

avoiding communication error top ten tips for controllers

Communication error is the biggest causal factor in both level busts and runway incursions in the UK. The following tips for controllers will help improve RTF standards in UK airspace:

- ▶ Use clear and unambiguous phraseology at all times; **challenge poor RTF.**
- ▶ Try to avoid issuing more than two instructions in one transmission.
- ▶ All frequency changes should be kept separate from other instructions whenever possible.
- ▶ Use standard phraseology in face-to-face and telephone coordination.
- ▶ Monitor all read-backs; try to avoid distractions - especially the telephone!
- ▶ Aim to keep RTF delivery measured, clear and concise, especially when the frequency is congested. But, if it's urgent, **sound urgent!**
- ▶ Always insist on complete and accurate read-backs from pilots.
- ▶ **Write As You Speak, Read As You Listen (WAYSRAYL).**
- ▶ All executive instructions relating to headings ending in zero **MUST** be followed by the word 'degrees.'
- ▶ If you are unsure, **always check!**

Communication Error - An industry-wide campaign to improve RTF standards supported by:

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