



ENGLISH FOR AVIATION & AIRLINE PERSONNEL: 2011

COURSE OBJECTIVE: The course is designed to develop the communicative performance of aviation and airline personnel or of trainees studying at civil aviation colleges. The course also focuses on the extension of job-specific specialist vocabulary and on remedial structural and grammatical work.

STUDY ACTIVITIES

As well as formal classroom teaching, study activities include role-play, case studies and simulations, video photography, and language laboratory self-access study, and may also include visits to airports, meetings with British airline staff in similar jobs, and guest lecturers from the travel/airline field.

COMMUNICATION SKILLS

The focus of the course is on practical and effective communication in:

- Meetings and discussions / videoconferencing
- Negotiations
- Personal and professional presentation skills
- Preparing CVs and resumés appropriate to national norms
- Writing letters of application and completing job application forms
- Preparing interviews and using interview language
- Interview techniques and negotiating remuneration/benefits

SPECIFIC FUNCTIONAL CONTENT

The course covers the following functional areas, as used in communication with passengers and/or fellow staff members, in meetings, in training courses and conferences and on the telephone:

- Introductions and greetings.
- Giving personal information.
- Giving instructions, directions and commands.
- Offering and requesting.
- Expressing opinions: agreeing and disagreeing.
- Giving advice, suggestions and recommendations.
- Dealing with complaints: explaining & apologising.
- Expressing need and obligation.
- Discussing schedules, timetables and deadlines.
- Making and changing appointments.
- Socialising & entertaining, ordering meals and drinks.
- Describing past actions and relating past to present.
- Comparing: similarity/difference/advantage/disadvantage.
- Discussing future plans: forecasting and hypothesising.
- Presenting and manipulating numbers and graphs.
- Writing faxes, letters, e-mail and basic reports.
- Telephoning.

SPECIFIC LEXICAL CONTENT

Subject to needs analysis of the participant's requirements, the course may include vocabulary extension in the following areas:

AIR TRAFFIC CONTROL

Pre-Flight to Line-Up: Departure information / Route clearances / Start-up / Push-back / Taxiing / Line-up
Take-Off to End of Climb: Distress & Emergency messages / Take-off / Initial Climb / Climb / End of Climb
Cruise to Descent: En route position reports / En route traffic information / Descent
Approach to Parking: Arrival / Approach / Final approach and landing / After Landing

IN-FLIGHT AND GROUND STAFF

The Flight Crew / Boarding / Take-off and Initial Flight / Food and Drink / In-Flight Entertainment / Duty-Free Sales / General Passenger Queries and Problems / Emergency Procedures / First Aid / Additional Announcements / Landing, Transit and Disembarkation

AVIATION MAINTENANCE

First Principles / Airframes / The Jet Family / The Compressor / Rotors and Stators / The Combustion Chamber / Turbines / Reheat (Afterburning) / The Exhaust System / Noise Suppression / Thrust Reversal / Fuel Systems / Hydraulic System / Starting and Ignition / Controls and Instrumentation / Landing Gear / Installation and Servicing

INTERNATIONAL CLIENTS

We have a number of key international clients in such fields as banking, pharmaceuticals, automotive / engineering, aeronautics, telecommunication...

DURATION / TIMETABLE / PROGRAMME

Course duration is normally for 1 or 2 weeks (2 weeks is preferable). The programme is highly intensive and includes 25 contact hours plus 5 to 10 self-access study hours plus 7.5 hours social English over lunch per week plus optional evening social activities. The following is based on a Combination course, giving the students the opportunity to work on individual and specialised needs in the morning; the afternoon focus is on communication in an international context.

The daily timetable operates as follows:

8:30 - 9:30	Self-study in Self-Access Centre and Language Laboratory.
9:30 - 10:45	Period 1 with Morning Tutor (1:1)
10:45 - 11:00	Morning Coffee Break
11:00 - 12:15	Period 2 with Morning Tutor (1:1)
12:15 - 1:45	Lunch with teacher/s and fellow students
1:45 - 3:00	Period 3 with Afternoon Tutor (minigroup – max 4 participants)
3:00 - 3:15	Afternoon Coffee Break
3:15 - 4:30	Period 4 with Afternoon Tutor (minigroup – max 4 participants)
4:30 - 5:30	Optional Self-Access Study Evening Social Activity (Optional)