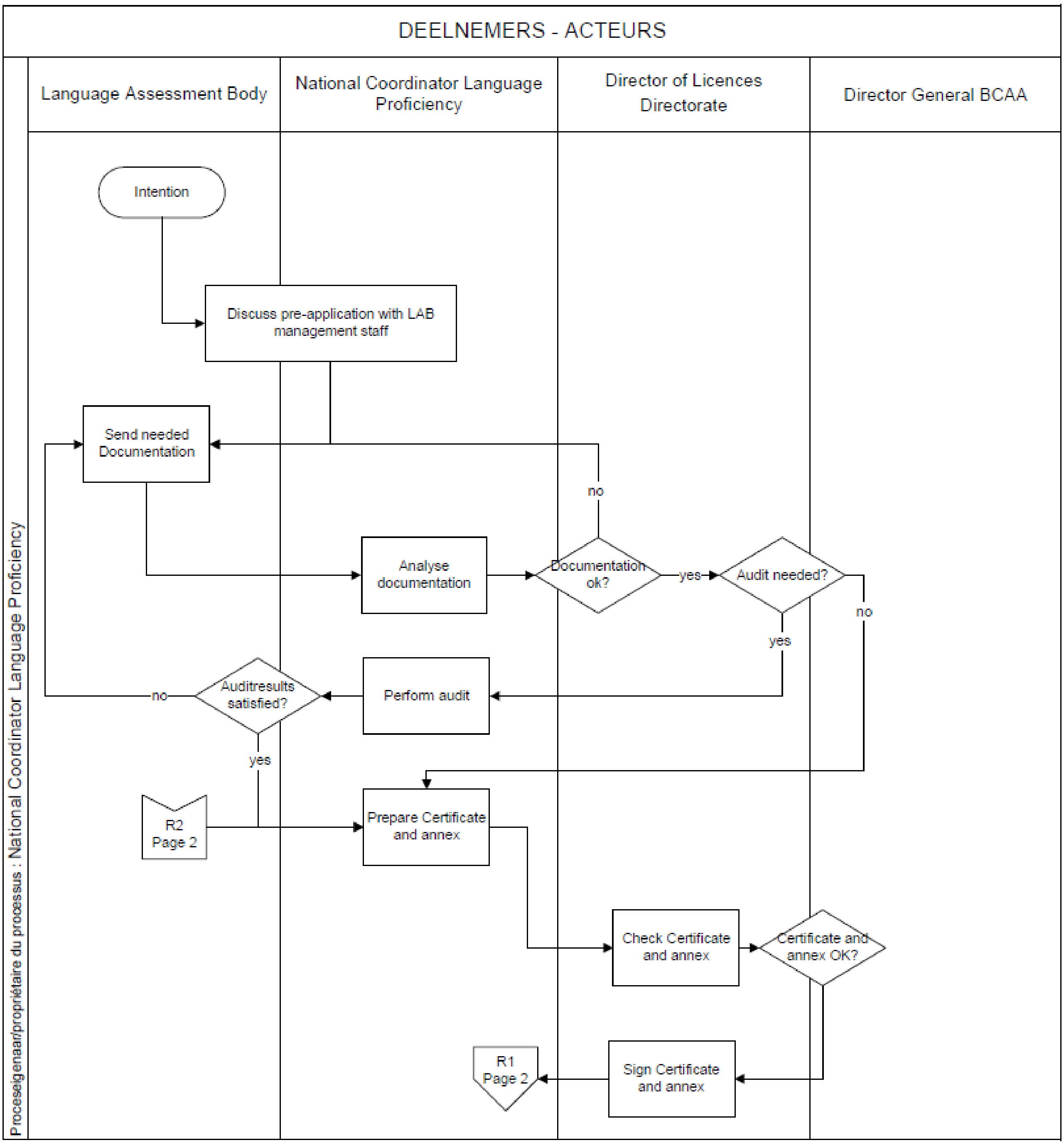
Note : If answers to any of the above questions are incomplete, the applicant should provide full details of alternatives arrangements separately, using a second page, added to this document .

I, __________________*(AM),* on behalf of _____________________________________*(LAB name)* certify that all the above named persons are in compliance with the applicable requirements and that all the above information given is complete and correct.

Every modification of the above information will be communicated without any delay to the Belgian Civil Aviation Authority by email or letter.

DATE SIGNATURE

ANNEX II: Approval procedure for LAB, LA/L-TRA-LAB-001


DEELNEMERS - ACTEURS
Proceseigenaar/propriétaire du processus : National Coordinator Language Proficiency
Language Assessment Body
National Coordinator Language Proficiency
Director of Licences Directorate
Director General BCAA
Intention
Discuss pre-application with LAB management staff
Send needed Documentation
no
Analyse documentation
Documentation ok?
yes
Audit needed?
no
yes
Auditresults satisfied?
no
Perform audit
yes
R2 Page 2
Prepare Certificate and annex
Check Certificate and annex
Certificate and annex OK?
R1 Page 2
Sign Certificate and annex

Federal Public Service Mobility and Transport Belgian Civil Aviation Authority	BELGIAN CIVIL AVIATION AUTHORITY EUROPEAN UNION

LANGUAGE PROFICIENCY POST HOLDER/ASSESSOR APPROVAL

Regulations (EU) No. 290/2012; Part-ORA

NOTES:

- *The use of this document is mandatory, for the appointment of a Post Holder for an BCAA Approved LAB.*
- *The BCAA reserves the right to interview the nominee, or call for additional evidence of his/her suitability before deciding upon his/her acceptance.*
- *All submission must include supporting evidence of relevant qualifications and experience. This evidence should include description of flight experience (types of aircraft flown, total time,…) and level 6 certificate for Operational Assessors. This evidence should include linguistic degrees and teaching experience in the (various) languages applied for.*

1. Details of the management personnel as specified in Part-ORA

Language Assessment Body (LAB): ....

LAB Approval No: **BE/LAB -** ....

Candidate's name:...First Name:...

Position for which approval is being requested (tick appropriate box):

☐ Accountable Manager ☐ Compliance Monitoring Manager

Name of the Accountable Manager:..

Signature:.. Date: ....

Stamp of the LAB:

2. Personal details of the Language Proficiency Assessor — to be completed by the assessor

Title: .... First name(s): .... Surname: ....

Date of Birth (dd/mm/yyyy): .... Place of Birth: ....

Nationality: ....

Permanent address:

Street: .... Number: ....

Location: .... Postal code: ....

Country: ....

Telephone: ....

Email: ....

Qualifications relevant to the position (reference may be made to a resume instead): ....

....

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Experience relevant to the position (reference may be made to a resume instead) ....

....

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....

Signature: .... Date: ....

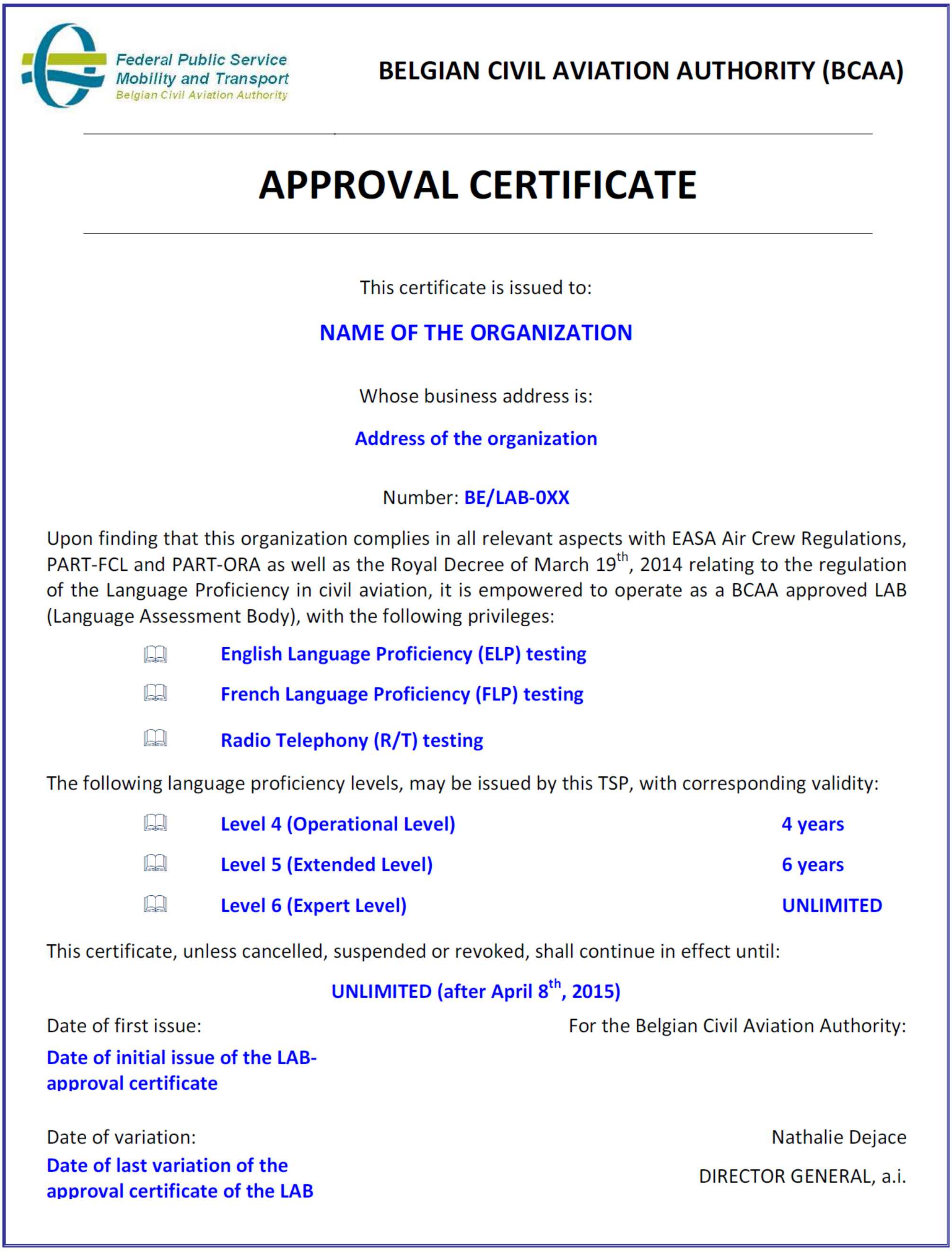
3. BCAA Acceptance — to be completed by an authorized BCAA staff member

ACCEPTANCE / REFUSAL: ....

Motivation in case of refusal/remedial action: ....

Name : .... Date: ....

Signature : Stamp:



Federal Public Service Mobility and Transport Belgian Civil Aviation Authority

BELGIAN CIVIL AVIATION AUTHORITY (BCAA)

APPROVAL CERTIFICATE

This certificate is issued to:

NAME OF THE ORGANIZATION

Whose business address is:

Address of the organization

Number: **BE/LAB-0XX**

Upon finding that this organization complies in all relevant aspects with EASA Air Crew Regulations, PART-FCL and PART-ORA as well as the Royal Decree of March 19th, 2014 relating to the regulation of the Language Proficiency in civil aviation, it is empowered to operate as a BCAA approved LAB (Language Assessment Body), with the following privileges:

- **English Language Proficiency (ELP) testing**
- **French Language Proficiency (FLP) testing**
- **Radio Telephony (R/T) testing**

The following language proficiency levels, may be issued by this TSP, with corresponding validity:

Level 4 (Operational Level)	**4 years**
Level 5 (Extended Level)	**6 years**
Level 6 (Expert Level)	**UNLIMITED**

This certificate, unless cancelled, suspended or revoked, shall continue in effect until:

UNLIMITED (after April 8th, 2015)

Date of first issue:

Date of initial issue of the LAB-approval certificate

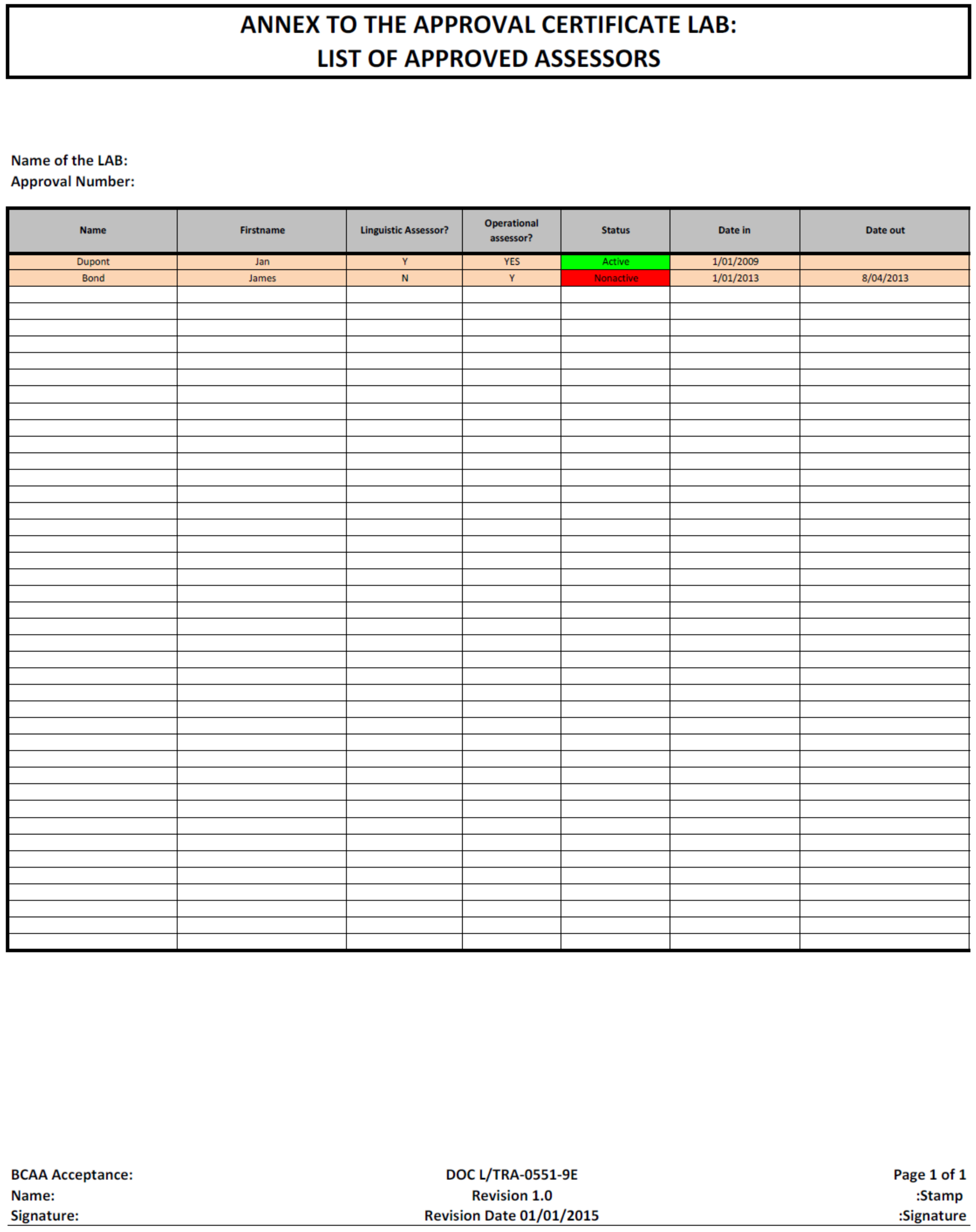
For the Belgian Civil Aviation Authority:

Date of variation:

Date of last variation of the approval certificate of the LAB

Nathalie Dejace

DIRECTOR GENERAL, a.i.



ANNEX TO THE APPROVAL CERTIFICATE LAB:
LIST OF APPROVED ASSESSORS

Name of the LAB:
Approval Number:

Name	Firstname	Linguistic Assessor?	Operational assessor?	Status	Date in	Date out
Dupont	Jan	Y	YES	Active	1/01/2009	
Bond	James	N	Y	Nonactive	1/01/2013	8/04/2013

BCAA Acceptance:	**DOC L/TRA-0551-9E**	**Page 1 of 1**
Name:	**Revision 1.0**	**:Stamp**
Signature:	**Revision Date 01/01/2015**	**:Signature**

BCAA LANGUAGE PROFICIENCY ASSESSMENT REPORT FORM

This document can be used for grading R/T competences and Language Proficiency in accordance with EASA Air Crew Regulations, during a formal language assessment at an approved Language Assessment Body (LAB).

Name of the candidate: .... Candidate ID:..

Date and location of the assessment:..

Language proficiency: ☐ ELP ☐ FLP ☐ DLP ☐ GLP

R/T assessment: ☐ VFR ☐ IFR

R/T theoretical test score: .... % ☐ PASS ☐ FAIL

Holistic descriptor:	**Grading: 1 -> 6:**	**Remarks:**
Pronunciation R/T		
Structure R/T		
Vocabulary R/T		
Fluency R/T		
Comprehension R/T		
Interaction R/T		
Pronunciation LP		
Structure LP		
Vocabulary LP		
Fluency LP		
Comprehension LP		
Interaction LP		
Overall grading:		

Result/outcome *(after negotiation panel of assessors)*: LEVEL ___
Comments *(useful input/remarks for future reference)*:

Name & Signature operational assessor: Name & Signature linguistic assessor:

BCAA LANGUAGE PROFICIENCY CERTIFICATE

This document certifies R/T competences and Language Proficiency in accordance with EASA Air Crew Regulations, of a candidate in civil aviation, after a formal language assessment at an approved Language Assessment Body (LAB).

Name of the candidate:..

LAB-Sequence number of the candidate:...

Address: ....

Name of the LAB (Language Assessment Body): ....

with approval reference: ....

Approved by European competent authority of (EU Member State): ....

URL of the LAB: ....

Date and location of the assessment:..

Copy of the LAB approval certificate *(to be attached to the certificate)*: ☐ YES ☐ NO

Type of License held: ☐ LAPL ☐ PPL ☐ CPL ☐ ATPL ☐ AIR TRAFFIC CONTROLLERS
Number:

Tested in the role of: ☐ PILOT ☐ AIR TRAFFIC CONTROLLERS

R/T assessment: ☐ VFR ☐ IFR Language of the R/T-test: ....

Language Proficiency assessment:

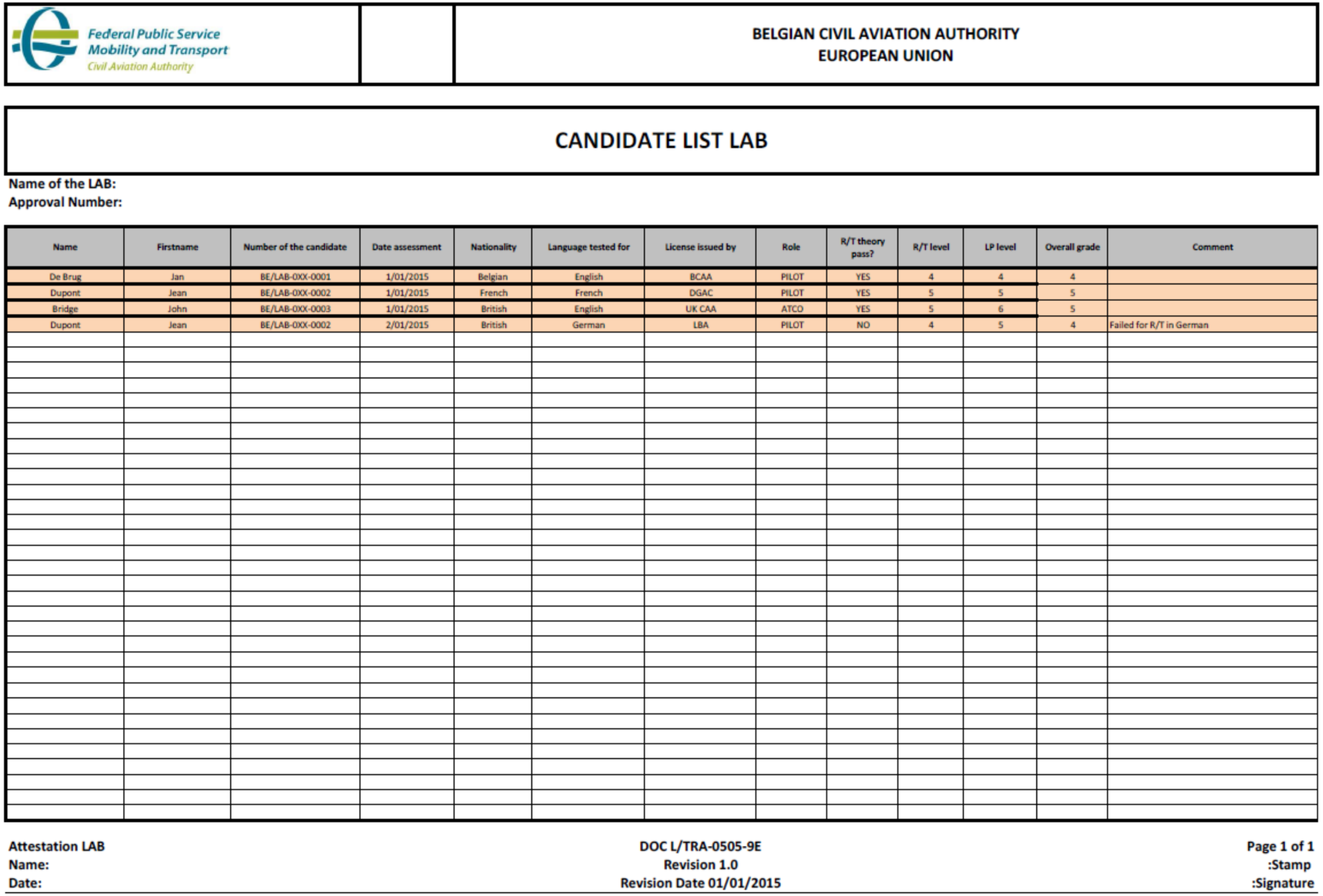
☐ English ☐ French ☐ Dutch ☐ German ☐ Other:....................................

Level obtained: ☐ Level 3 ☐ Level 4 ☐ Level5 ☐ Level 6

Name linguistic assessor: Name operational assessor:

Signature linguistic assessor: Signature operational assessor:

Stamp of the LAB:



Federal Public Service
Mobility and Transport
Civil Aviation Authority

BELGIAN CIVIL AVIATION AUTHORITY
EUROPEAN UNION

CANDIDATE LIST LAB

Name of the LAB:
Approval Number:

Name	Firstname	Number of the candidate	Date assessment	Nationality	Language tested for	License issued by	Role	R/T theory pass?	R/T level	LP level	Overall grade	Comment
De Brug	Jan	BE/LAB-0XX-0001	1/01/2015	Belgian	English	BCAA	PILOT	YES	4	4	4	
Dupont	Jean	BE/LAB-0XX-0002	1/01/2015	French	French	DGAC	PILOT	YES	5	5	5	
Bridge	John	BE/LAB-0XX-0003	1/01/2015	British	English	UK CAA	ATCO	YES	5	6	5	
Dupont	Jean	BE/LAB-0XX-0002	2/01/2015	British	German	LBA	PILOT	NO	4	5	4	Failed for R/T in German

Attestation LAB
Name:
Date:

DOC L/TRA-0505-9E
Revision 1.0
Revision Date 01/01/2015

Page 1 of 1
:Stamp
:Signature

ANNEX IX: ICAO LANGUAGE PROFICIENCY ASSESSMENT RATING SCALE:

LEVEL	PRONUNCIATION *Assumes a dialect and/or accent intelligible to the aeronautical community.*	STRUCTURE *Relevant grammatical structures and sentence patterns are determined by language functions appropriate to the task.*	VOCABULARY	FLUENCY	COMPREHENSION	INTERACTIONS
Expert **6**	Pronunciation, stress, rhythm, and intonation, though possibly influenced by the first language or regional variation, almost never interfere with ease of understanding.	Both basic and complex grammatical structures and sentence patterns are consistently well controlled.	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.	Able to speak at length with a natural, effortless flow. Varies speech flow for stylistic effect, e.g. to emphasize a point. Uses appropriate discourse markers and connectors spontaneously.	Comprehension is consistently accurate in nearly all contexts and includes comprehension of linguistic and cultural subtleties.	Interacts with ease in nearly all situations. Is sensitive to verbal and non-verbal cues and responds to them appropriately.
Extended **5**	Pronunciation, stress, rhythm, and intonation, though influenced by the first language or regional variation, rarely interfere with ease of understanding.	Basic grammatical structures and sentence patterns are consistently well controlled. Complex structures are attempted but with errors which sometimes interfere with meaning.	Vocabulary range and accuracy are sufficient to communicate effectively on common, concrete, and work-related topics. Paraphases consistently and successfully. Vocabulary is sometimes idiomatic.	Able to speak at length with relative ease on familiar topics but may not vary speech flow as a stylistic device. Can make use of appropriate discourse markers or connectors.	Comprehension is accurate on common, concrete, and work-related topics and mostly accurate when the speaker is confronted with a linguistic or situational complication or an unexpected turn of events. Is able to comprehend a range of speech varieties (dialect and/or accent) or registers.	Responses are immediate, appropriate, and informative. Manages the speaker/listener relationship effectively.
Operational **4**	Pronunciation, stress, rhythm, and intonation are influenced by the first language or regional variation but only sometimes interfere with ease of understanding.	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.	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.	Produces stretches of language at an appropriate tempo. There may be occassional 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.	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.	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.
Pre-operational **3**	Pronunciation, stress, rhythm, and intonation are influenced by the first language or regional variation and frequently interfere with ease of understanding.	Basic grammatical structures and sentence patterns associated with predictable situations are not always well controlled. Errors frequently interfere with meaning.	Vocabulary range and accuracy are often sufficient to communicate on common, concrete, or work-related topics, but range is limited and the word choice often inappropriate. Is often unable to paraphrase successfully when lacking vocabulary.	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.	Comprehension is often accurate on common, concrete, and work-related topics when the accent or variety used is sufficiently intelligible for an international community of users. May fail to understand a linguistic or situational complication or an unexpected turn of events.	Responses are sometimes immediate, appropriate, and informative. 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.
Elementary **2**	Pronunciation, stress, rhythm, and intonation are heavily influenced by the first language or regional variation and usually interfere with ease of understanding.	Shows only limited control of a few simple memorized grammatical structures and sentence patterns.	Limited vocabulary range consisting only of isolated words and memorized phrases.	Can produce very short, isolated, memorized utterances with frequent pausing and a distracting use of fillers to search for expressions and to articulate less familiar words.	Comprehension is limited to isolated, memorized phrases when they are carefully and slowly articulated.	Response time is slow and often inappropriate. Interaction is limited to simple routine exchanges.
Pre-elementary **1**	Performs at a level below the Elementary level.	Performs at a level below the Elementary level.	Performs at a level below the Elementary level.	Performs at a level below the Elementary level.	Performs at a level below the Elementary level.	Performs at a level below the Elementary level.

Federal Public Service Mobility and Transport Belgian Civil Aviation Authority	BELGIAN CIVIL AVIATION AUTHORITY EUROPEAN UNION

BCAA LANGUAGE PROFICIENCY ASSESSMENT PRIVACY STATEMENT:

Ik, ondergetekende **/** Je, soussigné / I, undersigned

....

kandidaat voor een taaltest bij de erkende instelling / candidat pour l'examin pour démontrer de compétences linguistiques chez l'organisme d'examin / candidate for a language proficiency assessment at (name of the LAB)*:*

....

bevestig dat ik kennis heb genomen van het volgende / confirme d'avoir pris connaissance de / confirm that I have been briefed by the organization regarding the following:

Om een geldige taaltest te kunnen afleggen, op Belgische grondgebied, of voor een Belgische vergunning, wordt door het DGLV gevraagd dat (minstens een deel van) de taaltest wordt opgenomen op video. Dit omwille van: identificatie van de kandidaat, bewijs dat het examen heeft plaatsgevonden en reproductie van het examen in geval van betwisting of twijfel omtrent het resultaat. Noch de opname, noch de gegevens die voortkomen uit de opname mogen door de instelling gedeeld worden met derden. Enkel het DGLV en de erkende instelling heeft het recht de opnames te bekijken. De opnames worden gedurende 5 jaar na de test bijgehouden door de exameninstelling, waarna deze vernietigd worden op een gecontroleerde wijze.

Pour passer un examen de compétences linguistiques valable, sur le territoire belge, ou pour obtenir une licence belge, la DGTA exige que (au moin une partie de) l'examen soit enregistré sur vidéo et ce, afin de pouvoir identifier le candidat, prouver que l'examen a eu lieu et reproduire l'examen en cas de contestation ou de doute quant au résultat. L'organisme d'examen ne peut partager ni l'enregistrement, ni les données provenant de l'enregistrement, avec des tiers. Seule la DGTA et l'organisme agréé ont le droit de visionner les enregistrements. Ceux-ci sont conservés durant 5 ans, après l'examen, après ils seront supprimés d'une manière contrôlée.

In order to pass a valid language proficiency assessment on the Belgian territory, or for endorsement of a language proficiency on a Belgian license, the Belgian CAA demands that (at least a part of) the assessment would be recorded on audio-visual media. This for reasons of identification of the candidate, proof of examination and for reproduction purposes in case of disputes of the content and outcome of the assessment. Neither the recording, nor the data forthcoming from the recording may be shared by the Language Assessment Body (LAB) with third parties. Only the Belgian CAA and the LAB have the right to view and analyze the recordings. The recordings must be kept for a period of 5 years by the LAB, after which they are erased in a standardized fashion.

Datum:	Handtekening:
Date:	Signature:
(Date)	*(Signature)*

BCAA LANGUAGE PROFICIENCY ASSESSMENT APPEAL PROCEDURE

Feedback/dispute/complaint form:

This document is to be used as a standard form for a candidate to provide feedback to a Language Assessment Body (LAB), regarding a language proficiency assessment taken by their assessors. This document is also to be used in case of request for feedback regarding the language proficiency assessment, in a first stage and utter a dispute/complaint (only!) in a second stage, if upon receiving feedback from the LAB, the candidate and the LAB still cannot reach agreement, a dispute/complaint procedure can be launched as a second stage. BCAA is not to be included in these proceedings, until stage 1 and 2 have been completed/exhausted.

1. STAGE 1a: Details of the candidate (to be filled in by the candidate):

Name of the candidate: .... Candidate ID: ....

Date and location of the assessment: ....

Nature of the communication (stage 1a):

☐ Provide feedback / Tips to the LAB

☐ Request feedback regarding the grading, or other aspects of the language proficiency assessment, performed by the LAB

Further explanation/elaboration by the candidate:

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Signature of the candidate: Date:

This document is to be sent to the CMM of the LAB that provided the language proficiency assessment

2. STAGE 1b: Feedback by the CMM of the LAB:

Name of the CMM: .... LAB ID:...

Feedback by the CMM:

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....

Proposed action plan by the CMM:

....

....

Signature of the CMM: Date of communication to candidate:

3. STAGE 2a: Complaint/dispute by the candidate:

Upon receiving feedback from the LAB, I wish to express a dispute/complaint regarding:

- ☐ Content of the language proficiency assessment
- ☐ Procedures applied by the LAB / Lack of compliance to the LAB's procedures
- ☐ Grading of the language proficiency assessment
- ☐ Attitude / behavior / actions of the assessor(s)/LAB Management/Post Holders
- ☐ Other:

Motivation by the candidate:

....

....

....

Signature of the candidate: Date of communication to LAB:

3. STAGE 2b: Treatment of the complaint/dispute by the AM of the LAB:

Name of the AM: .... LAB ID:..

Date of reception of the complaint/dispute (stage 2): ....

Investigative actions taken by the AM, regarding the dispute/complaint:

☐ Review of the recording of the language proficiency assessment, date:

☐ Interview of the assessors involved in the language proficiency assessment, date:

☐ Review of the procedures applied by the LAB, compliance with the LAB's procedures

☐ Review of the grading of the language proficiency assessment

☐ Review of the Attitude / behavior / actions of the assessor(s)/LAB Management/Post Holders

☐ Other:

Motivation by the Acccountable Manager (AM) of the LAB:

....

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Decision by the Acccountable Manager of the LAB:

....

....

Proposed action plan by the Acccountable Manager of the LAB:

....

....

Decision and action plan accepted by the candidate? ☐ YES ☐ NO

Signature of the AM: Signature of the candidate:

If a settlement cannot be reached between the LAB and the candidate, mediation by the National Coordinator of Language Proficiency of BCAA may be requested (ONLY if stages 1 and 2 have been correctly applied and exhausted). Please contact Bcaa.lic.dir@mobilit.fgov.be and include a copy of the entire document. Both the LAB and the candidate may in that case apply for mediation in the dispute.

LAB POST HOLDER AND LANGUAGE PROFICIENCY ASSESSOR CODE OF CONDUCT/ETHICS:

I, undersigned

……

candidate language proficiency assessor / Post holder of the LAB (name of the LAB)*:*

……

confirm that I have been briefed by the LAB, and will fully adhere to the following code of conduct/ethics, while representing the Belgian authority, as post holder of the LAB, or acting as language proficiency assessor.

CC 1: A language proficiency assessment shall be conducted in fairness, independent of the candidate's age, gender, race, or other distinguishing features, without prejudice, or preference. Hurtful, disrespectful, or other negative remarks will be avoided at all times and inappropriate behaviors towards candidates will be avoided.

CC2: A former language, or R/T teacher will not act as language proficiency assessor of a candidate. The language proficiency assessor should inform the AM of the LAB of any existing personal, professional, or hierarchal relationship between the language proficiency assessor and a candidate, so the AM can decide if there is a conflict of interest for the language assessment and motivate/document the decision.

CC3: Conflict of interest of any kind is to be reported to the AM of the LAB, preferably prior to the language proficiency assessment, or with undue delay, after the assessment. Any existing relationship personal/ professional should not influence the outcome/grading of the language proficiency assessment, be it in the positive, or negative sense.

CC4: The assessor/post holder will see to it that every candidate can perform the language proficiency assessment in standardized circumstances and all necessary steps will be undertaken by the assessor, to inform the candidate correctly about the evolution of the assessment and create a relaxed environment for the candidate.

CC5: The language proficiency assessment is to be executed in a standardized fashion, in accordance with the LAB's approved Operations Manual.

CC6: Grading of the language proficiency is to be executed in a standardized fashion, applying the 6 holistic ICAO descriptors, applied both to R/T and plain language assessment, not in accordance with self-imposed lower, or higher grading standards.

CC7: The candidate will not be informed of the outcome/grading of the assessment, until after negotiation in private was concluded and a decision was reached, in constructive cooperation with the other assessor.

CC8: The candidate will be informed in a neutral, objective manner about the grading of the language proficiency assessment. Personal remarks, negative/disrespectful attitudes towards the candidate should be avoided, disappointment of the candidate should be dealt with diplomacy, attempting to keep good relations with the candidate, even in case of an unexpected outcome/grading.

CC9: The most professional and most respectful communication will be adhered to, in order to inform the candidates and other language assessment stake holders correctly and politely, as the language proficiency assessor is acting as an external representative for the authorities, in all his/her communication.

CC10: A BCAA approved assessor will grant all cooperation to an inquiry, based on complaints, either within the LAB (LAB oversight committee), or external, performed by BCAA.

CC11: The privacy of the recordings will not be handled carelessly. Recordings are not to be distributed to other parties than with the AM of the LAB and BCAA, unless authorized specifically otherwise. Files are not to be withheld, copied, nor destroyed, for personal interest.

CC12: Upon and after termination of the cooperation between an assessor and an LAB, the items stated in CC1 through 11 continue to apply.

CC13 : Each language proficiency assessor, or post holder has the duty to observe colleague assessors, point out approved LAB procedures and how to adhere to them correctly. He/she should point out possible violations against the LAB's approved procedures to colleague assessors, as a cooperative team. The same applies with regards to language proficiency legislation, or the code of conduct/ethics, in a constructive fashion. Only if this has no effect, this will be reported to the CMM, or AM of the LAB. Only if this still has no effect, nor leads to any improvement, BCAA will be advised.

CC13: It is the personal responsibility of each assessor, to report irregularities imposed by the LAB management to the CMM, or to the BCAA, or other authority body responsible for the suspected violation, if internal reporting does not generate improvement/rectification. It is the individual responsibility of the assessor, or LAB post holder, not to cooperate, nor contribute to illegal practices. Assessors and post holders that have collaborated, imposed or contributed to illegal, inappropriate behaviors with regards to other language proficiency stake holders, can and may be held personally accountable.

(*) This list of terms and conditions for the code of conduct/ethics is not exhaustive and may be elaborated by the LAB. The LAB may elaborate the list below, with further topics of the internal code of conduct/ethics, within the LAB:

Date: Signature:

BCAA AUDIT CHECKLIST OF LAB (Language Assessment Body), in accordance with EASA Air Crew Regulations, ICAO Doc 9835 (rev2) and Belgian National legislation

Audit reference N°:	**BE/LAB/201_ - 00_ _**		
Date of the audit:	/ / 201_	**Name auditor(s):**	
Approval reference:		**Name of the LAB:**	
Location of the audit:			
LAB audience:	☐ Pilot ☐ ATCO		
Type of audit:	☐ Test ☐ Compliance and Administration		
Languages assessed:	☐ English ☐ French ☐ German ☐ Dutch		

Resume of findings/remarks: **Level**

……

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……

……

……

……

Signature Auditor: **Signature Auditee:** **Seal of the Authority:**

1. ORGANIZATION (LAB):

Legislation Reference	**Text**	**Audit question:**	**Response of LP-TSP**	***Acceptable to the Competent authority?***
AMC1 FCL.055 (n), (1) and ORA.GEN.210 (c)	**To be accepted**, the language assessment bodies should demonstrate: (i) appropriate management and staffing (ii) quality system established and maintained to ensure compliance with, and adequacy of, assessment requirements, standards and procedures.	1.1. Is the organization approved as LAB? (+ By which competent authority in Europe?)		Yes - No -> Level **1** – 2 – 3
		1.2. Who acts as **AM** (Accountable Manager)?		Yes - No -> Level **1** – 2 – 3
		1.3. Who acts as **CMM** (Compliance Monitoring Manager) and what are his/her qualifications?		Yes - No -> Level **1** – 2 – 3
		1.5. Number of assessors? Number of Post Holders? Management Team? Sufficient overall numbers?		Yes - No -> Level **1** – 2 – 3
Belgian Procedure Manual - Language Proficiency (PM-LP), Rev ORIGINAL	The LAB should compose an Operations Manual, that must be approved by the Competent Authority. The Operations Manual should cover all the aspects described in the PM (Procedure Manual) of Language Proficiency, by BCAA (if applicable for the LAB), for BCAA recognized LAB.	1.6. Does the LAB possess an Operations Manual approved by a European Competent Authority of Oversight?		Yes - No -> Level 1 – **2** – 3
		1.7. Does the revision of the OM of the LAB correspond with the version held by the Competent Authority of Oversight?		Yes - No -> Level 1 – **2** – 3

		1.8. Does the Operations Manual cover all the relevant items as desired by the Competent Authority of Oversight?		Yes - No -> Level 1 – **2** – 3
		1.9. Is the Operations Manual available to all the Management staff of the LP-TSP and assessors and are all briefed and standardized to the use and content?		Yes - No -> Level 1 – **2** – 3
AMC1 FCL.055 (n), (2) ICAO Doc 9835 Belgian (PM-LP), Rev ORIGINAL	The quality system established by a language assessment body should address the following: (i) management; (ii) policy and strategy; (iii) processes; (iv) the relevant provisions of ICAO or Part-FCL, standards and assessment procedures; (v) organizational structure; (vi) responsibility for the development, establishment and management of the quality system; (vii) documentation; (viii) quality assurance program; (ix) human resources and training (initial and recurrent); (x) assessment requirements; (xi) customer satisfaction.	1.7. Did the **CMM perform compliance audits** of the LAB?		Yes - No -> Level **1** – 2 – 3
		1.8. Where the following items taken into the **scope of the audits**:		
		(a) management, policy, strategy, processes and organizational structure		Yes - No -> Level 1 – **2** – 3
		(b) Compliance with legislation (ICAO/EASA/ Belgian national)?		Yes - No -> Level 1 – **2** – 3
		(c) Documentation?		Yes - No -> Level 1 – **2** – 3
		(d) Initial and recurrent training of assessors?		Yes - No -> Level 1 – **2** – 3
		(e) Assessment (test)?		Yes - No -> Level 1 – **2** – 3
		(f) Customer satisfaction?		Yes - No -> Level 1 – **2** – 3

Belgian (PM-LP), Rev ORIGINAL	Assessors should be briefed and standardized to the content and use of the Operations Manual, as well as the procedures, hardware/software and forms used by the LAB A recurrent standardization meeting should be held for all assessors at least once every year.	1.8. Was each assessor standardized and briefed, prior to starting assessments with the LP-TSP?		Yes - No -> Level 1 – **2** – 3
		1.9. Did each assessor receive a recurrent standardization briefing?		Yes - No -> Level 1 – **2** – 3
		1.10 Do all the assessors on the LAB list meet the requirements to be eligible as either linguistic, or operational assessor (or both)?		Yes - No -> Level 1 – **2** – 3
Belgian (PM-LP), Rev ORIGINAL	Candidate post holders must be proposed by standard BCAA resume, at the discretion of the AM, and after verification by the CMM.	1.11. Do the post holder meet the requirements for the post?		Yes - No -> Level 1 – **2** – 3
		1.12. Is BCAA aware of the actual list of post holders?		Yes - No -> Level 1 – **2** – 3

2. COMPLIANCE MONITORING (QUALITY SYSTEM):

Legislation Reference	**Text**	**Audit question:**	**Response of LP-TSP**	***Acceptable to the Competent authority?***
AMC1 FCL.055 (n), (2) Belgian (PM-LP), Rev ORIGINAL	The assessment documentation and records should be kept for a period of time determined by the competent authority and made available to this competent authority, on request. BCAA recognized LP-TSP should store the records for 5 years, after the date of the test full audio(-visual) recording of the test is also mandatory	2.1. Is a **record** composed for each **individual candidate**?		Yes - No -> Level 1 – **2** – 3
		2.2. Are the candidate records **stored for a period of 5 years**?		Yes - No -> Level 1 – **2** – 3
		2.3. Is there **audio(-visual) recording** of the test?		Yes - No -> Level 1 – **2** – 3
Belgian (PM-LP), Rev ORIGINAL	The candidate should be assessed by 2 assessors: 1 linguistic assessor and 1 operational assessor	2.4. Are all the tests assessed by both **an operational and a linguistic assessor**?		Yes - No -> Level 1 – **2** – 3
Belgian (PM-LP), Rev 1	A linguistic assessor should hold a linguistic degree and/or sufficient relevant experience in language training, translation, or other (deemed relevant by the LP-TSP). An operational assessor should demonstrate Level 6 in the language that is assessed and operational experience in commercial aviation	2.5. Do the linguistic assessors demonstrate sufficient academic training, language training experience, or other relevant experience **to act as linguistic assessor?**		Yes - No -> Level **1** – 2 – 3
		2.6. Do the operational assessors demonstrate level 6 and sufficient professional aviation related experience **to act as operational assessor?**		Yes - No -> Level **1** – 2 – 3

2. COMPLIANCE MONITORING (CANDIDATE RECORDS AND TEST CONTENT):

Legislation Reference	**Text**	**Audit question:**	**Response of LP-TSP**	***Acceptable to the Competent authority?***
AMC1 FCL.055 (n), (4) Belgian (PM-LP), Rev ORIGINAL	The assessment documentation should include at least the following: (i) assessment objectives; (ii) assessment layout, time scale, technologies used, assessment samples, voice samples; (iii) assessment criteria and standards (at least for the levels 4, 5 and 6 of the rating scale mentioned in AMC2 FCL.055);	2.7. Is the candidate informed about the **goals/time scale and content of the test**?		Yes - No -> Level 1 – **2** – 3
		2.8. Does the candidate have the possibility **to practice prior to the exam** (examples on website, trial exam), especially in the case of systems where software interface is used?		Yes - No -> Level 1 – **2** – 3
		2.9. Is the candidate informed about the LP **ICAO rating scale**, prior to the test?		Yes - No -> Level 1 – 2 – **3**
	(iv) documentation demonstrating the assessment validity, relevance and reliability;	2.10. Is there sufficient proof that the **test was performed in accordance to the operations manual** of the LP-TSP?		Yes - No -> Level 1 – **2** – 3
Belgian (PM-LP), Rev ORIGINAL	Every LP-TSP should be audited for the full scope of the activities, over a duration of 24 months	2.11. Date/type of **the last audit**:		Yes - No -> Level 1 – **2** – 3
		2.12. Where all the previous **findings closed** within delay?		Yes - No -> Level 1 – **2** – 3

AMC1 FCL.055 (n), (4) Belgian (PM-LP), Rev 1	(v) assessment procedures and responsibilities: (B) administration: location(s), identity check and invigilation, assessment discipline, confidentiality or security; (C) reporting and documentation provided to the competent authority or to the applicant, including sample certificate; (D) retention of documents and records.	2.13. Is there a proper **ID-check** prior to the test? Can this be proved unequivocally from the candidate's individual record?		Yes - No -> Level **1** – **2** – 3
		2.14. Is there an indication of the **location** where the test was performed (via the candidate's individual record)?		Yes - No -> Level 1 – **2** – 3
		2.15. What is the average **duration** of a test?		Yes - No -> Level 1 – **2** – 3
		2.16. Is a **certificate + payment proof** issued to the candidate?		Yes - No -> Level 1 – **2** – 3
		2.17. Is a **copy of the candidate's certificate** stored (or available for reprint in case of loss, or consultation by competent authorities)?		Yes - No -> Level 1 – **2** – 3
Belgian (PM-LP), Rev 1	The questions should be regularly revamped.	2.18. Is there a procedure to **add new questions**? 2.19. At which intervals and to which extent are **questions revamped**?		Yes - No -> Level 1 – **2** – 3 Yes - No -> Level 1 – **2** – 3
Belgian (PM-LP), Rev 1	Every LP-TSP should develop a procedure for a candidate to refute the exam process/outcome.	2.20. Is there an **appeal procedure** for a candidate to refute the exam result? 2.21. Is/was the **Compliance Monitoring Manager included** in the appeal procedure(s)?		Yes - No -> Level 1 – **2** – 3 Yes - No -> Level 1 – **2** – 3

3. TEST (PILOTS):

Legislation Reference	**Text**	**Audit question:**	**Response of LP-TSP**	***Acceptable to the Competent authority?***
AMC1 FCL.055 (a)	The language proficiency assessment should be designed to reflect a **range of tasks undertaken by pilots** but with specific focus on language rather than operational procedures.	3.1. Is the pilot tested in **the role as a pilot** (not as ATCO)?		Yes - No -> Level 1 – **2** – 3
		3.2. Is the assessment dedicated to test **aviation related** language proficiency (not too generic)?		Yes - No -> Level 1 – **2** – 3
AMC1 FCL.055 (b)	The assessment should determine the applicant's ability to: (1) communicate effectively using **standard R/T phraseology**; (2) deliver and understand messages in **plain language** in both usual and unusual situations that necessitate departure from standard R/T phraseology.	3.3. Is **R/T actively tested**?		Yes - No -> Level 1 – **2** – 3
		3.4. Is **plain language** tested in both normal and non-normal situations (not covered by R/T)?		Yes - No -> Level 1 – **2** – 3
AMC1 FCL.055 I, (1)	The assessment may be subdivided into three elements, as follows: (1) **listening:** assessment of comprehension	3.5. Is **listening** tested?		Yes - No -> Level 1 – **2** – 3
	(2) **speaking**: assessment of pronunciation, fluency, structure and vocabulary	3.6. Is **speaking** tested?		Yes - No -> Level 1 – **2** – 3
	(3) **interaction**	3.7. Is **interaction** tested?		Yes - No -> Level 1 – **2** – 3
AMC1 FCL.055 (I), (3)	The applicants should demonstrate their linguistic ability in dealing with an **unexpected turn of events**, and in solving **apparent misunderstandings**.	3.8. Are apparent **misunderstandings** and **unexpected turns** of events tested?		Yes - No -> Level 1 – **2** – 3

3B. TEST (PILOTS): ONLY APPLICABLE WHEN SOFTWARE OR COMPUTER BASED INTERFACES ARE USED:

Legislation Reference	**Text**	**Audit question:**	**Response of LP-TSP**	***Acceptable to the Competent authority?***
Belgian (PM-LP), Rev 1	In case software/hardware is used to help establish language proficiency, the result of the software should at all times be of lesser importance than the judgment of the assessor(s)	3.11. Does the **system impose extra difficulties**, to obtain the appropriate level of the candidate that would be obtained from pure human/human interface?		Yes - No -> Level 1 – **2** – 3
Belgian (PM-LP), Rev 1	In case only software is used to establish language proficiency the system complexity may not alter the overall result of language proficiency assessment	3.10. Does the **system impose extra difficulties**, to obtain the appropriate level of the candidate that would be obtained from pure human/human interface?		Yes - No -> Level 1 – **2** – 3
Belgian (PM-LP), Rev 1	In case software is used to help establish language proficiency, the result of the software should at all times be of lesser importance than the judgment of the assessor(s)	3.11. Is the computer rating scale used to assist the assessors or does the computer directly influence the overall result of the candidate?		Yes - No -> Level 1 – **2** – 3

3B. TEST (PILOTS): MOBILE TESTING & TESTING FROM A DISTANCE

Legislation Reference	**Text**	**Audit question:**	**Response of LP-TSP**	***Acceptable to the Competent authority?***
Belgian (PM-LP), Rev 1	The location where the test is taken should be: • Sufficiently illuminated • Sufficiently heated • Sufficiently spacious and appropriate to allow for the candidate to prepare and perform all aspects of the test properly • Sufficiently noise isolated	3.12. Is there a procedure in the LAB Operations manual, regarding testing at mobile locations?		Yes - No -> Level 1 – **2** – 3
		3.13. Are all mobile locations chosen/used deemed suitable?		Yes - No -> Level 1 – **2** – 3
Belgian (PM-LP), Rev 1	In case of testing from a distance (digital communication technology): there should be a procedure and description of technology to be used in the Operations Manual	3.13. Is there a procedure for the use of digital communication technology used during testing?		Yes - No -> Level 1 – **2** – 3
		3.14. Are the procedures adhered to during the tests?		Yes - No -> Level 1 – **2** – 3
		3.15. Does the use of digital communication technology interfere with identification and comprehensibility and communication with the candidate?		Yes - No -> Level 1 – **2** – 3
Belgian (PM-LP), Rev 1	The technology used for recording a test and used digital communication technology must be sufficiently reliable to guarantee recording and continuity of the test	3.16. Is the technology used sufficiently reliable? 3.17. Are there sufficient back-ups and technical training?		Yes - No -> Level 1 – **2** – 3 Yes - No -> Level 1 – **2** – 3

BCAA ACCEPTANCE REQUEST FORM FOR FOREIGN LAB

This document is to be filled in by non-BCAA approved, European LAB (Language Assessment Body) searching approval to perform language assessments for Belgian license holders, or on the Belgian territory. LAB are requested to provide the necessary details, regarding the assessment methodology, and approval details. Requests should be performed prior to the language assessment, but may also be submitted after an assessment (a posteriori). However: In the latter case, BCAA cannot guarantee acceptance of the issued certificates, if the acceptance request is submitted after the first assessment(s) were performed.

Name of the LAB (Language Assessment Body):..

with approval reference: ....

Address: ....

Approved by European competent authority of (EU Member State): ....

URL of the LAB: ....

Tel:.. E-mail: ....

Approved by European CAA:..

E-mail of the National coordinator of language proficiency:..

Description of the language proficiency assessment methodology: Accepted by BCAA?
(May be replaced by a soft-copy of the operations manual of the LAB)

R/T-test: .... ☐
....
....

Plain language assessment: ....

....
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....
....
....
....

Audience to be assessed: ☐ PILOT ☐ AIR TRAFFIC CONTROLLERS ☐

R/T-tested: ☐ YES ☐ NO ☐ VFR ☐ IFR ☐

Assessment performed by 2 assessors: ☐ YES ☐ NO ☐

Assessment recorded: ☐ YES ☐ NO ☐

Accepted by BCAA?

Languages assessed: ☐ English ☐ French ☐ Dutch ☐ German ☐

Operations manual approved by CAA: ☐ YES ☐ NO ☐

Name Compliance Monitoring Manager: ....

Number of assessors active in the LAB: ....

Name Accountable Manager: ....

I, acting as Accountable Manager of the LAB, declare to have filled in this document truthfully and have not omitted any details, or made false statements.

Signature Accountable Manager:

Date:

BCAA Acceptance to be completed by an authorized BCAA staff member

ACCEPTANCE / REFUSAL:--

Motivation in case of refusal/remedial action: --

Name : --Date:--------------------------------

Signature : Stamp:

NOTE: The following request are likely to be refused by BCAA:

- *Singularly operating language assessors, not part of an LAB with AM and CMM*
- *Lack of standardized procedures (Operations Manual)*
- *Non-recorded assessments*
- *EU "Third country" language proficiency assessments*
- *"Declarations on honor", without an actual assessment*
- *Assessments taken during skill-tests, proficiency checks, LPC/OPC*
- *Lack of an explicit R/T-test*

This document may be forwarded in soft copy to bcaa.lic.dir@mobilit.fgov.be addressed to the National Coordinator of Language Proficiency. Please add a copy of the LAB Operations Manual and approval certificate of the LAB.

NPA – Notice for Proposed Amendment:

This document is to be used to suggest modifications to the BCAA interpretation of language proficiency issues, reflected in this Procedure Manual for Language Proficiency. Your feedback may be used to update this Procedure Manual. Please bare in mind that changing national law (Belgian Royal Decrees), and European legislation are not modified lightly, so this document is not aimed at modification of the current regulation.

Name: ....

Involvement in language proficiency: ....

....

Reference of the chapter of the BCAA Procedure Manual an amendment is proposed for:

....

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Nature of the disagreement with the current statement in the Procedure Manual:

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Proposal of change:

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BCAA wishes to thank you for your constructive feedback and your contribution to aviation safety. This document may be forwarded in soft copy to bcaa.lic.dir@mobilit.fgov.be addressed to the National Coordinator of Language Proficiency.