

Flight Operations

CAP 2118



# **FRTOL EXAMINER MANUAL**



**Published by the Civil Aviation Authority, 2022**

Civil Aviation Authority,  
Aviation House,  
Gatwick Airport South,  
West Sussex,  
RH6 0YR.

0330 022 1500

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**Version 1 published March 2022**

The intention is to amend this manual on an as required basis. Should you find incorrect information in this manual or have any questions please contact UK CAA Policy (FRTOL) [Joanna.willis@caa.co.uk](mailto:Joanna.willis@caa.co.uk)

The latest version of this document is available in electronic format at [www.caa.co.uk](http://www.caa.co.uk), where you may also register for e-mail notification of amendments.

# Table of Contents

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<b>Table of Contents</b>	<b>2</b>
<b>Foreword</b>	<b>6</b>
<b>Glossary</b>	<b>7</b>
<b>Revision History</b>	<b>8</b>
<b>Other CAA issued guidance documents</b>	<b>9</b>
<b>1. General Information</b>	<b>10</b>
1.1. Purpose	10
1.2. Regulation of Licensing	10
1.3. CAA Contact details	10
1.4. The Panel of FRTOL Senior Examiners	11
1.5. The Panel of FRTOL Senior Examiners contact details	11
1.6. The scope of this document	11
1.6.1. The FRTOL Examiner Authorisation .....	11
1.6.2. The FRTOL Senior Examiner Authorisation .....	11
1.6.3. Guidance for the conduct of FRTOL Practical Tests .....	11
<b>2. FRTOL Examiner Requirements and Certification</b>	<b>12</b>
2.1. Examiner Certification	12
2.2. CAA Staff Examiners	12
<b>3. FRTOL Examiner</b>	<b>13</b>
3.1. FRTOL Examiner Pre-entry requirements	13
3.2. Application Process	13
3.3. FRTOL Examiner training and EAoC locations	14
3.3.1. Training .....	14
3.3.2. EAoC Location .....	14
3.4. Standardisation Training Programme	14
3.5. Charges and Fees	14
3.6. FRTOL Examiner Assessment of Competence (EAoC)	15
3.6.1. Recommendation for EAoC.....	15
3.6.2. Content of EAoC .....	15
3.6.3. EAoC - Theoretical Knowledge Assessment.....	15
3.6.4. EAoC - Observed FRTOL Practical Test.....	15
3.6.5. FRTOL Examiner Practical Test routes.....	16
3.6.6. Audio recording and test report forms .....	16
3.6.7. FRTOL Examiner Temporary Authorisation (SRG1100D).....	16

<b>4. Flight Radio Telephony Operator’s Licence (FRTOL)</b>	<b>16</b>
4.1. Requirements	16
4.2. FRTOL application	16
<b>5. Communications Examination papers</b>	<b>17</b>
5.1. Communications Examination	17
5.2. HF Privileges	17
5.3. Examination validity	17
<b>6. The FRTOL Practical Test</b>	<b>19</b>
6.1. Introduction	19
6.2. Practical Test Training Syllabus – SRG1171	19
6.3. Flight category	20
6.4. FRTOL Practical Test booking	20
6.5. Test Equipment	20
6.6. Location	21
6.7. FRTOL Examiner role	22
6.8. Required items for the Practical Test	22
6.9. Briefing	23
6.9.1. Standard CAA Candidate Brief (Appendix B) .....	23
6.9.2. Notification of test route and chart preparation.....	23
6.9.3. Route and test brief from the FRTOL Examiner .....	23
6.9.4. Group briefings.....	23
6.10. Planning	24
6.11. Practical Test guidance	24
6.12. Test route	24
6.13. Emergencies	25
6.14. Scenario Based Questions	25
6.15. Test assessment	25
6.16. Practical Test result	27
6.16.1. Pass .....	27
6.16.2. Fail .....	27
6.17. Debrief	27
6.18. CAA Hot Topic Presentation	28
6.19. English Language Proficiency	28
6.20. Post Test Administration	28
6.21. Remedial Training and Retest	29
6.22. Appeals	29

<b>7. Guidance To Examiners – Helicopter</b>	<b>30</b>
7.1. Background	30
7.2. Differences	30
7.3. CAP 413 References	30
7.4. Example Phraseology	30
7.5. Practical Test profile	31
<b>8. Guidance To Examiners – Microlight / Gyroplane</b>	<b>32</b>
8.1. Background	32
8.2. Differences	32
8.3. CAP 413 References	32
8.4. Example Phraseology	32
8.5. Practical Test Profile	32
<b>9. Guidance To Examiners – Glider or Sailplane</b>	<b>33</b>
9.1. Background	33
9.2. Differences	33
9.3. CAP 413 References	33
9.4. Example Phraseology	33
9.5. Practical Test Profile	34
<b>10. Guidance To Examiners – Balloon and Airship</b>	<b>35</b>
10.1. Background	35
10.2. Differences	35
10.3. CAP 413 References	35
10.4. Example Phraseology	35
10.5. Practical Test Profile	35
<b>Annex 1 – GDPR</b>	<b>36</b>
AX1.1 Responsibilities of Examiners	36
AX1.2 Personal Data	36
AX1.3 Data breaches	37
AX1.4 Records	37
<b>Annex 2 – English Language Proficiency</b>	<b>38</b>
<b>Table 1 - Guidance on the ELP ICAO Rating Scale as detailed in Appendix 2 of UK (EU) Regulation No.1178/2011</b>	<b>40</b>
<b>Annex 3 – Debriefing Techniques</b>	<b>43</b>
AX3.1 Planning the Debrief	43
AX3.2 The Do's	43
AX3.3 The Dont's	43

AX3.4	Use of Facilitation	43
AX3.5	Facilitator Skills	44
AX3.6	Role of the Facilitator	44
AX3.7	The Debrief Agenda	44
AX3.8	The Introduction	45
AX3.9	The Summary	46
AX3.10	Instruction and Facilitation techniques (ICAO Doc 9995)	47
<b>Annex 4 – FRTOL Senior Examiner Qualification</b>		<b>48</b>
AX4.1	Grant of authorisation – FRTOL Senior Examiner	48
AX4.2	Revalidation of FRTOL Senior Examiner authority	48
AX4.3	FRTOL Senior Examiner – Training	49
AX4.4	FRTOL Senior Examiner – EAoC	50
<b>Annex 5 – Examiner disciplinary procedures</b>		<b>50</b>
<b>Annex 6 – Examiner Standards</b>		<b>52</b>
<b>Appendix A – Example FRTOL Practical Test Route Brief</b>		<b>54</b>
<b>Appendix B - FRTOL Test – CAA Standard Candidate Brief</b>		<b>56</b>
<b>Appendix C – Example Scenario Based Questions</b>		<b>57</b>
<b>Appendix D – FRTOL Examiner Practical Test Checklist</b>		<b>59</b>
<b>Appendix E – FRTOL Practical Test Report (SRG2160)</b>		<b>60</b>
<b>Appendix F – Example Frequency reference card</b>		<b>61</b>
<b>Appendix G – FRTOL Practical Test RTF Aide Memoire</b>		<b>62</b>

## Foreword

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Flight Radiotelephony Operators licensing in the UK is regulated by the Civil Aviation Authority.

This document sets out the requirements for the Flight Radiotelephony Operator's Licence (FRTOL) Examiner and gives information on the privileges as stated in the Air Navigation Order 2016 (as amended).

The Civil Aviation Authority (CAA) is the Licensing Authority of the UK for the issue of pilot licences, ratings and certificates in accordance with the ANO 2016 (as amended) and the retained UK (EU) Aircrew Regulation. In fulfilling this role, the CAA is required to provide oversight documentation, including standards and acceptable means of compliance that may be used by relevant personnel and organisations to allow them to perform their tasks and discharge their responsibilities.

Nothing in this document is intended to conflict with UK statute law where applicable. Whilst every effort is made to ensure that all information is correct at the time of publication, the CAA reserves the right to amend this document as required to accommodate changes to the primary authority documents, to correct errors and omissions or to reflect changes in national policy and best practice.

Throughout this Document the following editorial practices and definitions shall apply:

- "Shall" and "Must" are used to indicate a mandatory requirement.
- "Expect" and "Should" are used to indicate strong obligation.
- "May" is used to indicate discretion.
- "Examiner" is used to indicate a person who holds a valid examiner authority issued by the UK CAA.
- "Applicant" is used to indicate a person who is seeking the issue, revalidation or renewal of a licence, certificate or rating.

## Glossary

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AFIS	Aerodrome Flight Information Service
AGCS	Air Ground Communication Service
ATCO	Air Traffic Control Officer
ATO	Approved Training Organisation
ATPL	Air Transportation Pilots Licence
ATZ	Air Traffic Zone
BGA	British Gliding Association
BMAA	British Microlight Aircraft Association
CAA	Civil Aviation Authority
CAS	Controlled Airspace
CPL	Commercial Pilots Licence
CTA	Control Area
CTR	Control Zone
DTO	Declared Training Organisation
EaOC	Examiner Assessment of Competence
ELP	English Language Proficiency
FCL	Flight Crew Licence
FISO	Flight Information Services Officer
FRTOL	Flight Radiotelephony Operators Licence
FSTD	Flight Simulation Training Devices
GDPR	General Data Protection Regulation
HF	High Frequency
HLS	Helicopter Landing Sites
ICAO	International Civil Aviation Organisation
IFR	Instrument Flight Rules
IMC	Instrument Meteorological Conditions
LAPL	Light Aircraft Pilots Licence
LARS	Lower Airspace Radar Service
MATZ	Military Air Traffic Zone
NPPL	National Private Pilot Licence
Ofcom	Office of Communication
PEDS	Personal Electronic Devices
POB	Persons on board
PPL	Private Pilot Licence
PTT	Push to Transmit / Talk
ROCC	Radio Operators Certificate of Competence
RTF	Radiotelephony
SE	Senior Examiner
SPL	Sailplane Licence
TI	Training Inspector
UK FIS	UK Flight Information Service
VFR	Visual Flight Rules
VHF	Very High Frequency
VMC	Visual Meteorological Conditions





## Other CAA issued guidance documents

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<b>Guidance Document No</b>	<b>Document Title</b>
CAP 413	Radiotelephony Manual
CAP 804	Flight Crew Licensing - Reference only
CAP 774	UK Flight Information Services
CAP 1430	UK Air Traffic Management Vocabulary
CAP 493	Manual of Air Traffic Services – Part 1
CAP 452	Aeronautical Radio Station Operators Guide
CAP 797	Flight Information Service Officer Manual
AMC and GM UK (UK) Regulation 1178/2011	UK (EU) Aircrew Regulation

# 1. General Information

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## 1.1. Purpose

The purpose of this FRTOL Examiner's manual is to provide guidance for all FRTOL Examiners and FRTOL Senior Examiners and includes information for those wishing to gain these privileges. It is intended to be used as a convenient and current reference for the conduct of examining tasks, as it is essential the examiner is using current and standardised procedures. The reference material to which all tests and procedures should be conducted is detailed in this manual.

This document should be read in conjunction with CAP 413 which is the source reference document for Radiotelephony phraseology and procedures.

## 1.2. Regulation of Licensing

The Civil Aviation Authority (CAA) is the UK's independent aviation regulatory body responsible for the licensing of flight crew, aircraft maintenance engineers and air traffic personnel. This includes Flight Radiotelephony Operator's Licences and FRTOL Examiner authorities.

The Wireless Telegraphy Act 2006 requires the Licensee of radio transmitting and receiving equipment installed in an aircraft to hold an Aircraft Radio Licence. The Licensee shall not permit any person to use the equipment unless they hold a FRTOL or act under the supervision of a person who holds a FRTOL issued by the CAA.

The Shared Services Centre is the division responsible for the issue of all licences, certificates and authorisations within the CAA.

Aircraft Radio Licences are issued by the Office of Communications (Ofcom).

## 1.3. CAA Contact details

### Head of FRTOL Standards

Capt I MacGregor                      [ian.macgregor@caa.co.uk](mailto:ian.macgregor@caa.co.uk)

**Policy lead (FRTOL)**                      [joanna.willis@caa.co.uk](mailto:joanna.willis@caa.co.uk)

Licensing                                      [FCLweb@caa.co.uk](mailto:FCLweb@caa.co.uk)

Examiner Authorisation                      [examiners@caa.co.uk](mailto:examiners@caa.co.uk)

Initial enquiries and questions regarding information about this document should be directed in the first instance to [examiners@caa.co.uk](mailto:examiners@caa.co.uk). Alternatively, enquiries of a technical nature can be referred directly to a FRTOL Senior Examiner.

## 1.4. The Panel of FRTOL Senior Examiners

The CAA appoints a panel of FRTOL Senior Examiners, one of whom is nominated FRTOL Chief Examiner, to oversee FRTOL Examiner standards and to provide a focal point for FRTOL Examiners.

Standardisation of training and testing for all FRTOL examiners and the examinations leading to the issue of the FRTOL is the responsibility of the panel of FRTOL Senior Examiners who report directly to the CAA Head of FRTOL standards.

The Panel of FRTOL Senior Examiners consists of:

- The FRTOL Chief Examiner
- The CAA representative for Radiotelephony training standards
- All holders of FRTOL Senior Examiner authorities issued by the UK CAA

## 1.5. The Panel of FRTOL Senior Examiners contact details

Andy Moon	07968 342720	FRTOLChiefExaminer@caa.co.uk	Central
Alan Wrigley	07831 401120	alanwrigley@hotmail.co.uk	North
Peter Shorter	07813 777716	petershorter1980@gmail.com	South East
Paul Lewis	07944 325456	paul.lewis2357@gmail.com	East
Neil Catton-Wretham	07535 579923	neilcwa@gmail.com	South

## 1.6. The scope of this document

### 1.6.1. The FRTOL Examiner Authorisation

The privileges of a FRTOL Examiner are to conduct theoretical and Practical Tests for the issue of a FRTOL and to recommend successful candidates to the CAA for the issue of the FRTOL.

### 1.6.2. The FRTOL Senior Examiner Authorisation

The privileges of a FRTOL Senior Examiner are to conduct FRTOL Examiner Assessments of Competence (EAoC) for the issue, revalidation and renewal of a FRTOL Examiner authority and to recommend successful candidates to the CAA for the issue of that authorisation.

### 1.6.3. Guidance for the conduct of FRTOL Practical Tests

This document outlines the procedures, processes, content and conduct of FRTOL Practical Tests. Specific guidance for FRTOL applicants is available in CAP 2325.

## **2. FRTOL Examiner Requirements and Certification**

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### **2.1. Examiner Certification**

There are two examiner roles:

- FRTOL Examiner
- FRTOL Senior Examiner

The CAA issues examiner authorisations to suitably qualified persons for the purpose of conducting FRTOL Practical Tests.

The minimum qualifications for FRTOL Examiners are set out in Section 3 of this manual.

FRTOL Senior Examiners are appointed and authorised by the CAA to conduct Examiner Assessments of Competence for the Authorisation of FRTOL Examiners.

FRTOL Examiners shall comply with the standardisation arrangements laid down in this document.

### **2.2. CAA Staff Examiners**

The CAA appoints a number of staff FRTOL Examiners, one of whom is nominated as the Head of FRTOL Standards.

The CAA Head of FRTOL Standards acts as the focal point for all communications with industry through the FRTOL Chief Examiner and the panel of FRTOL Senior Examiners.

## 3. FRTOL Examiner

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The primary role of a CAA Authorised FRTOL Examiner, is the assessment and testing of candidates wishing to obtain a FRTOL.

FRTOL Examiners are expected to maintain a high standard of Radiotelephony knowledge, standard procedures and principles, in accordance with this manual and the latest edition of CAP 413.

### 3.1. FRTOL Examiner Pre-entry requirements

FRTOL Examiner applicants should have considerable and relevant experience of the UK aeronautical sector. This may have been gained in the air traffic environment, and/or as a flight crew member.

Applicants must hold a UK CAA issued FRTOL, and should hold or have held a minimum of two of the following:

- CAA issued ATCO licence, FISO licence or ROCC.
- ATCO or FISO instructor/examiner/assessor rating.
- CAA issued Flight Examiner Certificate.
- Position of Head of Training or Chief Flying Instructor at a UK CAA Approved or Declared training organisation ATO/DTO).
- Flight Instructor Certificate (unrestricted).
- CAA issued Part FCL ATPL (unfrozen) with significant relevant commercial flight experience.

Those who do not meet two or more of the above, but believe they may have sufficient knowledge and experience for the FRTOL Examiner role, may also apply, as all applications will be considered on an individual basis.

### 3.2. Application Process

FRTOL Examiner applicants meeting the above pre-entry requirements should apply to the CAA in the first instance by completing form SRG1155. The form should be submitted with the appropriate fee (see table 17, ORS5 scheme of charges) to [examiners@caa.co.uk](mailto:examiners@caa.co.uk)

On receipt of the application form the CAA and FRTOL Chief Examiner will review the application. If the requirements are met and the application is accepted, the CAA will inform the applicant by email. The applicant may then contact a FRTOL Senior Examiner to arrange initial training. The FRTOL Senior Examiner will require a copy of the acceptance email before committing to the training. On completion of the training the FRTOL Senior Examiner will arrange to conduct the initial EAoC.

The CAA will NOT issue an Examiner Authorisation to anyone who has been subject to sanction for breach of the regulations or implementing rules within the previous 3 years. The CAA is required to take note of convictions for any relevant criminal or other offences when assessing Examiner suitability. Relevant offences include, but are not limited to, financial, sexual or drug and alcohol related matters. If the application is unsuccessful, the applicant will be informed.

### **3.3. FRTOL Examiner training and EAoC locations**

#### **3.3.1. Training**

The initial FRTOL Examiner training may be carried out at any suitable location as agreed by the candidate and FRTOL Senior Examiner. It is also permissible for the training to be carried out remotely using online platforms.

#### **3.3.2 EAoC Location**

Under normal circumstances the EAoC will be conducted at the location where the Examiner candidate intends to operate once qualified. Typically this will be at a CAA Approved or Declared training organisation (ATO/DTO), or a club affiliated to the British Gliding Association (BGA) or the British Microlight Aircraft Association (BMAA).

### **3.4. Standardisation Training Programme**

Prior to the applicant attempting the initial EAoC, the FRTOL Senior Examiner will deliver a training programme that covers the following subjects:

- Legal obligations.
- CAP 413 and its application.
- FRTOL Examiner manual.
- Conduct of Communication examinations.
- Conduct of Practical Tests.
- Briefing/debriefing/facilitation techniques.
- Pass/fail criteria.
- Test administration and record keeping.
- GDPR.

Applicants are expected to have studied and be familiar with this manual and the above subjects prior to starting the standardisation training with the FRTOL Senior Examiner. The training may be tailored to account for an individual's prior knowledge and experience.

### **3.5. Charges and Fees**

The CAA charges for the issue, revalidation or renewal of FRTOL Examiner Authorisations are listed in ORS5. The Scheme of Charges is located on the CAA Website.

EAoC fees shall be paid directly to the CAA. Initial or recurrent training fees (except training for RTF Examiners converting to FRTOL Examiner status), plus applicable expenses such as travel costs, are payable directly to the FRTOL Senior Examiner. FRTOL Examiner applicants requesting training and/or EAoC outside of the UK may be liable for additional fees which may include a daily charge out rate, business class airfares, and accommodation charges in addition to the standard fees.

In the event of a failure to pass an EAoC, a further full fee will be payable for subsequent EAoC (and for remedial training where applicable).

Fees pertaining to the initial issue or re-authorisation of a FRTOL Senior Examiner Authorisation are paid directly to the CAA.

## **3.6. FRTOL Examiner Assessment of Competence (EAoC)**

### **3.6.1. Recommendation for EAoC**

Prior to attempting the initial EAoC the candidate must have completed any training prescribed and be recommended for EAoC by the FRTOL Senior Examiner.

The training and testing may be conducted by the same FRTOL Senior Examiner.

### **3.6.2. Content of EAoC**

A FRTOL Examiner EAoC will consist of:

- a brief by the FRTOL Senior Examiner.
- a review of the applicant / examiner catalogue of test routes and past test documentation / administration where applicable.
- a check of audio recordings and completed test documentation (SRG2160/SRG2129) where applicable.
- a check of test equipment and test location.
- a theoretical knowledge question paper based on CAP 2118 and CAP 413 (initial applicants only).
- an observed 'live' FRTOL Practical Test.
- oral questioning by the FRTOL Senior Examiner.
- a result and debrief.
- post test administration.

### **3.6.3 EAoC - Theoretical Knowledge Assessment**

FRTOL Examiner candidates shall demonstrate through discussion a satisfactory knowledge of Radiotelephony phraseology, procedures and examiner techniques, and pass a theoretical knowledge question paper based on CAP 2118 and CAP 413 consisting of 24 multiple choice questions.

### **3.6.4 EAoC - Observed FRTOL Practical Test**

FRTOL Examiner candidates will be observed conducting a FRTOL Practical Test using a live candidate. In certain circumstances the FRTOL Senior Examiner may play the candidate role.

The FRTOL Examiner candidate will be required to demonstrate their ability to brief a candidate, conduct the Practical Test (including Scenario Based questioning), debrief adequately using the appropriate facilitation techniques and complete all of the post test documentation.



The FRTOL Examiner candidate will be required to deliver a post test 'Hot topic' presentation. The subject and presentation material for the Hot topic will be provided in advance by the FRTOL Senior Examiner.

If a FRTOL candidate fails the Practical Test, the Hot Topic presentation will be delivered directly to the FRTOL Senior Examiner.

### **3.6.5 FRTOL Examiner Practical Test routes**

A review of the FRTOL Examiners catalogue of test routes will be undertaken by the FRTOL Senior Examiner during the EAoC (see section 6.12).

### **3.6.6 Audio recording and test report forms**

Revalidation or Renewal EAoCs will include a review of the FRTOL Examiners saved audio recordings (see section 6.5.1) and Practical Test paperwork (SRG2160/SRG1171) retained from the previous validity period.

### **3.6.7 FRTOL Examiner Temporary Authorisation (SRG1100D)**

On successful completion of an EAoC, the FRTOL Senior Examiner will issue the FRTOL Examiner with a completed and signed SRG1100D. This form will authorise the applicant to exercise their examiner privileges for a maximum of 8 weeks from the date of the EAoC pending issue of the FRTOL Examiner Authorisation by the CAA.

RTF examiners converting to the FRTOL Examiner status who fail the EAoC will lose their RTF examiner privileges.

## **4. Flight Radio Telephony Operator's Licence (FRTOL)**

### **4.1. Requirements**

An applicant for the initial issue of a FRTOL must:

- be at least 16 years old
- have passed the Communications theoretical knowledge examination which must be completed before the Practical Test (the examination validity periods are as per FCL.025 - see paragraph 5.3).
- have passed the FRTOL Practical Test
- have demonstrated English Language Proficiency (ELP) to level 4,5 or 6 which must be valid on the date that the FRTOL is issued.

### **4.2. FRTOL application**

Applications for the issue of a FRTOL should be made online via the CAA website.

## **5. Communications Examination papers**

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### **5.1. Communications Examination**

Paper copies of the three multiple choice papers will be provided by the CAA for invigilation by the Examiner.

Unless the candidate has already passed the Communications examination as part of the theoretical knowledge examinations for the issue of a pilot's licence on eExams, the candidate must pass at least one of the communications examination papers before commencing the FRTOL Practical Test.

Candidates are prohibited from taking notes into the Communications examination. More information on the procedures and conduct of theoretical knowledge examinations is available in Standards Document 11.

Evidence must be provided to the FRTOL Examiner in instances where a candidate has already passed the communications examination. This can be achieved by either a completed CAA5003 or reference to the eExam portal for the candidate.

A candidate who has already passed the Communication examinations for a professional pilot's licence will be credited the Communication examination for the issue of the FRTOL.

The result of the Communication examination (paper version) can be annotated with the Radiotelephony Practical Test on the form CAA5003. Only Communications Examinations conducted by a FRTOL Examiner can be completed in Section 2 of form CAA5003.

### **5.2. HF Privileges**

Under review.

The addition of HF privileges to new and existing examiner authorities will not be possible until the review is completed. However, current RTF Examiners holding HF privileges may continue to conduct HF theoretical knowledge examinations until further notice.

### **5.3. Examination validity**

If the Communications examination is taken together with the theoretical examinations for the issue of a PPL, LAPL or NPPL licence the examination validity periods as per FCL.025 apply;

(b)(2) an applicant has successfully completed the required theoretical knowledge examination for the appropriate pilot licence or rating if he or she has passed all the required theoretical knowledge examination papers within a period of 18 months counted from the end of the calendar month when the applicant first attempted an examination.

(c)(1)(i) The successful completion of the theoretical knowledge examinations will be valid for the issue of a light aircraft pilot licence or a private pilot licence, for a period of 24 months, which shall be counted from the day when the pilot successfully completes the theoretical knowledge examination, in accordance with (b)(2).

## 6. The FRTOL Practical Test

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### 6.1. Introduction

The purpose of the FRTOL Practical Test is to verify that a candidate has achieved the required knowledge and skills to safely operate radio equipment on board an aircraft and understands standard compliant Radiotelephony phraseology.

Candidates are required to have completed the Communications examination prior to sitting the FRTOL Practical Test. If the Communications examination was conducted by a different Examiner, evidence of passing this examination shall be provided to the FRTOL Examiner conducting the Practical Test.

The Practical Test consists of a simulated VFR 'flight' and a series of scenario based questions. The FRTOL Examiner will also deliver a short 'Hot topic' presentation to successful candidates.

All candidates for the FRTOL will be assessed in accordance with the standard phraseology contained within the latest edition of the CAA Radiotelephony Manual CAP 413.

Prior to commencing the Practical Test, candidates must produce the following items to the Examiner:

- Personal photo identification (Eg. Passport or Driving Licence).
- Completed and signed form SRG1171.
- Evidence of Communications examination pass by reference to eExams or form CAA5003.
- Previous FRTOL Practical Test failure form SRG2129 and SRG1171 (if applicable).

### 6.2. Practical Test Training Syllabus – SRG1171

Prior to attempting the Practical Test, the candidate must complete form SRG1171 and present this to the FRTOL Examiner. Form SRG1171 confirms that the required Radiotelephony training has been completed prior to the Practical Test. It also confirms to the FRTOL Examiner that the candidate is aware of the subject matter and knowledge required in order to pass the test. Form SRG1171 must be signed by the person at the ATO, DTO or Training Provider responsible for the training. Candidates who are not attending a recognised course of pilot training may self certify. However, it is the responsibility of the FRTOL Examiner to first verify by questioning that the candidate has reached a satisfactory level of knowledge, prior to the Practical Test attempt.

Candidates who have failed previous Practical Test attempts are not required to complete a new SRG1171, nor demonstrate completion of further training prior to a new test attempt, unless further training has been mandated by the FRTOL Examiner.

If the candidate who has previously failed is to be tested by a new FRTOL Examiner, the candidate is to provide their copy of the test failure report form (SRG2129) at the time of re-test.

**Note:** Further guidance regarding post test administration and test series is in section 6.20 and 6.21.

### 6.3. Flight category

The FRTOL Practical Test will be facilitated by simulating the Radiotelephony aspect of a flight in any of the following aircraft categories:

- Single engine fixed wing aircraft (Cessna 152, Piper PA28 etc)
- Single engine rotary wing (Robinson R22 etc)
- Microlight (flexwing & fixed wing)
- Gyroplane
- Pure Glider or sailplane
- Hot air balloon or Airship

**Note:** All Practical Tests are based on a set of core competencies and mandatory items. The flight is typically carried out as if flying a single engine fixed wing aircraft. For candidates flying a category other than fixed wing there is a guide to the differences and specific content detailed in sections 6 – 10.

### 6.4. FRTOL Practical Test booking

It is the candidate's responsibility to identify and contact a FRTOL Examiner to arrange a FRTOL Practical Test, however the chosen training organisation should be able to provide assistance. A list of FRTOL Examiners is available on the CAA website (CAP1585e).

### 6.5. Test Equipment

The testing equipment shall facilitate the conduct of the FRTOL Practical Test using two separated rooms ensuring that the Examiner and candidate are isolated from one another visually.

Testing equipment used for the conduct of FRTOL Practical Tests will meet the following minimum functional requirements:

- Two-way voice and audio communication.
- Push to transmit / talk (PTT) function.
- Transmissions free from distortion, break through and third-party interference.
- Facility to record and store audio digitally (may be a separate device).
- Headset (if required for noise management).
- Stable internet connection (only required if using online platforms).

If the equipment used does not have an 'alarm' function, candidates will be verbally informed by the FRTOL Examiner of any emergency situation that arises.

As the FRTOL Practical Test is an assessment of the candidate's use of standard and compliant phraseology there will be no requirement to demonstrate the physical changing of frequencies or transponder functions.

Where FRTOL Examiners have access to two computer systems, secure online platforms may be used for the conduct of FRTOL Practical Tests, providing the above minimum requirements are met. This arrangement may only be used for tests conducted at a single location.

The FRTOL Examiner will ensure the testing platform is fully functional prior to starting the test.

### **6.5.1 Audio Recordings**

All Practical Tests shall be digitally recorded and saved by the FRTOL Examiner. The Examiner will keep each recording for a minimum of 30 days. However, Examiners must keep the 5 most recent test recordings for a minimum of 3 years. All recordings are subject to audit/review by the CAA Head of FRTOL standards, an inspector of the CAA or FRTOL Senior Examiner when requested or during a revalidation or renewal EAoC.

All candidates must be informed prior to test that the examination will be recorded for regulatory auditing purposes. FRTOL Examiners shall state the date, time and candidate name and reference number (if known) at the start of each recording.

### **6.5.2 Personal Electronic Devices (PED's)**

The candidate is not permitted to bring PED's into the examination room during any of the FRTOL Practical Tests. Candidates who have been briefed and are waiting for test are not permitted access to PED's.

## **6.6. Location**

All FRTOL Practical Tests are to be conducted at either a CAA approved ATO or DTO. FRTOL Examiners wishing to conduct FRTOL Practical Tests at locations other than ATO or DTO must apply for written approval from the CAA by emailing [examiners@caa.co.uk](mailto:examiners@caa.co.uk).

FRTOL Examiners are to ensure facilities used meet the following minimum requirements:

- Rooms free from noise and distraction.
- Free from external interference or influence.
- Appropriate furniture.
- Temperature controlled.
- Suitable briefing/debriefing area.

The FRTOL Practical Test will be conducted using two suitable examination rooms. The rooms shall be fitted with a door that has a means of restricting access during examinations. The door must be closed and a **“NO ENTRY - TEST IN PROGRESS - SILENCE”** sign shall be placed on the door when a test is taking place.

A clear desk shall be provided for the candidate; telephones and other PEDs must be removed or disconnected and all windows that may give rise to a distraction covered with a screen.

Practical Tests shall not be conducted in an actual aircraft. Practical Tests may be conducted using a Flight Simulator Training Device (FSTD) where the equipment meets the minimum requirements. Use of FSTD's is subject to prior written approval from the CAA which can be requested via [examiners@caa.co.uk](mailto:examiners@caa.co.uk).

## 6.7. FRTOL Examiner role

Throughout the FRTOL Practical Test the FRTOL Examiner will simulate the role of an Air Ground Communication Service (AGCS) Radio Operator, a Flight Information Service Officer (FISO) or an Air Traffic Control Officer (ATCO), and will respond to all transmissions in that capacity.

FRTOL Examiners are expected to maintain the role play throughout the test. However when necessary to comment outside of the role, the Examiner must make it clear to the candidate. For example, *‘As the Examiner, I am now informing you that you have a rough running engine. You are concerned for your safety, but do not require immediate assistance. Please transmit the appropriate call.’*

## 6.8. Required items for the Practical Test

The FRTOL Examiner will provide the candidate with:

- A Route Brief containing a completed lateral and vertical flight plan of the test route (including departure, destination, alternate, tracks, headings, altitudes etc.), simulated meteorological information and NOTAMs (see Appendix A).
- Standard CAA Candidate Brief (see Appendix B).
- Frequency Reference Card (see Appendix F).
- RTF Aide Memoire (see Appendix G).

The candidate will provide:

- A current edition CAA VFR 1:500,000 aeronautical chart, region as agreed with the FRTOL Examiner.
- Chart pens and rule.
- Note paper and pen.
- Personal photo identification.
- Completed and signed SRG1171.
- SRG2129 (if applicable).
- Evidence of pass in the Communications examination (if already completed).

FRTOL Examiners must ensure that candidates are aware of this requirement at the time of test booking and are familiar with the guidance in CAP 2325.

## **6.9. Briefing**

The FRTOL Practical Test briefing consists of the following elements:

- Standard CAA Candidate Brief.
- Notification of test route to be flown.
- Candidate chart preparation (approximately 5 Minutes).
- Route and test brief from the FRTOL Examiner.

### **6.9.1. Standard CAA Candidate Brief (Appendix B)**

The candidate can view a copy of the standard CAA Candidate Brief in CAP 2325 prior to the test date. In all cases this brief must be reviewed with the candidate on the day of test and prior to the start of the Route Brief.

### **6.9.2. Notification of test route and chart preparation**

Once the Examiner has completed the standard CAA Candidate Brief, the FRTOL Examiner will disclose the details of the test route to be undertaken.

The candidate will then be given a short period of time (approximately 5 minutes) to plot the test route on the chart in readiness for the route and test brief (see 6.10 for additional planning time allowed).

### **6.9.3. Route and test brief from the FRTOL Examiner**

The FRTOL Examiner will produce and brief the following items:

- The content of the standard Route Brief (Appendix A).
- How emergencies will be initiated (and cancelled).
- Frequency reference card to be used (Appendix F).
- RTF Aide Memoire (Appendix G).
- How to use the testing platform.
- Any other required information.
- Questions / Check understanding.

### **6.9.4 Group briefings**

The FRTOL Examiner may conduct group briefings where there is a requirement to examine more than one candidate at the same location on the same day. FRTOL Examiners are to ensure that candidates waiting to sit the test are kept from those who have just completed the test to ensure no conferring.

Candidates who have been briefed in a group and are awaiting their turn for test must not have access to PEDs or any printed/written material prior to their test.



During the planning stage the candidates should be separated unless the FRTOL Examiner is present to invigilate.

The actual Practical Test, including the scenario based questioning and the debrief, shall be conducted on an individual basis.

## **6.10. Planning**

Once the FRTOL Examiner has completed the briefings the candidate will be allocated a further 20 minutes planning time. Any notes made by the candidate during this planning time can be used during the Practical Test.

The RTF Aide Memoire (Appendix G) is the only aide memoire to be used by the candidate during the planning stage and Practical Test.

## **6.11. Practical Test guidance**

The practical element of the test will consist of a VFR flight with a minimum of one turning point and must include the mandatory assessment items identified in FRTOL Practical Test report form SRG2160 (Appendix E). In addition to the mandatory items, the FRTOL Examiner will include a selection of optional assessment items from the test report form.

The candidate may choose a standard UK aircraft registration to use as their call sign and nominate a suitable aircraft type which will be agreed by the FRTOL Examiner prior to commencement of the test.

The candidate will play the role of a pilot who holds a flight crew licence, flying solo in a fully serviceable aircraft - with basic standard instruments, VHF aeronautical radio and transponder with an altitude reporting feature.

Meteorological Information (including unofficial observations if applicable) and NOTAMs will be fictionally created by the FRTOL Examiner for each route. This information will be annotated in the Route Brief (Appendix A) together with any other relevant information.

Meteorological conditions will be suitable for VFR flight and will allow the test route to be flown without any vertical or lateral restrictions.

## **6.12. Test route**

The Examiners will create their own catalogue of a minimum of six test routes using the three UK 1:500,000 VFR charts. These routes will be detailed on the Practical Test Route Brief (Appendix A). The actual route to be used will be randomly selected and identified on the day of test. This will ensure candidates are not aware of the test route beforehand. FRTOL Examiners will be expected to refresh these routes regularly. FRTOL Examiners must not pre disclose any routes to any individuals, prospective candidates or training organisations in advance. FRTOL Examiners will be given an editable version of the

Practical Test route brief. FRTOL Examiners must include their CAA reference number in the footer of this form to assist with document control.

The candidate may choose which chart region to use, but the FRTOL Examiner will designate a route away from any areas or airfields familiar to the candidate.

When departing from, or arriving at an airfield, the FRTOL Examiner will use generic airfield information and instructions that are not necessarily representative of that airfield and its published procedures.

The Practical Test will be conducted at the candidate's own pace but should not exceed the maximum flight plan time of approximately one hour. The FRTOL Examiner may choose to intervene if required to ensure all elements of the test are completed within the required time.

Following the completion of a FRTOL Practical Test, documentation issued by the FRTOL Examiner shall not be retained by the candidate. All notes made by the candidate must be destroyed by the Examiner and the chart used shall have the marked route erased.

### **6.13. Emergencies**

A minimum of one Emergency as detailed in the Practical Test report form SRG2160 will be examined during the 'flight' part of the test. Regardless of the nature of the emergency, the candidate must be briefed for the purposes of the test to transmit an emergency call in full and in the correct order.

The FRTOL Examiner will inform the candidate that at some point during the "flight" that they will be made aware of an emergency which will remain until they are informed that the emergency no longer exists. During the route brief the candidate will be informed as to how they will be alerted of an emergency. On notification of the emergency, the candidate should initiate the required call without undue delay. It is reasonable for the candidate to collect their thoughts before transmitting, but delays greater than 30 seconds before initiating the call would be considered too long.

### **6.14. Scenario Based Questions**

Once the practical element of the test is complete, there will be an opportunity for the Examiner to probe the candidate's understanding of CAP 413 phraseology used during the test route, or for elements unable to be assessed due to the aircraft category used by the candidate. Examples can be found in Appendix C.

### **6.15. Test assessment**

The standard of performance produced by applicants varies widely and at times may be difficult to assess. Assessment relies heavily upon the experience and judgement of the FRTOL Examiner to determine what is acceptable. Most candidates will dislike the

prospect of being tested and some will become extremely nervous and not perform as normal or may react to false assumptions of what is expected. The attitude and approach of the FRTOL Examiner can do much to overcome these difficulties. However, the FRTOL Examiner must apply the standard evenly, fairly and without prejudice. It is essential that the highest possible degree of uniformity in assessment be achieved. In order to maintain this uniform standard, certain basic principles must be applied although much is left to the FRTOL Examiner's discretion.

Assessment should be based upon the following:

- Where standard phraseology and procedure is laid down, any deviation from it MUST be incorrect. However, if all the required information is included in the candidate's message but occasionally is not in the correct order, a fail does not need to be awarded provided that the candidate is debriefed fully.
- Numerous and persistent errors should be considered as a fail point.
- The emergency procedures are important and the FRTOL Examiner should consider awarding a fail to a candidate who fails to carry out the required procedure after two attempts and fails to use the standard phraseology. More tolerance may be given in the case of a relayed message as the candidate may not have recorded the entire message.
- If the FRTOL Examiner feels that a controller would have been inconvenienced by lack of information from the candidate, e.g. failing to request a clearance to enter controlled airspace, multiple incorrect or missing readbacks, the FRTOL Examiner should consider failing him/her due to insufficient knowledge of procedure.
- Candidates who pass unnecessary information, or who read back items other than the read back items specified in CAP 413 are demonstrating that they do not know the correct procedures. The continual passing of inappropriate and or unnecessary information should be regarded as a fail point.
- A FRTOL Examiner may terminate a test at any time if the applicant has not been able to demonstrate the required level of knowledge. In this case a Fail is to be awarded and a re-test will be required.
- In cases where failure was due to a clear lack of knowledge, the FRTOL Examiner should make it clear to the applicant that they are unlikely to be successful during a subsequent test unless they undergo further training to remedy that lack of knowledge.
- Only under exceptional circumstances should a candidate be re-examined for the FRTOL Practical Test on the same day in the event of a fail being awarded.

Any comment on, or disagreement with, a FRTOL Examiner's assessment made during a debriefing will be recorded by the FRTOL Examiner on the Practical Test report and will be signed by the FRTOL Examiner and countersigned by the applicant. FRTOL

Examiners must ensure that the retest requirements are properly debriefed and understood by the applicant.

## 6.16. Practical Test result

### 6.16.1. Pass

A pass is awarded if the candidate demonstrates the required level of knowledge and proficiency, provided there are no more than one or two minor errors that the FRTOL Examiner considers acceptable if a full debrief is given on those items.

Where appropriate the FRTOL Examiner shall give a summary of any other weak points suggesting, where necessary, the best way to overcome them.

The FRTOL must be applied for and be issued within 24 months from date of test pass.

### 6.16.2. Fail

A fail should be awarded provided that any of the following apply:

- (i) the aim of the test is not completed;
- (ii) an acceptable level of knowledge is not demonstrated;
- (iii) the Examiner has to intervene for any reason;
- (iv) numerous and persistent errors;
- (v) failure of more than two items in any one section of the Practical test (SRG2160 sections 2 – 7);
- (vi) failure of more than 3 items overall (SRG2160 sections 2 – 7);

**Note:** Each question in section 7 counts as one item.

In the event of a 'Fail' being recorded, FRTOL Examiners shall:

- Ask questions as required;
- Give result of the test;
- Give reasons for failure in descending order of importance;
- Recommend or mandate further training;
- State what the retest requirements may be;
- Tell the applicant how to best prepare for the retest;
- Complete appropriate post test paperwork.

## 6.17. Debrief

Following a Practical Test, whether pass or fail, the FRTOL Examiner must debrief the applicant. If a fail is awarded, the reasons for failure must be clearly explained. The FRTOL Examiner should then provide appropriate advice and guidance to assist the applicant in any future attempt. If a Practical Test is interrupted for any reason, the incomplete test should not be debriefed until the whole test has been completed.

Further debriefing guidance is at Annex 3.

## 6.18. CAA Hot Topic Presentation

Candidates who successfully pass the FRTOL Practical Test will receive a short (c5 min) CAA 'Hot Topic' presentation from the FRTOL Examiner.

The aim of this presentation is to highlight and promulgate a current safety related Hot topic. The CAA periodically review and update the Hot topic subject matter and will normally provide the FRTOL Examiners with any applicable presentations or training material.

Hot topic presentations will be distributed to FRTOL Examiners by the CAA with a variety of subjects including airspace infringement avoidance, runway incursion and threat & error management etc.

The Hot topic title will be recorded by the FRTOL Examiner on SRG2160.

## 6.19. English Language Proficiency

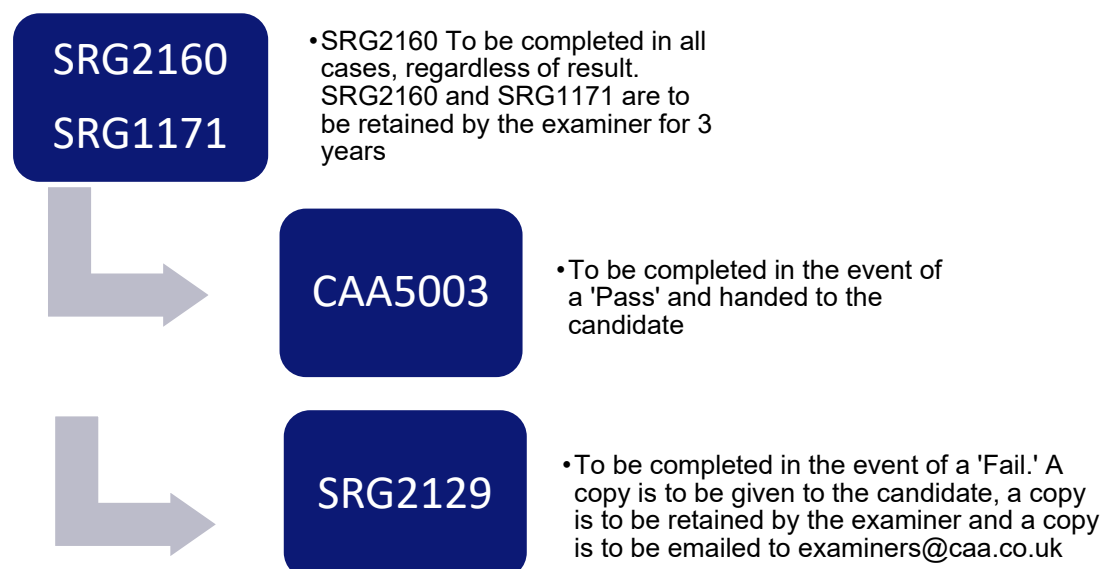
Unless otherwise authorised, FRTOL Examiners will assess the candidate's English language proficiency for Level 6 only, where appropriate.

Candidates unable to satisfactorily demonstrate Level 6 proficiency are required to attend a CAA approved English Language Assessment Centre.

A list of approved English Language Assessment Centres is available in Standards Document 31. The centre will issue the appropriate course and assessment forms.

Further information can be found at Annex 2

## 6.20. Post Test Administration



FRTOL Examiners must maintain records of all tests conducted and the results for 3 years. When requested by the CAA, FRTOL Examiners must submit all records and reports, and any other information, as required for oversight activities.

## **6.21. Remedial Training and Retest**

A candidate is entitled to three attempts at the FRTOL Practical Test. For each FRTOL Practical Test a different route and scenario must be used by the FRTOL Examiner.

Retraining may be recommended after failing a first attempt, but is mandatory after failing a second attempt. This mandated training should be documented on a new SRG1171 (see section 6.2).

In the event of a fail, the FRTOL Examiner must complete form SRG 2129 including the details of any further training requirement, whether recommended or mandatory. The written report should only contain items discussed in the verbal debrief.

Where an applicant has failed for the second time, the FRTOL Examiner must inform the CAA by e-mail (FRTOLChiefExaminer@caa.co.uk.) The CAA Head of FRTOL Standards or the FRTOL Chief Examiner will nominate a FRTOL Senior Examiner to conduct the third tests. A candidate who has failed the third attempt will be referred to the FRTOL Chief Examiner for review and further guidance.

## **6.22. Appeals**

Regulation 6(5) of the CAA Regulations 1991 states that, 'Any person who has failed a test or examination which they are required to pass before they are granted or may exercise the privileges of a personal licence may, within 14 days after being notified of the failure, request that the Authority determine whether the test or examination was properly conducted.' Following the failure of any test the FRTOL Examiner shall explain the applicant's right of appeal. If a FRTOL Examiner becomes aware of an applicant's intent to submit a Regulation 6 appeal, the FRTOL Examiner must notify the FRTOL Chief Examiner or the CAA Head of FRTOL standards.

## 7. Guidance To Examiners – Helicopter

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### 7.1. Background

The majority of the RTF phraseology is the same as that for Fixed Wing aircraft. Helicopters however can have significantly different modes of operation compared with other forms of aircraft. Most helicopter pilots have to keep both hands on the controls so it is difficult for them to write down frequencies and squawks etc.

Departures and arrivals are not confined to utilising a runway. Airfield joins are usually via boundary e.g. “not above 500ft from the North”. Taxiing can be either a ground or a hover taxi dependent on whether the helicopter is fitted with a wheeled undercarriage or fixed skids. Helicopters are flexible in that they can take off from and land at uncontrolled airfields, private helicopter landing sites (HLS) in addition to green field sites and controlled licensed airports. FISOs at airfields follow slightly different rules for helicopters as instructions can be passed whilst a helicopter is air taxiing. Technically the helicopter is airborne and therefore only information should be given by the FISO. The normal operating heights will generally be lower than that of fixed wing traffic and usually be, but not restricted to, below the cloud base, unless a valid IR is held.

Helicopters do not require the use of a runway. When a take-off or a landing is to take place on the manoeuvring area at an airport with air traffic control, in sight of the visual control room, the phrases “Cleared to land” or “Cleared for take-off” shall be used. When not in sight of the visual control room or from an un-lit area by night the phrases “Land at your discretion” or “Take-off at your discretion” shall be used. A take-off can be initiated from either the ground or from the hover. Departures do not have to be into wind, a down-wind departure is acceptable (with the correct power margin) and can be requested and approved.

### 7.2. Differences

Callsigns for helicopters can either be the aircraft registration as with fixed wing aircraft, or the operator or model name can be used to prefix the callsign (in full or abbreviated). Alternatively and more commonly the prefix ‘Helicopter’ is used with the registration i.e. ‘**HELICOPTER G-ABCD**’ (in full) and ‘**HELICOPTER CD**’(abbreviated).

### 7.3. CAP 413 References

CAP413 chapter 4 (4.94 – 4.119) contains helicopter specific phraseology, therefore candidates should be familiar with standard calls where applicable.

### 7.4. Example Phraseology

Refer to CAP413 – Helicopter Phraseology

## 7.5. Practical Test profile

The test will be conducted with the use of a transponder. An example route could include:

Departure ATC / Arrival AFIS / UK FIS / LARS / MATZ Crossing / CTR Transit / Position reports / Possible diversion.

Emergency: Urgency call due vibrations or chip light.  
Distress call due engine fire or failure.



## **8. Guidance To Examiners – Microlight / Gyroplane**

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### **8.1. Background**

Microlight and Gyroplane pilots commonly carry handheld radios but many three axis and gyroplanes now have fixed radio installations.

### **8.2. Differences**

Use of the callsign prefix 'MICROLIGHT' or 'FLEXWING' or 'GYRO' can be used to help the Air Traffic service offer the necessary service to the pilot.

Commonly used by aircraft that fly in and out of airfields that use SAFETYCOM or dedicated microlight frequencies, to help other pilots operating near or at the airfield to identify the aircraft.

### **8.3. CAP 413 References**

CAP413 does not contain microlight or gyroplane specific phraseology, therefore candidates will have to adapt standard calls where applicable.

### **8.4. Example Phraseology**

Beasford Approach Microlight G-ABCD Request Basic Service.

Microlight G-ABCD, Flexwing, Tinton to Marsdon, 8NM west of Tinton, Altitude 2000ft QNH 1013. VFR, Tracking to Markton.

Microlight CD, 3NM east of Marsdon, changing to SAFETYCOM 135.480.

Gyrocopter CD, unable comply, negative transponder

### **8.5. Practical Test Profile**

The test will be conducted with the use of a transponder. An example route could include:

Depart ACGS / Arrival AFIS / Basic Service / MATZ Crossing / CTR Transit.

Emergency: Urgency call due rough running engine (carburettor icing).

Distress call due engine failure.

## 9. Guidance To Examiners – Glider or Sailplane

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### 9.1. Background

Gliders routinely fly cross-country using rising air and glide angles of around 1 in 50 to achieve cruising speeds not dissimilar to a typical small single engine piston aircraft.

A typical cross country flight is 300 KM in an A-B-C-A format.

Experienced glider pilot FRTOL candidates may have used VHF radio extensively on glider-specific channels, yet have no experience of communication with ATCOs, FISOs or Radio Operators, as this is forbidden under Air Navigation Order 2016, section 139(2)(a).

Glider pilots are not restricted by their pilot licences to maintain VMC in uncontrolled airspace and will routinely fly close to (and occasionally enter) cloud.

For more information, see AIC Y 036/2020 (Gliding Activity in the UK).

### 9.2. Differences

Use of the callsign prefix 'GLIDER'.

The aircraft type is omitted when passing flight details when the 'GLIDER' prefix is used. Often not going from A to B but on a triangular or similar route or just local soaring.

Unable to give guaranteed ETAs.

Unable to maintain specific altitudes, headings or tracks.

Inappropriate to maintain ATS surveillance headings as this might cause them to enter sinking air.

If landing at an aerodrome, will fly a circuit pattern similar to a powered aircraft but with a descending downwind leg and different dimensions and cannot orbit or extend downwind.

Sometimes use a trigraph or competition number as a callsign.

Very few gliders are transponder equipped.

### 9.3. CAP 413 References

CAP413 – Chapter 9 – Sailplane Operations

### 9.4. Example Phraseology

Doncaster Approach, Glider G-ABCD, request Basic Service.

Glider G-ABCD, Rufforth to Rufforth, overhead Linton, altitude 3000ft QNH 1013, thermalling.

Glider CD, Drax 15, altitude 2000ft, tracking north west.

Glider CD, landing out 5NM north west Goole, changing to glider frequency XXX.XXX.

Unable comply, negative transponder, Glider CD.

PAN PAN PAN PAN PAN PAN Doncaster Approach, Glider G-ABCD, unable to establish safe landing site outside controlled airspace, entering your zone by 2NM, 1NM West of Haxey, Heading 150 degrees, 800ft, QNH 998hPa, SPL, 1 POB.

## 9.5. Practical Test Profile

The test will be conducted with the use of a transponder. An example route could include:

Radio check on the ground on a glider frequency.

Non-radio launch to altitude 2000 feet.

MATZ crossing and UK FIS.

CTR / CTA Class D Transit.

Change direction due to poor soaring conditions and leave Class D in another direction.

Climb in mountain wave to FL90 and seek appropriate service.

Enter poor soaring conditions leading to loss of height and entry into ATZ of GA airfield.

Unable to climb, negotiate landing at GA airfield.

Emergency: Urgency call due to solid undercast forming beneath a glider climbing in wave or an unwell passenger.

Distress call due to witnessing a glider upside down in field following an unsuccessful land out.

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## 10. Guidance To Examiners – Balloon and Airship

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### 10.1. Background

Balloon and Airship pilots commonly carry handheld VHF radios and those who are FRTOL holders will often contact aeronautical ground stations when passing close to CAS and ATZs.

### 10.2. Differences

Use of the callsign prefix 'BALLOON' or 'AIRSHIP'.

Unable to give a destination when passing their details.

Unable to give ETAs or next turning point on a position report.

Will depart aerodromes in the direction of departing and arriving traffic.

Unable to follow ATS surveillance headings and cannot always maintain a stated altitude.

If landing at an aerodrome, they will be unable to conform to a circuit pattern.

### 10.3. CAP 413 References

CAP413 does not contain balloon specific phraseology, therefore candidates will have to adapt standard calls where applicable (see below).

### 10.4. Example Phraseology

Beasford Approach, Balloon G-ABCD, request Basic Service.

Balloon G-ABCD, hot air balloon, departed private site 2NM west Tinton, altitude 2000ft QNH 1013, tracking west towards Markton, remaining OCAS

Balloon CD, approaching landing site 5NM north west Markton, changing to balloon frequency XXX.XXX.

Balloon CD, unable comply, negative transponder

PAN PAN PAN PAN PAN PAN, Beasford Approach, Balloon G-ABCD, hot air balloon, unable to establish safe landing site outside CAS, entering your CTR by 2NM, 4NM South of Beasford, 800ft, QNH 998hPa, PPL(B), 3 POB.

### 10.5. Practical Test Profile

The test will be conducted with the use of a transponder. An example route could include:

Depart AGCS / Arrival ATC / Basic Service Only / MATZ Crossing / CTR Transit.

Emergency: Urgency call due low fuel, entering CAS without clearance. Distress call due fire on board, medical emergency or similar.

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## Annex 1 – GDPR

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### AX1.1 Responsibilities of Examiners

The UK General Data Protection Regulation (UKGDPR) replaces the General Data Protection Regulation (EU) 2016/679

As an Examiner carrying out tests on behalf of the CAA it is important that you understand the provisions of the Regulation and safeguard personal data that you collect during testing. Central to the Regulation are the 6 principles of data protection:

### AX1.2 Personal Data

Personal data shall be:

- a. processed lawfully, fairly and in a transparent manner in relation to individuals;
- b. collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
- c. adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- d. accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;
- e. kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- f. processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.
- g. Not be transferred outside of the UK, unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects.

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- h. Applying these principles to the official records that you keep after test events, i.e. the appropriate CAA forms or Examiner records, these records must be:
- (i) Not used for any other purpose than as test records.
  - (ii) Kept for only as long as necessary. You should keep records for no more than 5 years and then destroy them.
  - (iii) Not disclosed to any unauthorised person. Disclosure should be limited to the test subject, CFI, HT, new Examiner and appropriately authorised members of the CAA.
  - (iv) Kept securely – i.e. in a locked cabinet or drawer.
  - (v) Not transferred outside the UK (e.g. to the EEA or USA, New Zealand or South Africa) without the permission in writing of the data subject. If you are examining outside the UK then you should maintain normal personal records but should not allow these records (apart from flight details and the test result itself) to form any part of the official records of the organisations for which you are working or at which the applicant is a student.

### **AX1.3 Data breaches**

Any loss of information or equipment containing personal data handled and/or processed on behalf of the CAA, including by CAA employees, agency staff and contractors, no matter how small, must be reported to the External Response Team immediately so that any potential risk can be mitigated. Unauthorised access to personal data is also considered as a data breach. Anyone discovering or suspecting a breach (loss of personal data, theft, wrongful disclosure or unauthorised access) in relation to personal information handled by or on behalf of the CAA must report the incident to the ERT immediately by emailing [FOI.Requests@caa.co.uk](mailto:FOI.Requests@caa.co.uk)

### **AX1.4 Records**

It should be noted that Examiners might have to produce any of their records under the Freedom of Information Act 2000.

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## Annex 2 – English Language Proficiency

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All pilots, flight navigators and air traffic controllers need to hold a valid English Language Proficiency endorsement for radio communication. The CAA can only endorse language proficiency levels on licences issued by the CAA.

ICAO has published a Standard that requires flight crew of aircraft using Radiotelephony to be proficient in the language used for communication. For domestic flights, the language may be that of the State concerned, but for international flights the language shall be English. Language skills are rated on a scale of 1 to 6 (as defined by ICAO) and a pilot must achieve a minimum of level 4. If a pilot is graded at level 4 or 5, they will need to be retested regularly. Language proficiency at level 6 does not require periodic re-evaluation.

The pilot's licence has a language proficiency endorsement at Section XIII - Remarks of their licence, and a validity date.

In the UK, a pilot will need to do the retest as follows:

Level 4 Operational – every 4 years from the date of assessment

Level 5 Extended – every 6 years from the date of assessment

Examiners holding FE, TRE, SFE, CRE, IRE, FIE or FRTOL Examiner privileges granted by the CAA, who themselves hold Level 6 (Expert) English Language Proficiency, can currently conduct assessments for first language speakers with native or native-like proficiency, as well as second or foreign language speakers with a high level of proficiency and, where appropriate, award level 6 proficiency. An approved Examiner can assess a pilot during a Practical Test for a licence, rating or the FRTOL. In these circumstances, an Examiner cannot upgrade an existing language endorsement from Level 4 to Level 5 but can award a Level 6, although this would be exceptional.

Examiners should treat speakers who use English as their first language as 'probable expert users'. However, Examiners should be aware that 'first language English speaker' does not necessarily mean 'Expert Level 6' user.

Speakers who use English as their first language may lack the vocabulary to discuss certain themes or may speak with a regional accent that is an impediment to intelligibility for those from outside that region. They may fail to use appropriate language or may not interact effectively; consequently, they should not be assessed as Expert Level 6. Speakers who use English as their first language but who fail to demonstrate proficiency in all aspects of the Level 6 descriptors in the ICAO Rating Scale as detailed in Appendix 2 of UK (EU) Regulation No.1178/2011, should not be assessed as Expert Level 6.

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If a Candidate cannot converse at Level 6 then the Examiner is to advise the candidate to be formally assessed at an approved Language Proficiency Assessment centre (details of such organisations are published in CAA Standards Document 31).

Attainment of Level 6 should be considered as being beyond the realistic expectations of most second or foreign language learners (ICAO Doc 9835). Level 6 proficiency is **not** an essential requirement for successful aeronautical communication. It has a very wide coverage since it is intended to account for most first language speakers with native or native like proficiency as well as second or foreign language speakers with a high level of proficiency.

Note that an invalid language proficiency assessment invalidates a FRTOL and will delay any subsequent licence request.

Examiners must familiarise themselves with the descriptors at Expert Level 6 of the ICAO Rating Scale as detailed in Appendix 2 of UK (EU) Regulation No.1178/2011. Examiners must also familiarise themselves with the speech samples rated at levels 5 and 6 so that they understand the threshold between 'Extended' and 'Expert' users of English.

To get the endorsement at Level 6, a pilot will need to demonstrate to the Examiner that they are able to do the following:

- Communicate effectively, voice-only and face-to-face;
- Communicate on common and work-related topics with accuracy and clarity;
- Use appropriate communicative strategies to exchange messages and to recognise and resolve misunderstandings in a general or work-related context;
- Be able to use language effectively in a difficult or emergency work-related situation or communication task, that has not encountered before;
- Speak in an accent or dialect that can be understood.

Pilots holding an instrument rating (IR), must be able to demonstrate their English language proficiency to a level that will allow them to:

- Understand all the relevant information for all phases of flight, including preparation;
- Use Radiotelephony in all phases of flight, including emergencies;
- Communicate with crew members during all phases of flight, including preparation.



**Table 1 - Guidance on the ELP ICAO Rating Scale as detailed in Appendix 2 of UK (EU) Regulation No.1178/2011**

Criteria	Notes on criteria	Level 6 Descriptors	Explanatory notes
Pronunciation	The six levels of pronunciation descriptors are applicable at all levels to native and non-native speakers. This implies that native English speakers may demonstrate Elementary Level 2 proficiency if their regional dialect is so localised that it is not readily understood by those outside of that particular region. On the other hand, speakers whose speech patterns clearly identify them as non-native speakers (having a so-called “accent”) may demonstrate Expert Level 6 proficiency, as long as this meets the criterion of “almost never” interfering with ease of understanding.	Pronunciation, stress, rhythm and intonation, though possibly influenced by the first language or regional variation, almost never interfere with ease of understanding.	An Expert Level 6 speaker may be a speaker of English as a first language with a widely understood dialect or may be a very proficient second-language speaker, again with a widely used or understood accent and/or dialect. The speaker's accent or dialect may or may not identify them as second language users, but the pronunciation patterns or any difficulties or “mistakes” almost never interfere with the ease with which they are understood. Expert speakers are always clear and understandable
Structure	Relevant grammatical structures and sentence patterns are determined by language functions appropriate to the task. Language teaching specialists generally categorise grammatical errors into two classes: “global” and “local”. Global errors are those which interfere with meaning; local errors are those which do not interfere with meaning.	Both basic and complex grammatical structures and sentence patterns are consistently well controlled.	Expert Level 6 speakers do not demonstrate consistent global structural or grammatical errors but may exhibit some local errors.
Vocabulary	Vocabulary includes individual words and fixed expressions. While memorising phraseologies is neither an acceptable means of demonstrating	Vocabulary range and accuracy are sufficient to communicate effectively on a wide variety of familiar	Level 6 speakers demonstrate a strong sensitivity to register. Another marker of strong proficiency seems

	<p>language proficiency nor an effective or recommended language learning strategy, it is undeniable that context is a relevant factor in language proficiency. Therefore, learning or testing that focuses on, or is designed to elicit vocabulary related to aeronautical radiotelephony communications is preferable.</p>	<p>and unfamiliar topics. Vocabulary is idiomatic, nuanced and sensitive to register.</p>	<p>to be the acquisition of, and facility with, idiomatic expressions and the ability to communicate nuanced ideas. As such, use of idioms may be taken into account in assessment procedures designed to identify Level 6 users in a non-radiotelephony context. This is not, however, intended to imply that idiomatic usages are a desirable feature of aeronautical radiotelephony communications. On the contrary, the use of idioms is an obstacle to intelligibility and mutual understanding between non-expert users and should therefore be avoided by all users in this environment.</p>
<p>Fluency</p>	<p>Fluency is intended to refer to the naturalness of the flow of speech production, the degree to which comprehension is hindered by any unnatural or unusual hesitancy, distracting starts and stops, distracting fillers (em ... huh ... er ...) or inappropriate silence. Levels of fluency will be most apparent during longer utterances in an interaction. They will also be affected by the degree of expectedness of the preceding input</p>	<p>Able to speak at length with a natural, effortless flow. Varies speech flow for stylistic effect, e.g. to emphasise a point. Uses appropriate discourse markers and connectors spontaneously.</p>	<p>Fluency at this level is native like or near native-like. It is notably characterised by a high degree of flexibility in producing language and in adapting the speech rate to the context of communication and the purposes of the speaker.</p>

Comprehension	<p>This skill refers to the ability to listen and understand. In air traffic control communications, pilots rely on the clear and accurate information provided to them by controllers for safety. It is not sufficient for air traffic controllers to be able to handle most pilot communications; they must be ready for the unexpected. Similarly, pilots must be able to understand air traffic controller instructions, especially when these differ from what a pilot expects to hear. It is during complications in aviation that communications become most crucial, with a greater reliance upon plain language. While comprehension is only one out of six skills in the Rating Scale, it represents half of the linguistic workload in spoken communications.</p>	<p>Comprehension is consistently accurate in nearly all contexts and includes comprehension of linguistic and cultural subtleties.</p>	<p>Level 6 users achieve a high degree of detailed accuracy and flexibility in their understanding of aeronautical radiotelephony communications regardless of the situation or dialect used. They further have the ability to discern a meaning which is not made obvious or explicit (“read between the lines”), using tones of voice, choice of register, etc., as clues to unexpressed meanings. Because radiotelephony communications take place in a busy environment, the communications of air traffic controllers and pilots must not only be clear, concise and unambiguous, but appropriate responses must be delivered efficiently and a rapid response time is expected</p>
Interactions	<p>The interactions skill refers to this ability, as well as to the ability to initiate exchanges and to identify and clear up misunderstandings. Because radiotelephony communications take place in a busy environment, the communications of air traffic controllers and pilots must not only be clear, concise and unambiguous, but appropriate responses must be delivered efficiently and a rapid response time is expected.</p>	<p>Interacts with ease in nearly all situations. Is sensitive to verbal and nonverbal cues and responds to them appropriately.</p>	<p>Expert speakers display no difficulties in reacting or initiating interaction. They are additionally able to recognise and to use non-verbal signs of mental and emotional states (for example, intonations or unusual stress patterns). They display authority in the conduct of the conversation.</p>

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## **Annex 3 – Debriefing Techniques**

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### **AX3.1 Planning the Debrief**

Prior to debriefing the candidate, the Examiner should take the time to prepare the debrief. Where appropriate they should confirm the candidate's performance against the test schedule and any relevant reference material. If required, they should discuss any standardisation points with the candidate's training provider.

The Examiner should analyse their debriefing notes in order to plan an agenda for debrief. Ideally, they should identify 2-3 key root cause issues with appropriate open questions to get the candidate thinking and talking. Only then should the Examiner plan to debrief any minor issues before summarising the debrief points at the end.

### **AX3.2 The Do's**

The debrief should be structured and with the Examiner controlling the agenda, starting with the introduction and clear statement of the result. The debrief should be unambiguous, fair, unbiased and based on identifiable factual items. There should be a clear prioritisation of the faults, drawing together common faults and the underlying root causes to identify the learning points and any appropriate preventive measures. Facilitation should be used where appropriate by asking open questions and using pauses and silences to encourage candidates to discuss their views. Examiners should encourage a climate conducive to learning with the appropriate use of body language, eye contact and a balance between praise and criticism.

### **AX3.3 The Dont's**

Examiners should avoid delivering a chronological debrief concentrating on minor errors, omitting major errors and only debriefing those items poorly performed. Examiners should not be emotive (e.g. aggressive, irritable, sarcastic), interrupt, personalise, impose own SOPs or exaggerate, nitpick or ramble on(!) Whilst being prepared to concede (graciously) if required, they should avoid being apologetic. Examiners should not ask candidates to assess themselves.

### **AX3.4 Use of Facilitation**

Facilitation Technique: An active training method which uses effective questioning, listening and a non - judgemental approach and is particularly effective in developing skills and attitudes, assisting trainees to develop insight and their own solutions and resulting in a better understanding, retention and commitment. (ICAO doc 995)  
'Facilitation is the art of leading someone to an inevitable conclusion!' (Budenberg, 2002)

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### **AX3.5 Facilitator Skills**

A facilitator is required to have the following skills:

- Have a thorough knowledge of the topic.
- Be familiar with the candidate's status and role.
- Be able to relate to the candidate.
- Be able to ask questions and wait for an answers.
- Be an attentive listener.
- Be able to stimulate discussion.
- Be able to get the candidate to be comfortable with vulnerability.

A facilitative style of questioning will encourage candidates to analyse their own performance and can enhance learning through their involvement in the debrief. Self-analysis is considered as 'deep learning' and can be more effective than anything the Examiner may say to the candidate. Facilitation allows candidates the opportunity to discover what they are doing and the effect it has on others and the task. They can then make the decision to alter their behaviour or reinforce any positive behaviours.

### **AX3.6 Role of the Facilitator**

The role of a facilitator in a debrief is to help develop the candidate's knowledge, skills and attitudes (KSA) so that they are able to carry out their role better. The facilitation technique is not just used for the poor performer it can be used to reinforce effective behaviours and encourage their continued development.

### **AX3.7 The Debrief Agenda**

The debrief should be in three parts, an introduction with the result of the test always stated first by the Examiner (this will not be facilitated), followed by the debrief items in the main body and then finishing with a summary.

In the case of a pass, the Examiner can move straight into facilitation of the debrief items to build upon any learning that arose during the test especially covering the observable behaviours established prior to and during the test. This will assist the candidate in consolidating learning points and developing strategies to resolve key issues.

If the result of the test is a fail, then facilitation at this stage is inappropriate. The Examiner shall continue the debriefing, giving the reasons for failure supported by factual statements and stating the re-test requirements, and any retraining requirements. Only then may the Examiner adopt a facilitative style.

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The most constructive way to de-brief is to give the result first, i.e. pass or fail. In the event of a pass, the candidate can be congratulated and if there are any helpful points to raise, then invited to chat through them.

Should the candidate fail, then reasons must be given. It may be that there were numerous fail points, and it can be disheartening to listen to too much criticism of one's performance, so it is better to stick to one or two main fail points. A record of each fail point must be made and shown to the candidate on the notification of failure form SRG2129, in order to avoid future issues arising from repeats of poor performance.

Candidates who fail should be informed of their appeal rights under CAA Regulation 6.

### **AX3.8 The Introduction**

The introduction is used to set the scene and will allow the candidate to process what you want. For example, a sample introduction might be:

*'Rather than me just sitting here and reading the list of things on my note pad to you, it would be better to have a discussion – by that I mean we can talk to each other, instead of you simply listening to me. The benefit of this type of debrief is that it is more interesting to be involved in and more importantly, that we will all learn more by thinking through things for ourselves. Please take a minute and think about any topics/issues that were interesting – and I do not just mean anything that you think did not go well. Let's include in our lists of topics/issues some thoughts about why some elements of the test went so well.'*

A chronological debrief should be avoided.

Two open questions per issue should be asked (open questions require a longer answer and begin with words like why, when, what, how, where, etc). If a closed question is used (closed questions are those that can be answered with a single word – such as *'Did you get distracted?'*), – then a building question can be added *'Why didn't your readback go well? ..... What would you do next time?'*

Additionally, a building question can be an effective method to lead the candidate to new topics. Typical building questions are: *'Why did that happen?'*, *'What do you mean?'*, *'Tell me more about that'* *'Why do you say that?'*, *'Why is that important?'*, *'What other issues are there to discuss in the way you handled the emergency?'*

Open questions not only mean the candidate will do more talking, they will have to think deeper about the issues and candidates that are thinking are generally analysing and learning! Whilst a candidate is talking it also allows the Examiner to listen to the answer and to decide where to direct the debrief agenda.

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Notwithstanding the discussion, it is the Examiner's role to control the agenda and ensure that all the topics/issues have been raised. It is perfectly acceptable for the Examiner to add agenda topics/issues to the discussion. For example, *'Why was it important to get that radio call in in good time ?'* or *'Why is it important to readback a runway conditional clearance?'*

### **AX3.9      The Summary**

The Examiner will be able to assist the candidate's learning by summarising the debrief. The candidate can then add their own conclusions and gain a better understanding. Summaries can either be a summation of a specific training topic/issue or at the end of the debrief in total.

Examiners should try not to summarise with only their words and understanding as learning best comes from those elements a candidate thought and articulated themselves.

An example of a summary is:

*'It sounds to me like you've come to a few conclusions. You seemed to think that next time, completing the radio calls in good time would have helped to reduce the workload and given you more time to think. You also mentioned that selecting the next anticipated frequency each time you selected a new frequency would help. Did I summarise your comments correctly?'*

## AX3.10 Instruction and Facilitation techniques (ICAO Doc 9995)

	<b>Instruction Technique</b>	<b>Facilitation technique</b>
What do the words instructing/facilitating imply?	Telling, showing	Enabling the trainee to find the answer by himself /herself
What is the aim?	Transfer knowledge and develop skills	Gain insight/self-analysis to enable an attitude change
Who knows the subject?	Instructor	Both instructor and trainee
Who has the experience?	Instructor	Both instructor and trainee
What is the relationship?	Authoritarian	Equal
Who sets the agenda?	Instructor	Both instructor and trainee
Who talks the most?	Instructor	Trainee
What is the timescale?	Finite	Infinite
Where is the focus?	Instructor – task	Trainee — performance and behaviour
What is the workload?	Moderate	High
What are instructors' thoughts?	Judgemental	Non-judgemental
How is progress evaluated?	Observation	Guided self-assessment



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## Annex 4 – FRTOL Senior Examiner Qualification

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The prospective Senior Examiner (SE) must:

- Have held a FRTOL Examiner authority for a minimum of 3 years; and,
- Be recommended by a FRTOL SE or CAA Inspector following an EAoC in the previous 12 months; and,
- Hold an unfrozen Flight Crew Licence (CPL/ATPL) or ATS Licence (ATCO/FISO) with on the job training instructor/assessor ratings. Where an ATS Licence is not held, those holding an unrestricted FI Certificate with at least 3 years instructional experience as well as a validated ROCC will be considered.
- Produce records of 12 tests conducted as a FRTOL Examiner in the previous 12 months

**Note:** *If any of the above items change during the period of authorisation as a Senior Examiner, the FRTOL Chief Examiner is to be informed so that an assessment of continued suitability can be made. The CAA reserves the right to terminate an Examiner's authority at any time.*

*The appointment of Senior Examiners is by invitation and at the discretion of the CAA.*

### AX4.1 Grant of authorisation – FRTOL Senior Examiner

The prospective SE will be required to demonstrate to the FRTOL Chief Examiner or CAA Training Inspector (TI), satisfactory knowledge of Radiotelephony, regulatory and examination procedures. Candidates will be required to demonstrate the ability to conduct EAoCs on FRTOL Examiners, including all relevant briefs, debriefs and standardisation updates.

This will be conducted by the FRTOL Chief Examiner or CAA TI observing the prospective SE conducting an EAoC on a FRTOL Examiner. Further information on the content of an initial SE EAoC will be provided by the FRTOL Chief Examiner.

### AX4.2 Revalidation of FRTOL Senior Examiner authority

SE authorisations shall not exceed the validity period of the holder's FRTOL Examiner authorisation, and in any case shall be valid for a period of not more than 3 years. Thereafter, re-authorisation will be at the discretion of the CAA. When so approved, SEs shall make arrangements for their revalidation EAoC during the 12 months preceding the expiry date. The subsequent three-year validity period will run from the original expiry date rather than the date of EAoC.

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For re-authorisation, the EAoC conducted by the SE within the last 12 months of the validity period will be observed by either a CAA TI, the FRTOL Chief Examiner or under special circumstances by another SE if designated by the CAA.

It is expected that EAoC's will be conducted by the FRTOL Chief Examiner. When two consecutive EAoC's have been completed with the FRTOL Chief Examiner, the third EAoC shall be conducted or observed by the Head of FRTOL standards or a CAA Training Inspector.

**Note:** A Senior Examiner with an expired authorisation who wishes to renew the privileges as approved by the CAA will be required to undergo the initial EAoC process unless otherwise agreed by the CAA. The Authority reserves the right to not renew a Senior Examiner's authority.

### **AX4.3 FRTOL Senior Examiner – Training**

Prior to the applicant attempting the initial EAoC, the FRTOL Chief Examiner or CAA Training Inspector will deliver a training programme that covers the following subjects:

- Legal obligations
- CAP 413 and its application
- FRTOL Examiner manual (CAP 2118)
- Conduct of EAoCs
- Checks of FRTOL Examiner test routes, audio recordings and test reports
- Briefing/debriefing/facilitation techniques
- Pass/fail criteria
- Test administration and record keeping
- Senior Examiner processes, including TS10 and SRG1100D.
- GDPR

Applicants are expected to have studied and be familiar with this manual and the above subjects prior to starting the standardisation training.

The training may be tailored to account for an individual's knowledge, qualifications and experience.

The EAoC will be conducted using a live FRTOL Examiner candidate and FRTOL candidate. In exceptional circumstances, the FRTOL Chief Examiner or CAA TI shall play the role of a FRTOL Examiner or FRTOL candidate.

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## **AX4.4 FRTOL Senior Examiner – EAoC**

The FRTOL Senior Examiner EAoC will consist of a:

- brief by the FRTOL Chief Examiner, CAA TI, or allocated Senior Examiner
- Oral questioning based on CAP2118, CAP413, Brief / Debrief techniques and Examiner standards
- FRTOL Practical Test observation involving a live FRTOL applicant and live FRTOL Examiner candidate, including brief, debrief and delivery of hot topic presentation
- debrief by the FRTOL Chief Examiner, CAA TI, or allocated Senior Examiner followed by form completion and administration tasks

## **Annex 5 – Examiner disciplinary procedures**

FCL.1010 of the UK (EU) Regulation No. 1178/2011 and Article 253 of the ANO 2016, list the circumstances under which the CAA can limit, suspend or revoke licences, ratings or certificates, but this list is not exhaustive. The list includes ‘unacceptable performance in any phase of the FRTOL Examiner’s duties or responsibilities’. Examples of unacceptable performance include:

- Falsification of, or failure to keep records
- Propensity not to abide by rules and regulations

If it becomes apparent that an Examiner is failing to achieve the standards expected of them, the CAA will take appropriate steps to rectify the situation. Among the courses of action available are the following:

- Interview
- Formal written warning
- Requirement for retraining and/or reassessment of Examiner skills
- Suspension of FRTOL Examiner authorisation
- Revocation of FRTOL Examiner authorisation

The particular course of disciplinary action will depend on the circumstances of the individual case and will not necessarily follow the sequence listed above. The CAA Head of FRTOL standards may mandate remedial action such as retraining and a further assessment of competence. An Examiner’s authority may be provisionally suspended pending investigation of an alleged offence or until remedial action such as retraining is completed.

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The CAA Head of FRTOL standards will take suspension or revocation action where it is considered that the CAA cannot remain satisfied as to the fitness or qualification of the Examiner.

In the event of a proposal to suspend or revoke an authorisation, the Examiner will be entitled to request a review of the proposal in accordance with Regulation 6 (5) of the Civil Aviation Authority Regulations 1991.

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## Annex 6 – Examiner Standards

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The FRTOL Examiner is to:

- Determine through practical demonstration during the test that the applicant has acquired and maintained the required level of knowledge and proficiency.
- Improve training in ATO/DTO/clubs by feedback of information about items or sections of tests that are most frequently weak or failed.
- Apply a common standard. FRTOL Examiners must exercise sound judgement and impartiality throughout their duties.
- Establish a professional and workmanlike atmosphere and do their best to relax the applicant both before and during a test. A negative or confrontational approach should not be used. During the test the Examiner should avoid negative comments or criticisms, and all assessments should be reserved for the debriefing

The following basic principles apply:

- A FRTOL Examiner will ensure that an applicant completes a test in accordance with this document and is assessed against the required test standards.
- The test schedule, as briefed, should not normally be altered by an Examiner.
- Marginal or questionable performance of a test item should not influence an Examiner's assessment of any subsequent items.
- Assumptions must not be made based upon the presentation/appearance of a candidate. There must be no bias arising from anything seen or heard. A candidate who is known to be weak in one area of training may well be excellent in another area.
- Briefings should follow the standard format in order to ensure that all candidates are treated equally and have the best possible opportunity of success. It is not necessary to brief from memory. Sensible use of briefing materials is encouraged, especially for recently-appointed Examiners.
- Precise records are to be kept of all tests, especially of any fail points, as these may be required at a later date. All records should be kept securely and in accordance with guidance under GDPR. In the event of any future problems, contemporaneous notes can be invaluable, particularly if an appeal is raised under CAA Regulation 6.

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- All CAA forms including online documentation must be submitted promptly and fully completed.
  - No matter how well a candidate might be known to an Examiner, when conducting a test, a professional distance must always be maintained. Failure to set appropriate boundaries will make it very difficult to deal with a poor performance or fail. The Examiner should not conduct the test if they feel their objectivity may be affected.
  - It is important to be as objective at the end of the day as at the beginning. Taking appropriate breaks and not attempting to conduct an excessive number of tests are important considerations for an Examiner. Sufficient time should always be left to complete tasks without rushing.
  - Following a test, whether pass or fail, an Examiner must debrief the applicant. If any items or sections were failed, the reasons for failure must be clearly explained. The Examiner should then provide appropriate advice and guidance to assist the applicant in any future attempt.
  - Any comment on, or disagreement with, an Examiner's Practical Test evaluation or assessment made during a debriefing will be recorded by the Examiner on the Practical Test report and will be signed by the FRTOL Examiner and countersigned by the applicant.
  - Examining is not the same as instructing. In the latter, continual encouragement and indication of success is important, as is constructive criticism of weak performance. Instructors and students need to develop an appropriate rapport if training is to be maximally effective. In the case of examinations or tests, such closeness would be most inappropriate. It is essential to avoid at all costs any indication of good or bad performance at any stage of a test. Letting a candidate know that something is going well may cause a false sense of security and a slackening of performance standards. It may also cause problems if the candidate later makes an error that causes a fail. Allowing a candidate to become aware of an error during a test may well spoil the rest of the procedure and result in failure when a pass with admonition may have been a possible outcome. The Examiner's voice must be neutral at all times, avoiding inflections that might give rise to expectations, false or otherwise. The same applies to body language and facial expressions. Neutrality should always be the goal.
  - The same Examiner should not re-examine a failed applicant without the agreement of the applicant.

## Appendix A – Example FRTOL Practical Test Route Brief

### FRTOL Practical Test – Candidate Route Brief

<b>Callsign</b>	Candidate to agree with the Examiner. Must be a UK registration callsign.
<b>Category / Type</b>	Fixed Wing SEP, Type to be chosen by the candidate (e.g. Cessna 172)
<b>Aircraft Equipment</b>	Fully serviceable aircraft, Standard equipment, 1 x VHF Radio, fully functional Transponder (Minimum Code C) set to conspicuity code 7000
<b>Pilot Qualification</b>	PPL(A) – No instrument rating
<b>POB</b>	1
<b>Route</b>	EGBK – VRP BEDWORTH – VRP FRANKLY SERVICES – COSFORD – EGNR. <b>Note:</b> VRP's are East & West of the Birmingham CTR (D)
<b>Flight Time</b>	Approximately 50 minutes
<b>NOTAMS, Weather and Route Information</b>	<p>Any ETAs are to be made up by the candidate</p> <p>Distances transmitted by RTF can be 'approximate'</p> <p>The test starts assuming you are booked out, engines running on the main apron at Sywell</p> <p>Actual and forecast weather is suitable for VFR with no cloud below 5000ft and visibility in excess of 10KM (CAVOK). Wind aloft is calm.</p> <p>Hawarden ATIS is unserviceable</p> <p>All enroute airports are open and fully serviceable</p> <p>Tilstock parachute drop zone is closed</p> <p>FIR FIS Frequencies are available (London Information 124.750)</p> <p>Frequency monitoring codes are not available</p> <p>At some point during the test, you will be made aware of an <b>emergency situation</b> that may involve you or somebody else. The Examiner will advise you on how you will be notified. Make the emergency call on the appropriate frequency until you are advised the emergency has ceased</p>

### FRTOL Practical Test - Flight Plan

Route	Planned Level	Track	Distance (NM)	Time (min)
EGBK – VRP BEDWORTH	Altitude 2500ft	290°	15	
VRP – BEDWORTH – VRP FRANKLY	Altitude 2500ft	260°	10	
VRP FRANKLY – COSFORD OVERHEAD	Altitude 2500ft	335°	10	
COSFORD OVERHEAD - HAWARDEN	Altitude 2500ft	330°	30	
<b>Alternate</b>				
EGCV Sleep				

**Note:** FRTOL Examiners will be issued with an editable master copy of this form.

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## FRTOL Practical Test – Candidate Route Brief Guidance

The aim of this route example is to provide guidance to FRTOL Examiners when planning suitable flights for the conduct of the FRTOL Practical Test. The route will be planned to incorporate all mandatory items listed in the flight test report. In addition to the mandatory items, the Examiner will include a selection of optional assessment items from SRG2160.

<b>Departure</b>	EGBK – Northampton Sywell - AFIS
<b>Destination</b>	EGNR – Hawarden - ATC with ATS surveillance
<b>Alternate</b>	EGCV – Sleaford – AGCS
<b>Route</b>	EGBK – VRP BEDWORTH – VRP FRANKLY SERVICES – COSFORD – EGNR. <b>Note:</b> VRP's are East & West of the Birmingham CTR (D)  Level unless otherwise cleared or instructed = Altitude 2500ft

- The route includes the following examination areas:

*Departure from AFIS unit*

*CTR (D) Transit (Birmingham)*

*UKFIS – Basic Service (Cosford) & Traffic Service (Shawbury AIAA)*

*MATZ Penetration / Use of LARS (Shawbury)*

*Emergency Procedures*

*Direction Finding / Lost procedures*

*Position Reporting - Turning Points x 2*

*Arrival at ATC unit with ATS surveillance*

*Destination Weather Request due to unserviceable ATIS*

*Possible diversion to EGCV (AGCS) initiated on receipt of EGNR poor weather*

- Scenario based questioning areas could include:

*AGCS procedures - if no diversion made to EGCV*

*ATC arrival procedures – if diverted to EGCV (inc. use of ATIS)*

*ATC departure procedures (inc. conditional clearances)*

*Selection of UK Flight Information Services – subject to requests made by the candidate*



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## Appendix B - FRTOL Test – CAA Standard Candidate Brief

### Portable electronic devices (PED's) and cameras are NOT permitted in the examination room

The FRTOL Practical Test is a test of communication skills using standard phraseology and procedures.

Candidates are required to simulate flying the route indicated on the flight plan, transmitting all the required Radiotelephony calls on the appropriate frequencies.

The candidate will be expected to know when Radiotelephony transmissions are to be made and understand the nature of the information passed. The ability to interpret knowledge beyond that explained in CAP 413 and the communications element of the UK AIP will not be assessed.

Candidates are to note the following:

- The test shall be assessed in accordance with standard phraseology contained in the latest edition of CAP 413.
- The FRTOL Examiner will explain and demonstrate how to operate the testing platform.
- The candidate will be allocated time to plot the test route onto an aeronautical chart. Following a route brief by the FRTOL Examiner, the candidate is then allocated a further 20 minutes planning time to make notes for use in the test. The RTF aide memoire issued by the FRTOL Examiner can be used in the planning stage as well as the test.
- The FRTOL Examiner will play the role of an AGCS Radio Operator, FISO or ATCO. They will respond to calls made to their station as if it were a real-life flight.
- The test will start in accordance with the details contained within the Route Brief that has been presented by the FRTOL Examiner.
- At some stage during the test the candidate will be made aware of an emergency situation that may involve them, another aircraft, vehicle or vessel, person on board or within sight. The FRTOL Examiner will brief on how the candidate will be made aware of the emergency and how the emergency will cease.
- The test may be carried out at the candidate's own pace with no requirement to wait the full time between transmission. However, the test must not take longer than the flight plan time stated on the route brief.
- A list of frequencies for communications facilities is provided. The candidate may not require all these frequencies. If a frequency or facility is not listed, it should not be required; however aeronautical information is always available from the FIR FIS frequency.
- After the candidate has completed the simulated flight test, the FRTOL Examiner will ask a number of additional assessable questions relating to the test route flown and/or the content of CAP 413 prior to the result being disclosed at the debrief.
- Questions regarding the content of the test, or what is required from the candidate should be asked prior to the test commencing.
- The FRTOL Examiner may interject at any time and reserves the right to terminate the test at any point.
- The Practical Test Route and its associated documentation must not have been disclosed to the candidate or Training provider prior to the start of the test.

**Note:** *FRTOL Examiners will be issued with a master copy of this brief.*

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## Appendix C – Example Scenario Based Questions

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### EXAMPLE 1

If during the test the candidate departs an AGCS and arrives at an AFIS unit. You may wish to probe the candidate's understanding of ATC procedures.

- If you were to have departed an ATC unit and received the following transmission, what would your reply be? *"G-CD behind the landing Cessna 172, line up runway 34 behind"*
- Once you have lined up, you receive the following transmission, what would your reply be? *"G-CD surface wind 340/5 runway 34 cleared for take off"*

### EXAMPLE 2

If during the test the candidate flies through an AIAA. They request a BASIC SERVICE (which may be appropriate). The Examiner may probe the candidate's understanding of UK Flight Information Services.

- When flying through the AIAA, you requested a BASIC SERVICE. Talk me through your decision to request this? What other services were available to you? Could you have requested a Deconfliction Service?
- Whilst flying through the AIAA the ATCO gave you some traffic information. What is the correct response from the pilot?
- If you were to fly through this AIAA again, what would you do differently?

### EXAMPLE 3

If during the test route the candidate is informed by the Examiner that they have a rough running engine, that they are not in an immediate danger but were concerned for their safety. The candidate declares a MAYDAY.

- When I informed you of your emergency, you declared a MAYDAY. Why did you transmit a Distress?
- What other option did you have based on the information I gave you at the time?
- You gave your intention as continuing to destination which was 40NM away, what other options did you have?
- What would you do differently next time?

### EXAMPLE 4

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During the test the candidate occasionally confuses the word ROGER with WILCO. The candidate may also excessively and inappropriately use a word such as ROGER.

- What are the definitions of the words ROGER and WILCO?
- When should you use the word WILCO / ROGER?
- What are the advantages of using these words?

### EXAMPLE 5

During the test the candidate conducts a standard circuit to a full stop landing.

- Arriving at an AFIS unit, you are informed by the FISO that the runway is occupied. What are your available responses?
- In an ATC environment you are instructed to “Continue Approach” what is your response?

### EXAMPLE 6

The candidate conducts the test in a Glider or Sailplane and starts airborne with the first RT call being made to their first enroute ATSU.

- For this scenario, you winch launched from a gliding field. If you were in a touring motor glider (TMG) at an ATC unit, talk me through the RT calls you would make from engine start to departing?
- What is a conditional clearance?
- What are the main differences between ATC and AFIS?
- When is it acceptable for the pilot to transmit the words ‘take off?’

### EXAMPLE 7

The candidate conducts the test in a Hot Air Balloon. They depart from an AFIS unit but land out in a field within a CTR having obtained the required clearance to enter.

- For this scenario, you were unable to complete a landing procedure with associated RT calls at an aerodrome. If you were in a conventional powered fixed wing aircraft, talk me through the standard calls made from an overhead join to landing?
- When you report ‘Final,’ the ATCO instructs you to ‘continue approach’ – what is your response?
- At an AFIS unit, you report ‘Final’ and the FISO informs you that the runway is occupied, what are your available response subject to the traffic conditions?

**Note:** *The outcome of this questioning will be a factor in the overall result.*

## Appendix D – FRTOL Examiner Practical Test Checklist

<b>Actions</b>	
Check serviceability of test rooms (inc. signs on doors) and all required equipment	
Check candidate's identity and required documentation (evidence of examination pass, CAA5003, SRG1171, SRG2129 etc).	
Introductions and Health & Safety Brief. Check removal of PEDs.	
CAA Standard Candidate Brief – Review Inform candidate of CAA Appeal Process (Regulation 6)	
Disclose Test Route Allow the candidate to plot the route onto their aeronautical chart - 5 minutes	
Present the candidate with hard copies of: <ul style="list-style-type: none"> <li>• Route Brief</li> <li>• Frequency Reference Card</li> <li>• RTF Aide Memoire</li> </ul>	
Conduct verbal briefs, allow for questions and check understanding	
Candidate Self Planning time (20 minutes)	
Explain/demonstrate how to use the test equipment	
Conduct of test – no more than 60 minutes Start audio recording FRTOL Practical Test report form (SRG2160)	
Scenario based Questioning – no more than 15 minutes End audio recording (retain for a minimum of 30 days / always save 5 most recent)	
Test Result followed by facilitative debrief	
CAA Hot Topic Presentation – 5 minutes (for successful candidates only)	
Collect paperwork, destroy candidate notes and erase route from chart	
Complete relevant CAA forms (SRG2160/CAA5003/SRG2129) and administration	

**Note:** The test route used by the Examiner will be recorded on the test report form SRG2160 and will be subject to audit by Senior Examiners at EAoC's.

**Note:** FRTOL Examiners will be issued with a master copy of this form.

# Appendix E – FRTOL Practical Test Report (SRG2160)

## Flight Radiotelephony Operators Licence (FRTOL) PRACTICAL TEST REPORT FORM



This form is for use by FRTOL Examiners when conducting FRTOL Practical Tests. See Guidance notes.

### 1. CANDIDATE DETAILS

CAA Personal reference number (if known):

Forename(s): Joseph Surname: Bloggs

### 2. FRTOL PRACTICAL TEST SYLLABUS

Section 2: General Phraseology, References and Procedures			Section 3: Departure Procedures		
2.1	CAA FRTOL Licensing Requirements   CAP413	<input type="checkbox"/>	3.1	Test Transmissions   Readability Scale	<input type="checkbox"/>
2.2	General Phraseology	<input checked="" type="checkbox"/>	3.2	ATIS   Startup   Airfield information   Taxi	<input checked="" type="checkbox"/>
2.3	Mandatory and required Readbacks	<input checked="" type="checkbox"/>	3.3	Holding (ground)   Runway incursion risk	<input checked="" type="checkbox"/>
2.4	Standard Phrases (Use of Wilco, Roger etc.)	<input checked="" type="checkbox"/>	3.4	Departure Clearance (Controlled Aerodrome)	<input type="checkbox"/>
2.5	Aircraft callsigns   Placement   Abbreviations   Student	<input checked="" type="checkbox"/>	3.5	Clearances regarding runways (inc. conditional)	<input type="checkbox"/>
2.6	Station callsigns (AGCS / AFIS / ATC)	<input checked="" type="checkbox"/>	3.6	'Ready for departure' transmission	<input checked="" type="checkbox"/>
2.7	Phonetic Alphabet   Saying of numbers	<input checked="" type="checkbox"/>	3.7	Procedure differences – AGCS   AFIS   ATC	<input checked="" type="checkbox"/>
2.8	Response to Traffic Information	<input checked="" type="checkbox"/>	3.8	SAFETYCOM   Unattended aerodrome procedures	<input type="checkbox"/>
			3.9	Frequency Changes - Ground/Tower/Approach	<input type="checkbox"/>
Section 4: Arrival and Circuit Procedures			Section 5: Enroute Procedures		
4.1	Initial call and request   Passing of details	<input checked="" type="checkbox"/>	5.1	Frequency Changing (request / changing to)	<input checked="" type="checkbox"/>
4.2	Joining Procedures - Aerodrome Information / ATIS	<input checked="" type="checkbox"/>	5.2	Initial Call and Request	<input checked="" type="checkbox"/>
4.3	Overhead / Circuit / Direct Join transmissions	<input checked="" type="checkbox"/>	5.3	Enroute call (reply to 'pass your message')	<input checked="" type="checkbox"/>
4.4	Orbit   Extend   Hold (Controlled Aerodrome)	<input checked="" type="checkbox"/>	5.4	UK Flight Information Services	<input checked="" type="checkbox"/>
4.5	Clearances regarding runways (inc. Land after)	<input checked="" type="checkbox"/>	5.5	MATZ / ATZ Penetration	<input checked="" type="checkbox"/>
4.6	Go Around / Runway Occupied	<input checked="" type="checkbox"/>	5.6	Control Zone (CTR) / Control Area (CTA) Transit	<input type="checkbox"/>
4.7	Procedure differences – AGCS   AFIS   ATC	<input checked="" type="checkbox"/>	5.7	SSR Operating Instructions   Freq Monitoring Codes	<input checked="" type="checkbox"/>
4.8	SAFETYCOM   Unattended aerodrome procedures	<input type="checkbox"/>	5.8	Radio / Transponder Mandatory Zones	<input type="checkbox"/>
4.9	Frequency Changes – Approach/Tower/Ground	<input checked="" type="checkbox"/>	5.9	SVFR Clearances	<input type="checkbox"/>
			5.10	Danger Areas – DAAIS   DACS	<input type="checkbox"/>
			5.11	Procedural Position Reports	<input type="checkbox"/>
Section 6: Emergency, Abnormal and Lost Procedures			Section 7: Record of Scenario Based Questions:		
6.1	Distress (MAYDAY) - Definitions and transmission	<input checked="" type="checkbox"/>	Please specify: .....		
6.2	Urgency (PANPAN)-Definitions and transmission	<input type="checkbox"/>	Basic vs Traffic Service? Considerations? .....		
6.3	Mayday Relay – Responsibilities and transmission	<input type="checkbox"/>	Clearances required for Class D CTR Transit? .....		
6.4	Uncertainty of Position – Position Fix	<input checked="" type="checkbox"/>	Runway occupied at AFIS vs ATC? .....		
6.5	Uncertainty of Position – VDF	<input type="checkbox"/>	When ATZ clearance required at MATZ unit? .....		
6.6	Frequencies to use for Emergency Calls (Inc. 121.5)	<input type="checkbox"/>	Roger vs Wilco? .....		
6.7	Priority of transmissions	<input type="checkbox"/>			
6.8	Cancellation of Emergency	<input checked="" type="checkbox"/>			
6.9	Training Fix   Practice Urgency	<input type="checkbox"/>			
6.10	Radio Failure (procedures and actions)	<input type="checkbox"/>			
6.11	SSR Emergency Codes – 7700   7600   7500	<input type="checkbox"/>			

### 3. TEST DETAILS AND RESULT

Date of Test: <u>28 Feb 2022</u>	Test Route: <u>EGBK -EGNR via Bedworth and Frankly</u>
Result: Pass <input checked="" type="checkbox"/> Fail <input type="checkbox"/>	ELP Level 6 Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Not Assessed <input type="checkbox"/>
Hot Topic subject (if applicable) <u>Airspace Infringement</u>	Section/Item(s) failed: <u>5.6</u>
FRTOL Examiner name: <u>Peter Franklington</u>	CAA Reference No: <u>112233A</u>



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## Appendix G – FRTOL Practical Test RTF Aide Memoire

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### RTF AIDE MEMOIRE

STATION  
AIRCRAFT CALLSIGN  
REQUEST

< PASS YOUR MESSAGE >

**C** ALLSIGN  
**A** IRCRAFT TYPE  
**R** OUTE (FROM – TO)  
**P** OSITION  
**A** LTITUDE / HEIGHT / LEVEL + APS  
**I** NTENTIONS / ADDITIONAL INFORMATION (FLIGHT RULES, TRACKING TO)

**C** ALLSIGN  
**P** OSITION  
**T** IME  
**A** LTITUDE / HEIGHT / LEVEL  
**N** EXT POSITION  
**E** TA

### **MAYDAY x 3 or PAN PAN x 3**

**S** TATION  
**C** ALLSIGN  
**A** IRCRAFT TYPE  
**N** ATURE OF EMERGENCY  
**I** NTENTIONS  
**P** OSITION / LEVEL / HEADING  
**P** ILOT QUALIFICATIONS  
**A** NY OTHER USEFUL INFORMATION (POB, ENDURANCE etc.)

**Note:** *FRTOL Examiners will be issued with a master copy of this form. This is the only aide memoire approved for use by the candidate during the Practical Test*