



avoiding communication error top ten tips for pilots

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

- ▶ Maintain RTF discipline – use clear and unambiguous phraseology at all times. **Avoid** unnecessary RTF.
- ▶ Both pilots should monitor the frequency whenever possible.
- ▶ **Do not** read back a clearance as a question, and avoid asking confirmatory questions on the flight-deck (e.g. “He did say flight level 110 didn’t he?”).
- ▶ Ensure you pass all information relevant to your phase of flight. For example: On departure, pass call-sign, SID, passing level, cleared level or first step altitude.
- ▶ On frequency change, **wait and listen** before transmitting.
- ▶ Take particular care when issued with a conditional clearance. When reading back a conditional clearance, make sure you state the condition first.
- ▶ **Check** RTF if there is a prolonged break in activity on the frequency.
- ▶ Set the clearance given, **not** the clearance expected.
- ▶ ATC instructions should be recorded where possible.
- ▶ If you are unsure, **always check!**

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

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