

ENGLISH PROFICIENCY OF AVIATION PERSONNEL AT REGIONAL AIRPORTS OF UKRAINE

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At the regional airports of Ukraine, one of the most pressing problems is professional communication in English in the process of performing professional activities. An important aspect of professional communication of aviation personnel is the level of English language proficiency. Quality communication requires the skills of quick perception, translation, communication in professional English in various professional situations. Because radio exchange on international airlines is mainly in English, which belongs to the six official languages of the International Civil Aviation Organization (ICAO). The list also includes French, Arabic, Spanish, Russian and Chinese. However, English is the most common language in radio communication between dispatchers and crew. And problems with its possession are most often manifested among aviation personnel in the regions of Ukraine. Ukraine's strategy for 2021 includes the restoration of regional airports. Because the rapid development of large cities requires appropriate infrastructure. This raises the question of finding highly qualified professionals who are fluent in professional English. There are currently 18 airports in Ukraine. In addition to the low material and technical base, the regions have problems with the professionalism of aviation personnel, in particular, with their level of English. Insufficient knowledge of professional English leads to errors from the time of radio exchange, as a consequence - to negative aviation events.

Problems with the English language proficiency of aviation personnel are raised in the researches of Ukrainian and foreign scientists: G. Astashova, T. Zhukavina, O. Kovtun, T. Lavrukina, O. Moskalenko, S. Tymchenko. Researchers monitor the features of professional communication of flight control staff and radio exchange on international air routes. Less attention is paid to the quality of professional communication in English by aviation personnel at regional airports. The purpose of our work is to identify and theoretically substantiate the typical communication errors of aviation personnel at regional airports in Ukraine.

Civil aviation radio exchange is a professional communicative interaction between pilots and dispatching services, messages are transmitted by radio. "From a linguistic point of view, radio exchange is considered as a set of phonetic, grammatical and lexical units of language that serves the language communication of air traffic participants (air traffic controller and pilot) during the flight and is presented in dialogues (pilot - air traffic controller) [2]. According to the results of the analysis of the data of the State Aviation Administration in 2015–2020, hundreds of violations occur at regional airports, which are related to the low level of English language proficiency of controllers, as well as errors in the process of radio communication by

aircraft crews. The analysis of aviation events gives grounds to state that many mistakes could be avoided if there is an appropriate level of English language proficiency. This is especially true of non-standard flight conditions. Because the understanding of the dispatcher with the crew depends on choosing the right strategy of behaviour in emergencies, making the right decision, and thus creating a safe environment for passengers. Professor O. Moskalenko argues: “The general problems of air-to-air radio communication are as follows: the largest number of radio communication errors occurs when the dispatcher and pilot incorrectly listen to / confirm information; the second place is occupied by the error connected with the failure of the radio equipment (23%); in third place - errors in the loss of radio communication for various reasons (15%); the fourth and fifth place belongs to the error regarding the missed information (did not hear - 5% and did not confirm - 3%)” [4]. The International Civil Aviation Organization (ICAO) reports: “Flight events due to the fault of aviation personnel range from 60% to 85%. In 2019, an aviation incident occurred at Lviv airport. Due to difficult weather conditions, the pilot was forced to make an emergency landing. There were misunderstandings while communicating with the dispatcher in English. He could not understand some of the pilot's messages. As a result, the plane was outside the runway. Fortunately, no one was injured then. A similar aviation incident occurred in 2020 at the airport in Odessa. High-quality professional communication is possible in the case of fluency. Increasingly, there are cases where standard aviation philosophy is not enough. “In an extreme flight situation, the pilot must transmit information in English to the controller, simultaneously process a large amount of diverse information, recode in English, simultaneously dialogue with the controller, receive information in English from the controller and then carry out the hypothesis process, decision making and implementation. Vocational training should be a background for learning English with a certain psycho-physiological load ”[1].

Therefore, aviation personnel are required to speak professional English at a high level. Pilots and air traffic controllers must constantly maintain the level of knowledge for the sake of flight safety, and thus save the lives of passengers.

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