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 of 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:
  - **A**cknowledge the call; get the squawk.
  - **S**eparate the aircraft from other traffic. Give it room to manoeuvre.
  - **S**ilence - on the frequency. Provide separate frequency where possible - this prevents unnecessary clutter for the pilots.
  - **I**nform those who need to know and those who can help; inform others as appropriate.
  - **S**upport the pilots in any way possible - start to think of alternative routings, etc.
  - **T**ime - Give the pilots time to collect their thoughts, don’t harass them for information. Time produces good decisions.
What EURCONTROL 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
Make sure you understood the nature of emergency and acknowledge accordingly.

Don’t forget to establish/maintain separation!

Impose silence on your control frequency if necessary.
Don’t disturb urgent cockpit actions by unnecessary transmissions!

Inform your supervisor and other sectors/units concerned.

Give maximum support to pilot and crew.

Allow pilots sufficient time to work on their problem.
What EURCONTROL 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 EURCONTROL 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