

Aviation English Course

Passenger Announcements





5 Hours of One to One teaching aimed at Pilots wishing to improve their Passenger Announcements

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| Duration: | 5 hours |
| Place: | On-line using virtual classroom |
| Lead in Time: | 7 days |
| Dates: | On Demand as required |
| Target Participants: | Commercial Pilots |
| Pre-requisites: | FCL 0.55/ ICAO ELP Level 4 or above |

Course Overview

This Aviation English Course is designed for pilots who already hold ICAO ELP Level 4 or above and who wish to improve their Passenger Announcements.

The Course consists of 5 lessons (1 hour each) providing a total of 5 hours of tuition. The course will include

-  Aims and Objectives of Passenger Announcements (PAs)
-  Delivery of PAs
-  Examples of PAs in routine and non-routine situations
-  Opportunity to deliver PAs and receive feedback in a variety of situations

The lessons have been designed to allow the pilots to practise delivery of PAs using English language in a precise and coherent manner. They will be required to create and deliver PAs in a variety of situations.

At the end of the course they will be expected to be able to deliver a PA for an urgent situation with little or no preparation time to simulate a real life scenario

Course Objectives

Participants who complete this course will be able to:

- ✎ Communicate effectively with passengers in routine and non routine situations using appropriate vocabulary and phrases
- ✎ Communicate more confidently with Passengers
- ✎ Prioritise communication with Cabin Crew, ATC and Passenger according to the situation
- ✎ Use plain English when communicating with passengers
- ✎ Gain and expand their knowledge of aeronautical vocabulary
- ✎ Improve their fluency and pronunciation

Training Methodology

Real examples of Passenger announcements in various situations will be analysed and discussed

The productive skills are then developed asking students to prepare PAs for a range of different scenarios




- ✎ Routine Welcome Aboard announcements
- ✎ Delays
- ✎ Minor Technical problems
- ✎ Bad weather en-route
- ✎ Emergency Situations

Course Content

All content will be adapted according to individual requirements

The Course consists of 5 lessons

- ✎ Lesson 1: Importance of PAs from passenger perspective; Passenger expectations; Aims & Objectives of PAs; Company policy for providing PAs; Expressing authority
- ✎ Lesson 2: Best Practises for delivering PAs, language to avoid, Practical tips, usefull vocabulary; best practises; Welcome Aboard PAs




-  Lesson 3: PAs for a variety of common situations such as short departure delays; short arrival delays; long delays; bad weather en-route
-  Lesson 4: PAs for unusual situations
-  Lesson 5: PAs for emergency situations and prioritising communication with Cabin Crew and ATC during emergencies

Material

A variety of material and media from the airline industry adapted as required by the teachers

Assessment

Each participant will receive:

-  Training Needs Analyses
-  An Assessment of their General English Level
-  Certificate of completion

Teachers

All the Teachers are both native English teachers and also aviation professionals (Pilots, Air Traffic Controllers, Aeronautical Engineers, Cabin Crew). Minimum teaching qualifications are TESOL diplomas.

Accessibility for Handicapped persons

Not applicable as all training is done on-line remotely

Cost

5 hours individual one to one training €300

Contact

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