

A European Approach to Controller Training in the Handling of Unusual/Emergency Situations

Based on the ATC Harmonisation Programme Guidance issued by
EUROCONTROL

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Emergency training is imperative so that:

- Controllers are kept fully up to date in their handling of emergencies
- Regular practice away from the operational environment can take place
- Open discussion on how to handle a variety of situations is possible
- Pilot and controller involvement can be assured
- A clear understanding by both Pilot and Controller of the problems faced by each other in emergency situations can be established
- "TEAM" feeling between Pilot and Controller

"IDEAL" TRAINING SITUATION

- Away from Ops. Room
- Full use of simulator with direct access to full flight simulator
- simultaneous linked emergency training by both Pilot and Controller
- Controllers take part in Cockpit emergency training
- Pilots take part in ATC simulator exercises

BUT

- Use of Flight Simulator is expensive
- Difficult to co-ordinate Pilot and Controller training in the same type of emergency at the same time
- probably only limited number of Controllers could be involved

In a purely ATC environment training should include:

- Case studies
- Peer group discussions
- Simulation of realistic scenarios as they would apply in the local operation
- Direct involvement of the Pilot

and should be

- done regularly - at least annually
- non -judgmental

A suggested ATC training content (for European Controllers) could be:

- ↳ a Refresher on ICAO rules relevant to the handling of unusual situations
- ↳ a discussion between the controllers and an airline pilot where PILOT needs can be emphasised
- ↳ a case study followed by a panel discussion
- ↳ a discussion o the “fight or flight” possibilities

- ↳ a simulator exercise to practice an airborne incident
- ↳ a discussion on the use of checklists in the ATC ops.rooms
- ↳ a refresher on the benefits of a "team" operation in handling an emergency - the "support" for the controller, and the "support" which the controller can provide to the pilot

What EURCONTROL provides

→ An Acronym which is **ASSIST** and stands for:

Acknowledge the call; get the squawk.

Separate the aircraft from other traffic. Give it room to manoeuvre.

Silence - on the frequency. Provide separate frequency where possible - this prevents unnecessary clutter for the pilots.

Inform those who need to know and those who can help; inform others as appropriate.

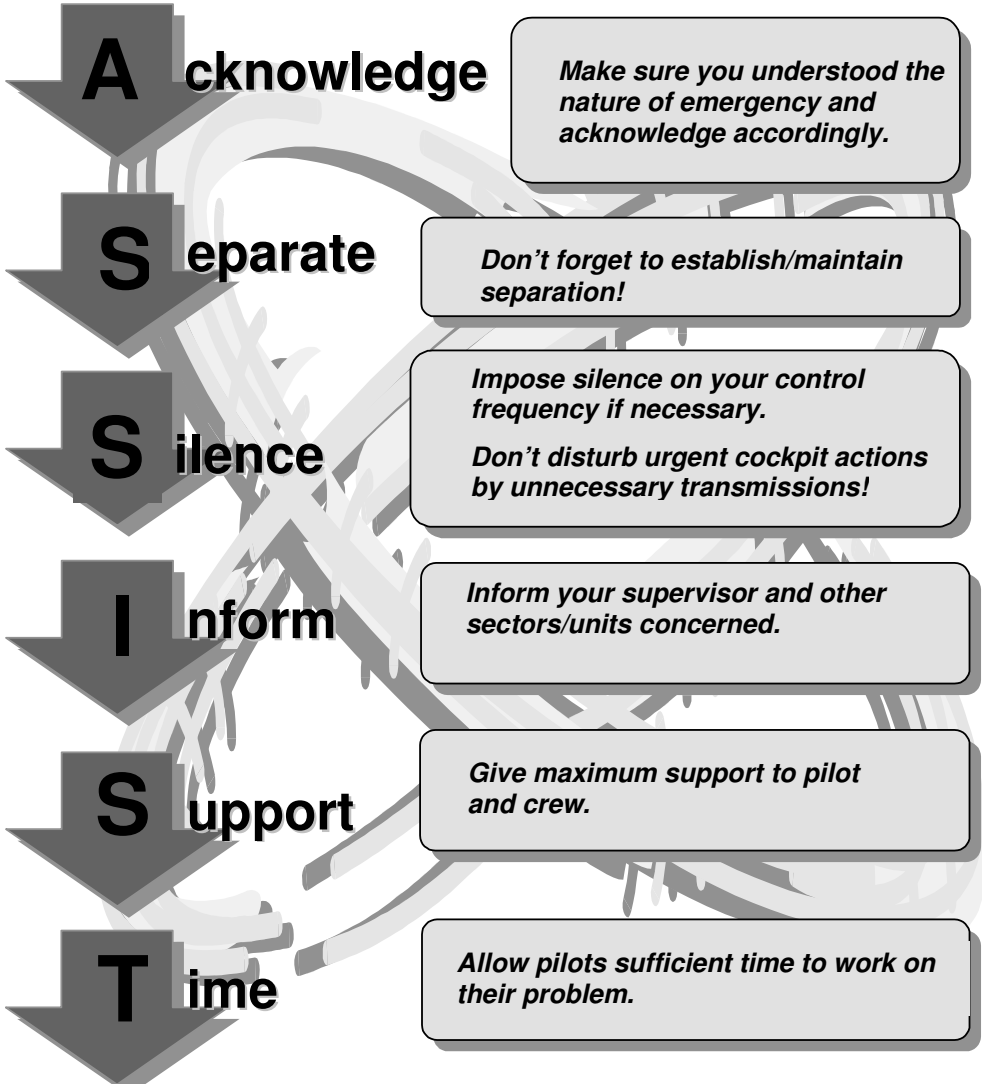
Support the pilots in any way possible - start to think of alternative routings, etc.

Time - Give the pilots time to collect their thoughts, don't harass them for information. Time produces good decisions.

What EUROCONTROL provides

- The Acronym **ASSIST** is produced on a poster like the one on the next slide
- it is recommended to make copies of this “poster”, in medium and large sizes and to have them prominently displayed in ATC Units

EMERGENCY



What EUROCONTROL provides

- Documents of GUIDELINES on EMERGENCY Training and REFRESHER Training
- A booklet of 16 checklists of the items most commonly encountered.

- Two such CheckLists follows on the next slides

Unlawful Interference



> **Expect**

- Squawk 7500
- Course / level deviations
- No or unusual replies to RTF communication
- No compliance with given instructions

> **Remember**

A 'Acknowledge' - **S** 'Separate' - **S** 'Silence' - **I** 'Inform' - **S** 'Support' -
T 'Time'

- Do not initiate any further RTF referring to the hijacking unless confirmed by the pilot
- Comply with pilot's requests as far as possible
- Transmit pertinent information without expecting a reply
- Monitor all flight manoeuvres - give room for manoeuvre
- Collect any necessary information e.g. destination aerodrome, WX situation at destination, routing, etc

> **If needed, inform pilot about**

- Confirm squawk
- No reply here shall NOT be taken as an indication that the squawk was set by mistake
- Any information requested

Bomb Warning



> **Expect**

- ACFT may stop climb
- Request for immediate level re-clearance
- Landing next suitable aerodrome
- ACFT early in landing configuration
- RWY in use, length, surface, elevation, ILS- and NAV-frequencies

> **Remember**

A 'Acknowledge' - S 'Separate' - S 'Silence' - I 'Inform' - S 'Support' - T 'Time'

- Clear airspace in the immediate vicinity
- Ask for flying time needed
- Evacuation after landing
- Additional stairs required
- Clear RWY according to local instructions
- Keep safety strip clear
- Arrange parking away from buildings/other aircraft

> **If needed, inform pilot about**

- Aerodrome details as soon as possible

What EUROCONTROL provides

- Since April of 2003, we also have a WEB BASED version of the Checklists.
- Each Item has a section of up to 8 pages
- The pages contain the checklist for each item in its entirety, graphic outlines of the nature of a possible incident, and a test which refreshes the knowledge of the controller
- Access is via the WWW and can be used as a short term training mechanism, as it takes only a few minutes to complete each scenario
- I will now demonstrate one of the items

That concludes my presentation on one
approach to Emergency Training for
Controllers

Any immediate questions?

Thank you for your attention