IFATCA SPEAK ENGLISH PROGRAM MANUAL

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1.   Abbreviations

ATC   Air Traffic Controller
EB   Executive Board
ELP   English Language Proficiency
ELPT   English Language Proficiency Test
INFO   Information
ICAO   International Civil Aviation Organization
IFATCA   International Federation of Air Traffic Controllers Associations
MA   Member Association
R/T or RTF   Radiotelephony
SEP   Speak English Program

2.   IFATCA Code of Conduct

IFATCA is a global organization committed to providing an environment free from discrimination and harassment, or otherwise unacceptable behaviour in IFATCAs workplaces or at any of its activities, events or meetings.

Definitions

Discrimination

It is discrimination to make any decision or judgment based on another person's race, ethnicity, religion, colour, sex, age, national origin, sexual orientation, disability, gender identity or expression, ancestry, pregnancy, or any other characteristic protected by applicable law.

Harassment

Harassment consists of unwelcome verbal, visual, or physical conduct that is based on another person's race, ethnicity, religion, colour, sex, age, national origin, sexual orientation, disability, gender identity or expression, ancestry, pregnancy, or any other characteristic protected by applicable law. It may include, but is not limited to, actions such as the use of epithets, slurs, negative stereotyping, jokes, or threatening, intimidating or hostile acts that relate to sex, race, age, disability, or other protected categories. Harassment also may include written or graphic material that denigrates or shows hostility toward an individual or group based on protected characteristics, whether that material is sent by traditional, electronic, or any other means including but not limited to social media platforms, or distributed elsewhere on the premises of an activity, event or meeting.

Sexual Harassment

Sexual harassment can involve unwelcome sexual advances, requests for sexual favours, and other verbal, visual, or physical conduct of a sexual nature.

It can involve conduct by a person of either gender toward a person of the same or opposite gender.

Expected Behavior

IFATCA expects facilitators and participants in the SEP to:

- Respect others and their views
- Recognize and value individual differences
- Not engage in aggressive, bullying, or intimidating behaviour
- Not engage in discriminatory or harassing behaviour

Unacceptable Behavior

This Code of Conduct is not intended to restrict free and open debate, but rather is concerned with preventing unacceptable behaviour, as detailed below. Unacceptable behaviour includes, but is not limited to, the following:

- Discriminatory or harassing speech or actions, including cyber-bullying or cyber-harassment, in the IFATCA workplace or at any IFATCA meeting or event, including all related activities and communication methods
- Harmful or offensive verbal or written comments or visual images related to race, ethnicity, religion, colour, sex, age, national origin, sexual orientation, disability, gender identity or expression, ancestry, pregnancy, or any other characteristic protected by law
- Inappropriate use of nudity and/or sexual images in work or public spaces
- Bullying or stalking
- Harassing photography or recording
- Uninvited sexual attention or contact
- Physical assault (including uninvited touching or groping)
- Real or implied threat of physical harm
- Submitting a false claim under this Code is considered harassment under this Code

If you experience Unacceptable Behavior

Prior to the start of the first SEP, facilitators and participants will be provided with a copy of this Manual. If you experience or witness unacceptable behaviour, as defined under this Code of Conduct, please inform the SEP secretariat, or any IFATCA Executive Board member.

IFATCA takes these complaints seriously and any individual engaged in discriminatory and/or harassing conduct will be subject to disciplinary action imposed by a majority vote of the Executive Board, which may include exclusion from this and further

courses, up to and including termination of IFATCA employment or prohibition from attending current or future IFATCA events, as appropriate.

Any complaint brought under this Code of Conduct will be treated confidentially to the extent that it is possible to do so while properly assessing the situation. IFATCA will take all appropriate steps to ensure that the complainant is no longer subject to the unacceptable behaviour. IFATCA shall thoroughly investigate any allegations or complaints of discriminatory conduct, including sexual harassment, when properly notified and shall take corrective action to stop any and all such conduct found to be occurring.

IFATCA will not tolerate retaliation against any individual who complains of unacceptable behaviour under this Code of Conduct. IFATCA will take any steps necessary and appropriate to ensure that retaliation does not occur and, if there is reason to believe that retaliation has occurred, IFATCA will immediately take all necessary and appropriate action to stop the retaliation.

3.   Definitions

ELP skills
The knowledge and abilities which impact the capacity of a given individual to communicate spontaneously, accurately, intelligibly, meaningfully and appropriately in English language.

Facilitator
A person responsible for leading or coordinating the work of a group, as one who leads a group discussion.

Facilitation
The act of helping other people to deal with a process or reach an agreement or solution without getting directly involved in the process or discussion yourself. Simply stating it's a process of leading processes and creating participation while staying neutral.

MA Director
A person who is listed in the IFATCA Contact List (A55) or a person appointed by the MA, also known as Point of Contact to act on their behalf pertaining to the SEP.

Participant
A person who takes part in something.

Plain language
The spontaneous, creative and non-coded use of a given natural language.

Secretariat

The position of secretary for the SEP, whose role is to monitor and manage info provided by the facilitators and participants of the program.

Time

Time mentioned in this manual will be in Universal Coordinated Time (UTC).

The ICAO Language Proficiency Rating Scale

Consists of six levels of skill in six areas of language use: pronunciation, structure, vocabulary, fluency, comprehension, and interactions. The definitions of Level 4 in each of these criteria are as follows:

Pronunciation

Assumes a dialect and/or accent intelligible to the aeronautical community. Pronunciation, stress, rhythm, and intonation are influenced by the first language or regional variation but only sometimes interfere with ease of understanding.

Structure

Relevant grammatical structures and sentence patterns are determined by language functions appropriate to the task. 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

Vocabulary range and accuracy are usually sufficient to communicate effectively on common, concrete, and work-related topics. When lacking vocabulary in unusual or unexpected circumstances, one can often paraphrase and communicate successfully.

Fluency

Produces stretches of language at an appropriate tempo. There may be occasional loss of fluency on transition from rehearsed or formulaic speech to spontaneous interaction, but this does not prevent effective communication. Can make limited use of discourse markers or connectors. Fillers are not distracting.

Comprehension

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.

Interactions
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.

Video Teleconference
Video teleconferencing is a technology that facilitates the communication and interaction of two or more users through a combination of audio and video over Internet Protocol (IP) networks. Some examples are Google Meet, ZOOM and SKYPE.

4.   Background

Importance of English in Aviation
English is the universal language for all pilots, air traffic controllers, and aircraft dispatchers who operate in any international aviation workplace. ICAO is the establishment that determines the English language requirements for all international aviators according to their job responsibilities.

ICAO has set new standards for English proficiency for all pilots and air traffic controllers. All speakers of Aviation English must demonstrate a minimum ELP at ICAO Level 4 in order to be fully licensed internationally.

Various Aviation English programs exist that provide training and testing to meet the ICAO Level 4 Aviation English requirements. Once you have passed the ICAO Certification exam, recurrent testing is still required depending on the level that you have achieved.

While the language of international aviation communication is English, numerous aviation incidents and accidents have involved miscommunication between pilots and air traffic controllers, many of whom are not native speakers of the language.

In 2004 ICAO published a set of Language Proficiency Requirements and a Proficiency Rating Scale, and by 5 March 2008, air traffic controllers and pilots were required by ICAO to have a certificate attesting to their proficiency in the language used for international aeronautical communication. Only some organizations were able to produce tests by the deadline, so an implementation period was allowed, with a new deadline of March 2011.

ICAO ELP Scale and Requirements:
ICAO language proficiency applies to speaking and listening proficiency only and does not address the ability to read and write. In assessing a person's language proficiency, it is necessary to analyze individual categories of that person's language use, as well as assess the person's overall ability to communicate in a relevant context.

Three Main Reasons Why English Speaking is so Important!

1. English is the Language of International Communication

English may not be the most spoken language in the world, but it is the official language of 53 countries and spoken by around 400 million people across the globe. Being able to speak English is not just about being able to communicate with native English speakers; it is the most common second language in the world. If you want to speak to someone from another country, then the chances are that you will both be speaking English to do this. The British Council projects that by the end of 2020 two billion people in the world will be studying English. Learning English is important as it enables you to communicate easily with your fellow global citizens.

2. English is the Language of Business

English is the dominant business language and it has become almost a necessity for people to speak English if they are to enter a global workforce. Research from all over the world shows that cross-border business communication is most often conducted in English and many international companies expect employees to be fluent in English.

3. Speaking English gives you Access to a World of Knowledge, Info and Entertainment

Many of the world's top books, music and dramas are made and published in English. Therefore, by learning English you will have access to a great wealth of entertainment and will be able to have a greater cultural understanding. If you speak English, you will not need to rely on translations to enhance your knowledge.

5. Purpose of the program

The Program is envisioned by IFATCA Asia Pacific Region to enhance the English-speaking capabilities of ATC around the world. Language and communication skills of the Controller are critical for the success in delivering duties. As English is the international standard language requirement for aviation professionals, it is therefore a priority to strengthen the general communication and English language skills of all Controllers.

The main purpose of the SEP is to create a welcome and friendly English-speaking environment without any judgement or pressure. The IFATCA SEP is not only to help the participants improve speaking English, but to help them be able to think in English, thus improving their overall English abilities.

SEP also provides an environment where participants can practice plain English language and build up self-confidence in both usual and unusual situations that necessitate departure from standard R/T phraseology.

Note: If phraseology is included in the program, it should be in accordance with ICAO standardized phraseology. It should also be relevant to an air traffic controllers' work role or work related.

In terms of effective aviation communication, proficient speakers shall be able to:

a) communicate effectively in voice-only and 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
e) use a dialect or accent which is intelligible to the aeronautical community

Language proficiency is not merely knowledge of a set of grammar rules, vocabulary, and ways of pronouncing sounds. It is a complex interaction of that knowledge together with several skills and abilities. In this, it is substantially different from many of the other subjects in education and training.

Oral language proficiency refers to:

- the performance of a skill based on underlying competences as opposed to the simple reproduction or display of learned knowledge.
- the performance of a complex skill resulting from the integration in real time of several subskills constituting communicative competence.
- It includes linguistic, pragmatic, and strategic language skills

We know that lack of plain language proficiency is often cited as having played a contributing role in some accidents. In one example, the controller last in contact with the unilingual English-speaking crew which strayed off course and crashed into a mountainside acknowledged to accident investigators that the flight's position reports were incongruent with where he understood their position to be. However, by his own admission, he lacked plain English proficiency to clarify his doubts or to notify the crew that they were off course.

6. Methodology

Firstly, this program will identify individuals who will be able to facilitate the training program.

This document provides a basic guidance to facilitators for the preparation and completion of the SEP, and tries to ensure that all parties involved in the program have clarity about what the processes are before, during and after the program.

Secondly, it looks to assist participants by providing practical time for them to work on

improving their English through online teleconferences.

Assessing English proficiency following specifically focused courses or programs poses unique challenges as all tests are developed for a purpose. For technical expertise, it is necessary to recruit individuals with strong relevant and diversified skill sets to deliver the training course. Therefore, SEP is not assessed by an assessor, it is run by a facilitator to assist participants in practicing English before any assessments.

7. Objectives of the program

a) To enable the participants to think in English and speak in English
b) To create opportunities for the participants to practice speaking more English and build up self-confidence before taking an ELPT
c) To increase the number of ATCs with ICAO ELP level 5 or 6
d) To help improve listening, speaking and interaction skills

Listening	*for comprehension*
Speaking	*for pronunciation, fluency and vocabulary*
Interaction	*on how prompt the participant answers*

8. How the Program works

How to subscribe to the IFATCA SEP Google Calendar
- On your computer, open **Google Calendar**.
- On the left, next to **"Other calendars,"** click Add + > then **Subscribe to calendar**.
- In the **"Add calendar"** box, enter sep@ifatca.org
- Press **Enter**.
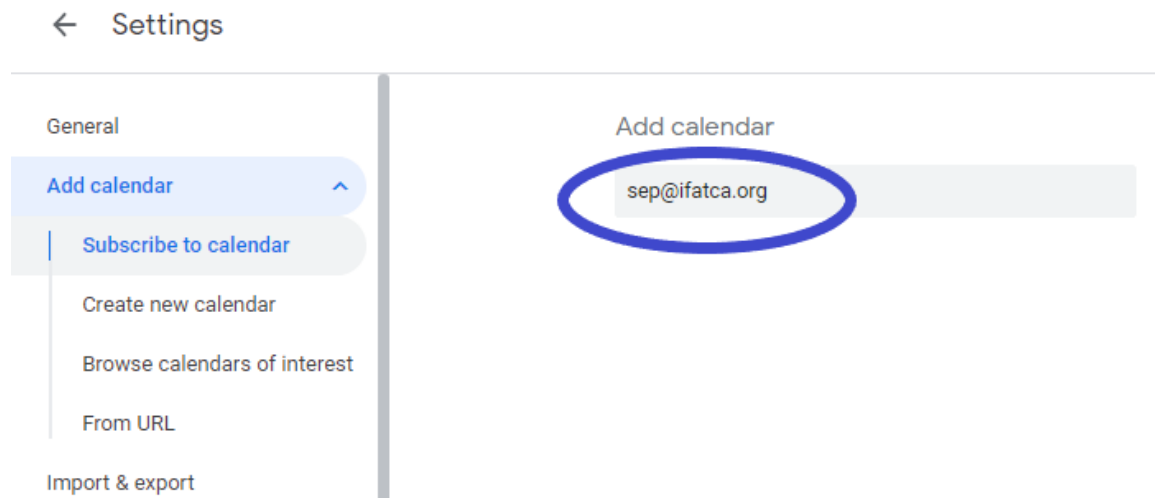
- After subscribing to the SEP calendar, you will be able to see events as busy.

- If the event indicates **"busy"**, it is **available for booking** (first come first serve, by 5th of the month 2359UTC)
- **When the slot is full, the event will be removed from the SEP calendar** and only visible to successfully matched facilitators and participants.

Before the Session
- Obtain the available SEP slots from the IFATCA SEP Google Calendar
- Participant to choose their preferred slot and alternate slot, and inform their MA Director
- Do note to enter the time in UTC
- MA Director to email SEP secretariat the completed IFATCA SEP Booking Form before 6th of the month
- Secretariat will do the matching for facilitators and participants
- Secretariat will send a confirmation email with the meeting link to successfully matched facilitator and participants
- Facilitator will email participants if they wish to change the meeting platform

During the Session
- 1 Facilitator paired with up to 2 Participants
- Average duration 1 hour

After the Session
- Participants to complete the online SEP evaluation form https://forms.gle/ygi6L7QN78Bb69Uc9

Cancellation Policy
- Both the facilitators and participants can request for the cancellation of the session, no later than 24 hours before the session is due to start.
- If no notification is given to the no-show, or the notification of no-show comes in too late, a no-show record will be kept and will affect future matching priority for the particular MA.

No-Show Policy
- Be on time
- There will be a grace period of 15 minutes, thereafter, it will be considered as a No-Show
- Inform the SEP secretariat of the No-Show
- For Participant, No-Show records will affect future matching priority for the particular MA.
- For Facilitator, frequent No-Show records will affect your credibility and the Secretariat will review the eligibility of the facilitator.

Things to note
- Session allocation are based on First come first serve basis

- Participant can only attend 1 SEP session per week, and no restriction for Facilitator

9.   Who should attend this program?

IFATCA MA members who wish to practice "think English, speak English", improve their ELP and achieve a better level in their ELPT.

10.   Delivery method of program

Video Teleconference between the participants and facilitator.

11.   Secretariats

Tasks / Responsibilities
1. Manage sep@ifatca.org
2. Process nomination for new Facilitators
   a. Fulfill minimum requirements check
   b. Interview applicant via video teleconference
   c. Arrange pre-briefing for new facilitators
3. Match the availability of the facilitators and bookings from the participants
- Send a confirmation email with the meeting link to successfully matched participants and facilitator
- Inform IFATCA EB immediately, if there are any report of unacceptable behaviour during the program

How to match the availability of the facilitator and the participants
   a. Facilitator will indicate their availability on the SEP google calendar by every 1st of the Month
   b. Before and during matching of availability, participant shall not know who the facilitator is, to eliminate personal preference
   c. Participant will submit the completed IFATCA SEP booking form, through their MA Director, and email to sep@ifatca.org by 6th of the Month
   d. Participant can attend only 1 SEP session per week and no restriction for facilitator
   e. Matching will be based on first come first served basis
   f. Up to two participants will be assigned to one session

Matching Cycle
To provide regular schedule in the matching process and to minimize the secretariat's workload, this MATCHING CYCLE shall be observed:

Deadline	Actions
Before the last day of every month	- **Facilitators** to input availability from 10th to the last day of the month in SEP Google Calendar

Before 6th of every month	• **Participants** to submit their preferred and alternate slot through their MA Director to sep@ifatca.org
6th to 7th of every month	• **Secretariat** to manage matching and send matched info to Facilitators / Participants
8th to 9th of every month	• **Facilitators** to contact participants if they wish to change the meeting platform

12. Participants

Becoming a Participant:
- **Obtain the available SEP slots** from the SEP google calendar
- **Before 6th of the month**, submit your completed IFATCA SEP booking form via your MA Director to SEP secretariat
- If you are successful in booking a SEP session, the Secretariat will send a confirmation email before 8th of the month, containing the confirmed slot (Date and Time) and meeting link
- If you are unsuccessful in booking a SEP session, you will not receive any email from the Secretariat
- The session will be conducted via Google Meet or an online video teleconference platform as agreed by the parties
- Each session will be approximately 60 minutes
- You can only participate in 1 SEP session per week

Before the Session
- Make sure you received the email confirmation containing the meeting link from the secretariat. This should include session schedule and other details. If not, please email the SEP secretariat.
- Test your camera and audio before the session
- Choose a quiet place to conduct the session to avoid unnecessary background noise
- Check the time zone

During the Session
- Be on time
- There will be a grace period of 15 minutes, thereafter, it will be considered as a No-Show
- Mute yourself when you are not speaking to avoid background noise.
- By default, the camera should be switched on. If it's due low bandwidth, the facilitator will inform you, if your camera should be switched off.
- Stay focused as a participant and avoid any distractions during the session
- Listen carefully to your facilitators questions / instructions before answering
- If the screen sharing is not optimum, advise your facilitator
- If you do not understand the questions from the facilitator, ask the facilitator to say again

After the Session
- After ending the session, fill up the SEP evaluation form https://forms.gle/ygi6L7QN78Bb69Uc9

● Report any unacceptable behaviour during SEP to Secretariat immediately

13. Facilitators

Requirement for facilitators

After knowing the importance of Speaking English in aviation, the role of a facilitator becomes pivotal.

To achieve the goal of SEP, it is necessary to set a minimum requirement for a facilitator. Keeping in mind the main role of the facilitator for this SEP is to keep the participants talking, below are a few basic requirements:
● Member of an IFATCA MA
● Proof of ICAO ELP Level 5 or 6
● Friendly with good communication skill

Note: *If there is no ICAO ELP certification from the ANSP, a universally accepted English language certificate with a band score of IELTS (6.5 or higher) or TOEFL (85 or higher) can be considered.*

How to apply
● Submit the completed IFATCA Speak English Program Facilitator Nomination Form to your MA Director
● MA Director to submit the completed form to SEP Secretariat
● The application will be processed and an invitation for an interview will be sent to the applicant to ensure the minimum requirements are met

Qualities of a good Facilitator

MOTIVATOR   GUIDE   QUESTIONER   BRIDGE BUILDER

CLAIRVOYANT   PEACEMAKER   TASKMASTER   PRAISER

Becoming a Facilitator:
● An online briefing will be provided for successful facilitators immediately after their interview
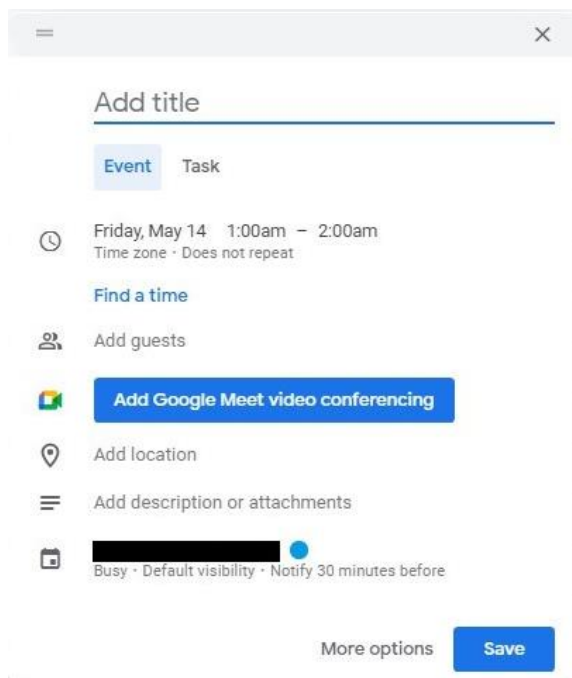● A copy of this Manual will be provided for uniformity

- You need to have a google account to access Google Calendar in order to input your availability
- The Secretariat will inform you of any upcoming SEP sessions that match your preferred schedule along with the details of the participants
- The session will be conducted via Google Meet or an online video teleconference platform as agreed by the parties
- Each session will be held approximately 60 minutes excluding preparation and other post conversation

How to indicate your availability on the IFATCA SEP Google Calendar

<u>Step 1</u>	<u>Step 2</u>
- Using your **personal Google Calendar** - Create an event on the day and time (duration 1 hour) you are available to facilitate SEP sessions. - You can create the event in local time on your personal Google Calendar - The shared SEP Google Calendar will display in +00 UTC	- Click **"Add title"** and enter **"SEP with your name"**. *Example: SEP with Anton* - Click **"Add guest"** and add sep@ifatca.org - Select the **"Modify event"** option. - Click the **"Save"** button
<u>Step 3</u> **By the 8th of every month;** - If the matchmaking is **successful**, you will receive a **confirmation email** from the SEP secretariat. - If the matchmaking is **unsuccessful**, you will receive a **cancellation email** from the SEP secretariat.	
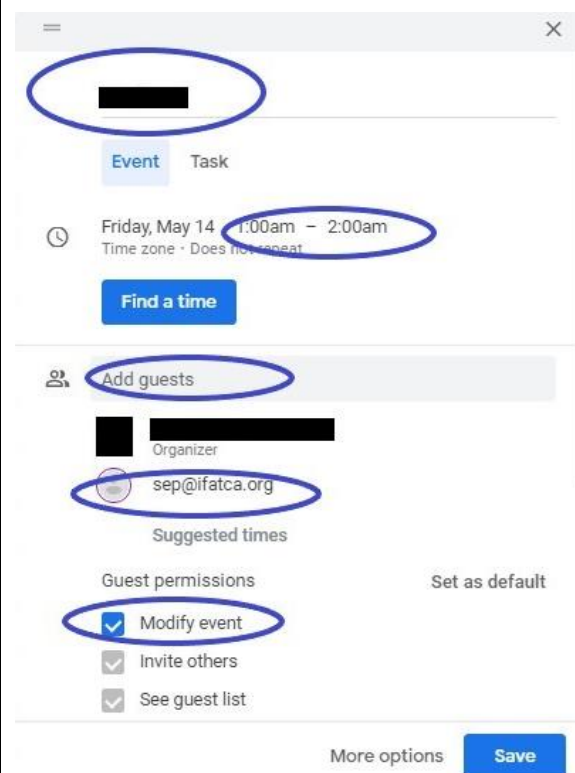
Maintaining as a Facilitator:
- Every quarter, the Facilitator has to indicate at least 1 available slot on the SEP Google Calendar.
- The said slot can be counted if it's not signed up or, once confirmed, cancelled by the participant.
- The said slot shall not be counted if it's cancelled by the Facilitator.
- A list of current Facilitators will be published on the IFATCA SEP page, featuring the Name of the Facilitator and the Name of the MA.

Before the SEP session
- For facilitators, make sure you have the emails of the participants
- Initiate communication thru email if you wish to change the Video Teleconference Platform to be used
- Test your camera and audio before each session
- Choose a quiet place to conduct the session to avoid unnecessary background noise
- Prepare session materials and other documents to be used in advance
- Check the time zone

During the session
- Be on time
- There will be a grace period of 15 minutes, thereafter, it will be considered as a No-Show
- Mute yourself when the participants are speaking to avoid background noise
- Stay focused with being a facilitator and avoid any distractions during the session
- By default, the camera should be switched on
- If the participant's video is lagging or audio quality deteriorating, the facilitator can suggest to continue the session with the video switched off and conduct the program by focusing on their audio

After the session
- Before ending the session, remind the participants to fill up the SEP evaluation form https://forms.gle/ygi6L7QN78Bb69Uc9
- Report any unacceptable behaviour during SEP to Secretariat immediately

14. Guidelines on how to run the program

Part 1: Warm up / Self Introduction / Ice Breaker (10 mins)
Each session will start with brief self-introductions of everyone in the group:
   a) Basic information (country and position title)
   b) Something interesting about yourself (or what you want people to know about you)

Note: *Facilitators will try to keep the conversation casual and lead participants into Part 2.*

Part 2: Discussions (35 mins)
Facilitators pick 1 or more topics to discuss with participants.

Note: Facilitators to change topic immediately if participant was sensed to be on the spot and unable to continue the conversation

Suggested topics:
   a) Why was ATC chosen as a career?
   b) What is the minimum requirement to become an ATC in your country?
   c) What is the best part of being an ATC?
   d) What is the most memorable moment as an ATC?
   e) Talk about your work environment.
   f) Personal Favourites (movies, food, drink, tv programs, celebrities, idols, etc.).
   g) Travel experiences or future travel plans.
   h) The last book you read or movie you saw.
   i) Share thoughts on a book, paragraph, movie, tv show, world news (to avoid any political views).
   j) Share a newspaper/magazine article and request for participant's thoughts.
   k) Share favourite quotes, poems, pieces of writing, or personal motto for life.

Alternate topics:
   a) Share one traditional festival in your country
   b) Introduce your country other than the typical and stereotypes, something that only a true local would know.
   c) Possible aviation related topics: aircraft, navigation, security, flight operations, flight safety, non-routine situations, meteorology, physiology, medical emergency, training or share insights on how to bring plausible ideas on shaping the future of aviation.
   d) Discussion on a historical aviation case, either incidents or accidents, e.g., 2002 Uberlingen mid-air collision

Note: Part 1 and 2 can be mixed depending on the flow of the session and the interaction between facilitator and participants. The above are just suggestions to be used for the main discussion. Facilitator is responsible for choosing the materials for each session and conducts the discussions in a timely manner.

Part 3: Watch a short video clip (5 mins)
Start a discussion after watching a video clip
Example: TED talks, safety video clips
   a) Summarize the video clip
   b) Agree or disagree with the idea, maybe start a positive short debate
   c) Share the opinion or related experience

Part 4: Picture description (5 mins)
Describe a picture

a) Use 5W and 1H (Where, When, What, Who, Why, and How)

Listen to how other participant describe the picture
a) Pros and cons
b) How to learn from other people

Share tips on describing a photo
a) Using longer and more complex sentences when talking and describing
b) Word, phrase and idiom choices are keys to a more interesting conversation

Part 5: Post conversation (5 mins)
Opportunity to fill up the online evaluation forms

Things to watch for and practice:
A. Fluency
B. Vocabulary
C. Pronunciation
D. Structure
E. Comprehension
F. Interaction
G. Grammar

Note: *The main purpose is to create a welcome and friendly English-speaking environment without any judgement or pressure.*

15.　Continuous monitoring system (CMS)

Once a facilitator is selected, the Secretariat must keep a continuous monitoring and evaluation of facilitation to assess the effectiveness of facilitation and improvement should be enforced to achieve the desired results.

If a facilitator receives frequent unsatisfactory evaluation from participants, the Secretariat will review the eligibility of the facilitator.

IFATCA Speak English Program Evaluation form

In order to enable us to deliver programs that meet your needs and to continue to monitor and improve these programs, please take a few minutes to complete this electronic evaluation form. https://forms.gle/ygi6L7QN78Bb69Uc9

Name (optional)...
Date of session:....................... Time of session:...............................

Learning Objectives

Did the course meet your expectations?	Yes	No
Was the content of the course appropriate?	Yes	No
Can you use what you have learnt in your role?	Yes	No
Was the training appropriate for your level of expertise?	Yes	No

Session Content

Please rate the following using:

5 = **Excellent** 4 = **Good** 3 = **Satisfactory** 2 = **Poor** 1 = **Unsatisfactory**

Facilitator knowledge of the subject	5	4	3	2	1
Facilitator was helpful, informative and approachable	5	4	3	2	1
Overall, how would you rate the facilitators?	5	4	3	2	1
Session pace	5	4	3	2	1
Session duration	5	4	3	2	1
Overall, how do you rate the session?	5	4	3	2	1
What was your favourite part of the Session?					
What could be improved?					

16.   IFATCA SEP Facilitator Nomination Form

Full Name:

IFATCA Member Association:

Email Address:

Telephone No:

ICAO English Language Proficiency Level:

Note: If there is no ICAO ELP certification from the ANSP, a universally accepted English language certificate with a band score of IELTS (6.5 or higher) or TOEFL (85 or higher) can be considered.

For official use only:

Selecting Criteria (basic guidelines)
Note: A – Accepted   U - Unaccepted

- Supporting documentation of ICAO ELP Level 5 / 6   A   U
- Video teleconference interaction session   A   U

Continuous Monitoring System Checklist
E = Excellent   S = Satisfactory   I = Improvement Needed

a) Punctuality   E   S   I
b) Planning and execution of the session   E   S   I
c) Feedback from the participants   E   S   I

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17.   IFATCA SEP Participant Booking Form

Booking instructions:

1. You must be a **member of an IFATCA Member Association.**
2. You can book **one session per week.**
3. Please fill up **your preferred AND alternate slot.**
4. Enter **the email that you will be using to join Google Meet** during the session.
5. By the **8th of every month**; If the matching is **successful**, you will receive a confirmation email from SEP secretariat.
6. If the matching is **unsuccessful**, you will receive nothing from the SEP secretariat.
7. If for any reason you need to cancel the confirmed session, please inform sep@ifatca.org **no later than 24 hours before the session**.
8. After filling this booking form, please save and rename this file with the following format: (**IFATCA SEP – "Your Name"**) and send it back to your MA director or the Point of Contact for this program in your association.
9. **DO NOT SEND THIS FORM DIRECTLY TO THE SEP SECRETARIAT.**

Participant's Name:		
Participant's Email:		
Association's Name:		
Week 1 10th to 16th of the Month	Preferred Slot	*Alternate Slot*
	MM/DD 00:00~00:00(UTC)	*MM/DD 00:00~00:00(UTC)*
Week 2 17th to 23th of the Month	Preferred Slot	*Alternate Slot*
	MM/DD 00:00~00:00(UTC)	*MM/DD 00:00~00:00(UTC)*
Week 3 24th to the end of the Month	Preferred Slot	*Alternate Slot*
	MM/DD 00:00~00:00(UTC)	*MM/DD 00:00~00:00(UTC)*