

INFORMATION BULLETIN 2019-03

Subjects:	English Language Proficiency (ELP) - Training Organization (TOs) / Testing Service Provider (TSP) Certification Process
Originator:	Personnel Licencing & Examination Department
Status:	Mandatory
Date:	15.07.2019
Addressed To:	All Yemen Pilots and Air Traffic Controllers Licence Applicant / Holders / Operators / Training Organization (TOs) / Testing Service Provider (TSP)

1. INTRODUCTION

ICAO language proficiency requirements are to ensure that the aviation personnel (i.e. pilots and air traffic controllers) are able to demonstrate their ability to speak and understand the language used for radiotelephony communications to reduce miscommunication as much as possible.

2. PURPOSE

This Information Bulletin (IB) describes the process for assessing and approving of an English Language Training Organizations (TOs) & Assessment. The overall approval process comprises five separate phases.

3. REFERENCES AND FORMS

3.0.1 References:

REFERENCE	TITLE
ICAO Annex 1	Personnel Licensing
ICAO Doc 9835	Manual on the Implementation of ICAO Language Proficiency Requirements
YCARs - Part – II - Chapter 1 – Parg. No. 1.9	Language Proficiency
YCARs - Part – II - Chapter - 1 – Appendix A	ICAO Language Proficiency Rating Scale
LIP-24	Initial Approval / Renewal / Amendment of English Language Proficiency (ELP) Training Organizations (TOs)



3.0.2 List of forms and documents

NO.	FORM TITLE	FUNCTION	CAMA FORM ID
1	Application for English Language Proficiency (ELP) - Training Organization (TOs) / Testing Service Provider (TSP) Approval	This form is to be completed by the prospective TOs / TSP for Initial approval or Renewal or for amendment / changes in the scope of approval for existing TOs / TSP.	LIF-ELP-001
2	English Language Proficiency (ELP) Training Organization (TOs) / Testing Service Provider (TSP) Audit Checklist	This form is to be completed by the CAMA Inspector.	LIF-ELP-002
3	Application for English Language Proficiency (ELP) Training Organizations (TOS) / Testing Service Provider (TSP) Operations Manual Approval	This form is to be completed by the CAMA Inspector.	LIF-ELP-003

4. LANGUAGE PROFICIENCY ASSESSMENT – GENERAL

The language proficiency requirements and Rating Scale has been developed to assess speaking and listening proficiency specifically for aeronautical radiotelephony (R/T) communications.

The requirements were also developed for use in assessing proficiency in all languages used for radiotelephony communications, not just in the English language.

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

The assessment should determine the applicant's ability to:

- communicate effectively using standard R/T phraseology;
- deliver and understand messages in plain language in both usual and unusual situations that necessitate departure from standard R/T phraseology

4.1 The assessment may be sub divided into three elements, as follows:

- listening: assessment of comprehension
- speaking: assessment of pronunciation, fluency, structure and vocabulary
- interaction

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

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



4.4 When the elements of the testing are assessed separately, the final assessment should be consolidated in the language proficiency endorsement.

4.5 An Approved Training Organization (ATO) may use its own resources in developing or conducting the language proficiency assessment, or may use Testing Service Provider (TSP).

4.6 Where the assessment method for the English language established by the (TOs / TSP) is equivalent to that established for the assessment of use of the English language in accordance with YCARs the same assessment may be used for both purposes.

4.7 The approval of (TOs / TSP) will be granted when all procedures and processes are inspected by CAMA and found to be in compliance with the current regulations and legislations.

5. CRITERIA FOR THE ACCEPTABILITY OF (TOs / TSP)

5.1 To ensure an impartial assessment process, the language assessment should be independent of the language training. The CAMA does not approve organizations for language proficiency training

5.2 To be accepted, the (TOs / TSP) 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.

5.3 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 and YCARs, standards and assessment procedures;
- v. organizational structure;
- vi. responsibility for the development, establishment and management of the quality system;
- vii. documentation;
- viii. quality assurance programme;
- ix. human resources and training (initial and recurrent);
- x. assessment requirements;
- xi. customer satisfaction.

5.4 The assessment documentation and records should be kept for a period of 5 years made available on request by CAMA.

5.5 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 stated in YCARs - Part – II - Chapter - 1 – Appendix A;
- iv. documentation demonstrating the assessment validity, relevance and reliability;
- v. assessment procedures and responsibilities:
- vi. preparation of individual assessment;
- vii. administration: location(s), identity check and invigilation, assessment discipline, confidentiality or security;
- viii. reporting and documentation provided to the CAMA or to the applicant, including sample certificate;
- ix. retention of documents and records.

6. CONTENTS

6.1.1 The process for assessing and approving a (TOs / TSP) is normally organized in phases as follows:

PHASE	PHASE DESCRIPTION	PROCESS
1	Pre-application	A prospective TOs / TSP which intends to apply for an approval enters into preliminary discussion with CAMA. The prospective TOs / TSP should have a clear understanding of ICAO Doc 9835, its content, requirements and documents required for the formal application.
2	Formal application	Prospective TOs / TSP submits to the CAMA applicable forms and supporting documents and evidences, in softcopy via email, drop box or any agreed convenient and secure means.
3	Document evaluation	Documents undergo evaluation by CAMA. The prospective TOs / TSP will provide further information when requested and an inspection schedule will be planned with the TOs / TSP.
4	Demonstration & Inspection	On-site inspection of TOs / TSP. This is generally conducted covering all areas of the intended scope of approval.
5	Certification	Upon satisfactory demonstration of compliance with all applicable requirements, an approval certificate is issued to the TOs / TSP

6.2 The assessment of the application will begin after the CAMA receives all documents and forms submitted by the prospective (TOs / TSP).

6.3 All documents are to be checked for correctness and completeness before submitting to the CAMA. The Accountable Manager (Director) or the person authorized by the (TOs / TSP) to act on behalf of the company or responsible for compliance shall sign-off the forms.

6.4 All documents and forms are to be type-written.

6.5 The forms and supporting documents submitted to CAMA are to be in softcopy in PDF format.



6.6 The prospective (TOs / TSP) must appoint two persons as the focal persons when communicating with CAMA. Preferably one of the appointed persons should be involved in managing the testing activities of the (TOs / TSP).

6.7 The appointed person(s) will be contacted should CAMA require further documentation or requests during the certification process.

6.8 CAMA will undertake a 'gross error' check to ensure that all required documentation has been received and, if necessary, request further information from the applicant. Where incorrect or incomplete information is supplied, CAMA will notify the prospective (TOs / TSP) as soon as reasonably practicable by letter or email detailing the error or omission.

6.8.1 The pre-application phase shall begin when the organization submits the intention for it to be approved by the Authority, via letter or email. The following details are to be established.

- (i) Intent
- (ii) Scope of approval
- (iii) Timelines, or schedule of events
- (iv) Parties involved

6.8.2 The purpose of the pre-application phase is for CAMA to meet with the applicant to discuss and answer questions about the certification (or approval or licensing) process, regulatory requirements, the formal application and attachments required and any other related issues.

6.8.3 CAMA will respond with the relevant guidance material and application form(s) if the CAMA has no objection to the pre-application. Note that a meeting to discuss these matters could be arranged, as the CAMA (PEL & Examinations Directorate) sees fit, to clarify any points related to the process. This step is beneficial in order to assess whether the interest is genuine.

7. INITIAL DOCUMENTATION

The application process for seeking approval as a (TOs / TSP) is organized in a set of manuals and documents which includes:

1. Application Form (LIF-ELP-001)
2. Sample Test (soft copy/hard copy)
3. Operations Manual
4. Testing Manual
5. Quality Manual
6. Agreement/Contract with another Organization

7.1.1 During this phase, the applicant is required to submit the completed ATO Approval Application Form, together with the supporting documents according to the list on the application form.



7.1.2 Before submitting manuals, Organizations are reminded to complete Appendix B of the application form (LIF-ELP-001) to ensure compliance.

7.1.3 It is important to note that the submission of the documents does not mean the application will be approved.

7.1.4 Where incorrect or incomplete information is supplied, CAMA will notify the applicant as soon as reasonably practicable by letter or email detailing the error or omission.

8. TIMESCALES

8.1 Prospective (TOs / TSP) should make realistic assumptions from the outset as to how long it will take to obtain approval and is strongly recommended to inform CAMA of its intentions at an early stage of planning. There is no difference for the timescales in the approval of (TOs / TSP) based in the Yemen and those based outside of Yemen.

8.2 When making an application for initial or changes to the approval, the (TOs / TSP) should ensure that any documents provided are both complete and accurate. The application material should also clearly demonstrate full compliance with all relevant Part-YCARs and ICAO Doc 9835 requirements.

8.3 For initial approval and depending on the complexity of the request, CAMA estimates between two to six months to finalize all the process.

8.4 Applications are processed in order of receipt, any omissions or errors in submitted material will delay the approval process.

8.5 The approval certificate will be issued when all procedures and processes are inspected by the CAMA and found to be in compliance with CAMA Regulations and Implementing Rules.

9. CORRESPONDENCE WITH THE CAMA

Following the grant of initial approval, the CAMA's method of communication with (TOs / TSP) is by email or letter. It is therefore important that a single email address be provided which is suitable for this purpose and that any changes are promptly sent to CAMA. It will be assumed that the e-mail address provided on the latest application form to the CAMA is the current e-mail address to be used.

10. CONTRACTED ACTIVITIES

10.1 Where an Organization intends to have an approval for English Language Testing but without the required testing system, it may subcontract that activity to a (TOs / TSP) or another Organization through a contract agreement.

10.2 The Organization will need to detail the procedures to support any English Language Testing contracted activities and apply their quality oversight on the contracted (TOs / TSP) or Organization. This would also include the criteria and mechanism to ensure that the Interlocutors/Assessors and/or Raters/examiners are qualified.

10.3 An Organization may make testing arrangements with other (TOs / TSP) but cannot delegate its responsibility to ensure that the (TOs / TSP) conforms to the relevant CAMA requirements and are accessible for inspection.

10.4 Special arrangements may be required with CAMA to allow for inspection of the facility, staff, training and equipment of the contracted activities.



11. INSPECTION OF (TOs / TSP)

When the CAMA is satisfied that the application and associated documentation complies with the requirements, all aspects of the prospective (TOs / TSP) and testing locations will be inspected to ensure that the requirements are met.

12. FINAL (TOs / TSP) APPROVAL

12.1.1 Once the CAMA is satisfied with the outcome of the initial Inspection, and the (TOs / TSP) has been found to be fully compliant with the regulatory requirements, then the (TOs / TSP) will be recommended to be approved. Please note that this recommendation is subject to internal checking and subsequent final approval; further action may still be requested from the (TOs / TSP) at this stage.

12.1.2 The Approval Certificate with the name of the Organization, the (TOs / TSP) reference number, the list of the approved type of test and levels of test will be issued when all phases of the approval process comply with the CAMA regulations and requirements, in a satisfactory manner, and that the Organization will comply with the applicable regulations and is fully capable of fulfilling its responsibilities and conducting a safe and efficient operation.

12.1.3 The (TOs / TSP) should thoroughly check any newly-issued certificate for accuracy. Do take note that Approval Certificates issued under CAMA may be valid for a maximum period of three (3). Initial approval will always be for one year. Any queries concerning the accuracy of certificates should be addressed to CAMA, PEL & Examinations Directorate as soon as possible.

12.1.4 The assessors/raters for the specific (TOs / TSP) will be authorized upon satisfying all the applicable requirements in ICAO Doc. 9835 for a maximum period of 3 years. Initial approval will always be issued for one year and reauthorization will be after the assessor has satisfied recurrent requirements and any additional requirements as detailed in the (TOs / TSP) operations manual.

13. CONTINUED OVERSIGHT

13.1 Once the (TOs / TSP) has been issued with an approval certificate, it is subjected to continued oversight by the CAMA. This oversight includes onsite inspections, unannounced (unscheduled), desktop audits as appropriate, and meetings with the (TOs / TSP) to ensure both remain informed of significant issues.

13.2 Continued oversight onsite inspections follow a similar pattern to the initial onsite inspection. However, the (TOs / TSP) is expected to have extensive records of all internal audits available, particularly those subsequent to approval, as well as comprehensive applicant testing, staff training and records.

14. REVOCATION, SUSPENSION OR VARIATION OF A (TOs / TSP) APPROVAL

14.1 An approval issued by the CAMA may be revoked, suspended or varied if the requirements cease to be met in part or in whole, or if the standards on which approval was granted are not maintained.

14.2 Should there be a failure to meet the requirements or standards the (TOs / TSP) will be formally notified of the non-conformances and remedial action will be identified and agreed to be taken within a specified time.

14.3 Should the (TOs / TSP) fail to meet the standards in the specified time, revocation, suspension or variation of the approval will be considered as per CAMA Air Safety Department (ASD) policy.



15. RENEWAL

15.1 The renewal process is initiated by the (TOs / TSP), by sending a letter to the CAMA, 2 months prior to the expiry of the current approval asking for re-approval.

15.2 Applications for the renewal of an approval should be submitted to D.G of PEL & Examinations on the relevant application form with the required necessary documents.

15.3 The D.G of PEL & Examinations will allocate an Inspector, arrange a mutually convenient date for the renewal inspection and will confirm this to the (TOs / TSP).

15.4 An inspection will follow receipt of the application and will focus on the (TOs / TSP) maintenance of the necessary testing standards and its compliance with the provisions of CAMA Regulations and Implementing Rules.

15.5 Renewal of the approval will depend on the outcome of oversight inspections conducted during the period of the approval.

15.6 Renewal of the approval will normally be granted for further periods of 3 years, subject to the CAMA being satisfied that the requirements are being met.

15.7 If an approval has lapsed by more than 3 months and the (TOs / TSP) wishes to re-establish the approval it shall apply as if making an initial application for the approval.

16. QUERIES:

Any queries or requests for further guidance as a result of this Information Bulletin should be addressed to:

Personnel Licensing & Examination Directorate

Aviation Safety Sector

Civil Aviation & Met. Authority

PO Box 7251

Sanaa - Yemen

E-mail: civilaviation@y.net.ye

17. VALIDITY AND CANCELATION:

This Information Bulletin shall remain valid until it is declared as suspended and removed from CAMA website.

**Assistant Deputy Chairman
Aviation Safety Affairs Sector**