

Safety and Airspace Regulation Group - Flight Operations



# **Flight Radiotelephony Operator's Licence (FRTOL) EXAMINER MANUAL**

CAP 2118

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West Sussex  
RH6 0YR

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# Foreword

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## Background

Flight Radiotelephony Operators licensing in the UK is regulated by the Civil Aviation Authority.

This document sets out the requirements for the Flight Radiotelephony Operator's Licence (FRTOL) Examiner and gives information on the privileges as stated in the Air Navigation Order 2016 (as amended).

The Civil Aviation Authority (CAA) is the Licensing Authority of the UK for the issue of pilot licences, ratings and certificates in accordance with the ANO 2016 (as amended) and the retained UK (EU) Aircrew Regulation. In fulfilling this role, the CAA is required to provide oversight documentation, including standards and acceptable means of compliance that may be used by relevant personnel and organisations to allow them to perform their tasks and discharge their responsibilities.

Nothing in this document is intended to conflict with UK statute law where applicable. Whilst every effort is made to ensure that all information is correct at the time of publication, the CAA reserves the right to amend this document as required to accommodate changes to the primary authority documents, to correct errors and omissions or to reflect changes in national policy and best practice.

## Definitions

Throughout this Document the following editorial practices and definitions shall apply:

- "Shall" and "Must" are used to indicate a mandatory requirement.
- "Expect" and "Should" are used to indicate strong obligation.
- "May" is used to indicate discretion.
- "Examiner" is used to indicate a person who holds a valid examiner authority issued by the UK CAA.
- "Applicant" is used to indicate a person who is seeking the issue, revalidation or renewal of a licence, certificate or rating.

## Gender

The text within this manual is gender neutral.

## Appendices

Each appendix (or in some cases part of an appendix) is in suitable form for removal and independent use.

## Amendments

Amendments to CAP 2118 will be published as required.

Underlining is used to indicate new or revised text. Prior to the effective date of an amendment, the full version of CAP 2118 will be available on the CAA website ([www.caa.co.uk](http://www.caa.co.uk)). From the effective date of the amendment, the superseded version of CAP 2118 will be removed from the website.

The effective date of an instruction is stated at the foot of the page. Publication of a new edition means that all pages will have the same date; however, new instructions are effective on the amendment publication date.

## Supplementary Amendments

Supplementary Amendments to CAP 2118 are issued for the following reasons:

- (a) to introduce an entirely new subject or a radical change to existing instructions;
- (b) to re-emphasise an existing instruction.

Supplementary Amendments will be incorporated into the main body of the document in a suitable and timely manner.

## Enquiries

All enquiries concerning the text should be addressed to:

The Editor – CAP 2118

Personnel Licensing Policy - Flight Operations

Safety and Airspace Regulation Group

Civil Aviation Authority

Aviation House

Beehive Ringroad

Crawley

West Sussex

RH6 0YR

E-mail: FCLWEB@caa.co.uk

## Glossary of terms and abbreviations

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AFIS Aerodrome Flight Information Service

AGCS Air Ground Communication Service

ATCO Air Traffic Control Officer

ATO Approved Training Organisation

ATPL Air Transportation Pilots Licence

ATZ Air Traffic Zone

BGA British Gliding Association

BMAA British Microlight Aircraft Association

CAA Civil Aviation Authority

CAS Controlled Airspace

CPL Commercial Pilots Licence

CTA Control Area

CTR Control Zone

DTO Declared Training Organisation

EAoC Examiner Assessment of Competence

ELP English Language Proficiency

FCL Flight Crew Licence

FISO Flight Information Services Officer

FRTOL Flight Radiotelephony Operators Licence

FSTD Flight Simulation Training Devices

GDPR General Data Protection Regulation

HF High Frequency

HLS Helicopter Landing Sites

ICAO International Civil Aviation Organisation

IFR Instrument Flight Rules

IMC Instrument Meteorological Conditions

LAPL Light Aircraft Pilots Licence

LARS	Lower Airspace Radar Service
MATZ	Military Air Traffic Zone
NPPL	National Private Pilot Licence
Ofcom	Office of Communication
OJTI	On-the-job-training-instructor
OJT	On-the-job-training
PED	Personal Electronic Devices
POB	Persons on board
PPL	Private Pilot Licence
PTT	Push to Transmit / Talk
ROCC	Radio Operators Certificate of Competence
RTF	Radiotelephony
SE	Senior Examiner
SPL	Sailplane Licence
TI	Training Inspector
UK FIS	UK Flight Information Service
VFR	Visual Flight Rules
VHF	Very High Frequency
VMC	Visual Meteorological Conditions

All definitions and full details are available in the Air Navigation Order 2016/765, Part FCL.010, and GM1 Article 2(1)(d) Definitions of Reg 965/2012 (Part OPS)

All abbreviations used throughout the document are contained in the table above.

Where acronyms are used throughout the document the full word will be used first or details entered in the footnote to avoid confusion on terms.

## Revision History

The table below is provided as a reference to highlight when major changes were made to the content of CAP 2118. It does not cover editorial changes.

As necessary, an update will be added to the table at each amendment.

## Other CAA issued guidance documents

CAP 2118 provides applicable guidance and clarification relating to – and is to be read in conjunction with - the regulatory material referenced below:

Guidance Document No	Document Title
CAP 413	Radiotelephony Manual
CAP 774	UK Flight Information Services
CAP 1430	UK Air Traffic Management Vocabulary
CAP 493	Manual of Air Traffic Services – Part 1
CAP 452	Aeronautical Radio Station Operators Guide
CAP 797	Flight Information Service Officer Manual
<u>CAP 1032</u>	<u>Aerodrome Flight Information Service Officer Licensing</u>
UK Regulation (EU) No 1178/2011 and AMC & GM	UK (EU) Aircrew Regulation

Non-inclusion of source regulatory material within this CAP does not preclude the end user from either the need to be aware of, or the need to comply with, the requirements contained within the source regulatory materials unless otherwise exempted from those requirements.

It is the policy of the UK government that, unless a Difference from an ICAO Standard has been established, compliance with the relevant international (i.e. ICAO and applicable equivalents such as the International Telecommunications Union) provisions is required to the extent mandated in law.

## 1. Introduction

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### 1.1. Purpose

The purpose of this FRTOL Examiner's manual is to provide guidance for all FRTOL Examiners and FRTOL Senior Examiners and includes information for those wishing to gain these privileges. It is intended to be used as a convenient and current reference for the conduct of examining tasks, as it is essential the examiner is using current and standardised procedures. The reference material to which all tests and procedures should be conducted is detailed in this manual.

This document should be read in conjunction with CAP 413 which is the source reference document for Radiotelephony phraseology and procedures.

### 1.2. Regulation of Licensing

The Civil Aviation Authority (CAA) is the UK's independent aviation regulatory body responsible for the licensing of flight crew, aircraft maintenance engineers and air traffic personnel. This includes Flight Radiotelephony Operator's Licences and FRTOL Examiner authorities.

The Wireless Telegraphy Act 2006 and the Air Navigation Order 2016/765 requires the Licensee of radio transmitting and receiving equipment installed in an aircraft to hold an Aircraft Radio Licence. The Licensee shall not permit any person to use the equipment unless they hold a FRTOL or act under the supervision of a person who holds a FRTOL issued by the UK CAA in accordance with Air Navigation Order 2016/765 Article 152(9), and the ITU General Radio Regulations Article 37.

The International Telecommunications Union (ITU) General Radio Regulations Article 37 details the requirements for the issue of a Flight Radiotelephony Operator Certificate. Individual States are responsible for the procedures that determine compliance with these requirements. The CAA requires that UK all pilots are familiar with the procedures contained in CAP 413 "The UK Radiotelephony Manual".

The Shared Services Centre (SSC) is the division responsible for the issue of all licences, certificates and authorisations within the CAA.

Aircraft Radio Licences are issued by the Office of Communications (Ofcom).

### 1.3. CAA Contact details

Head of FRTOL Standards and Policy Lead (FRTOL)	<a href="mailto:Joanna.willis@caa.co.uk">Joanna.willis@caa.co.uk</a>
FRTOL Policy Queries	<a href="mailto:FRTOL.Policy@caa.co.uk">FRTOL.Policy@caa.co.uk</a>
Licensing	<a href="mailto:FCLweb@caa.co.uk">FCLweb@caa.co.uk</a>
Examiner Authorisation	<a href="mailto:examiners@caa.co.uk">examiners@caa.co.uk</a>

Initial enquiries and questions regarding information about this document should be directed in the first instance to [examiners@caa.co.uk](mailto:examiners@caa.co.uk). Alternatively, enquiries of a technical nature can be referred directly to a FRTOL Senior Examiner.

### 1.4. The Panel of FRTOL Senior Examiners

The CAA appoints a panel of FRTOL Senior Examiners.

This panel will be formed on the basis of the CAA requesting applicants and the receipt of application in writing, and an interview with the CAA.

On a member of the panel resigning, the CAA will request applications to replace that member, and an interview with the CAA.

### 1.5 FRTOL Chief Examiner

From the members of the panel, there need to be an individual to fulfil the role of FRTOL Chief Examiner. This role will be based on a written application for the role and an interview with the CAA.

The role of FRTOL Chief Examiner has a tenure of 3 years and is unpaid. Whilst in role the individual will be acting on behalf of the Civil Aviation Authority on matters in relation to FRTOL Examiners and liaising with the FRTOL Senior Examiner panel.

But the role of FRTOL Chief Examiner has no responsibility for CAA Policy. Any matters in relation to FRTOL licensing, policy, radiotelephony standards, and English Language Proficiency must be directed to the CAA.

The holder of the role of FRTOL Chief Examiner, will be issued with a CAA laptop to assist them with their role.

## 1.6 The Panel of FRTOL Senior Examiners contact details:

<u>Currently appointed</u> <u>FRTOL Chief Examiner</u>	Name: Andy Moon  Location: Central England	Contact Number: 07968 342720  <a href="mailto:FRTOLChiefExaminer@caa.co.uk">FRTOLChiefExaminer@caa.co.uk</a>
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Peter Shorter	Location: Southeast	07831 401120	<a href="mailto:petershorter1980@gmail.com">petershorter1980@gmail.com</a>
Paul Lewis	Location: East	07944 325456	<a href="mailto:paul.lewis2357@gmail.com">paul.lewis2357@gmail.com</a>
Neil Catton-Wretham	Location: South	07535 579923	<a href="mailto:neilcwa@gmail.com">neilcwa@gmail.com</a>
Colin Rodgers	Location: Scotland	07711 294385	<a href="mailto:colinrodger007@gmail.com">colinrodger007@gmail.com</a>
Anthony Hatch	Location: North London	07727 270985	<a href="mailto:anthonyhatch@gmail.com">anthonyhatch@gmail.com</a>
Helena Hughes	Location: South Coast	07973 174245	<a href="mailto:helenahughes@btinternet.com">helenahughes@btinternet.com</a>

## 2. General Information

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This document outlines the procedures, processes, content and conduct of FRTOL Practical Tests. [Specific guidance for FRTOL applicants is available in CAP 2325 – Guidance for Flight Radiotelephony Operator's Licence \(FRTOL\) Candidates.](#)

RT & RTF Examiner privileges are no longer valid, all RT Examiners since the deadline on 31 December 2022 are required to hold FRTOL examiner privileges.

Approved Training Organisations (ATOs) providing both modular and integrated training for any UK-issued CPL, MPL, ATPL or IR (including IR(R) and IMC) should ensure that the applicant candidate either holds a valid UK FRTOL or has qualified for the issue of a UK FRTOL prior to attempting the ATPL, MPL, CPL or IR Skill Tests. Candidates for the IR, CPL, MPL or ATPL who do not hold a valid FRTOL are required to hold a completed Form CAA5003 prior to taking the Skill Test, confirming they meet the requirements for issue of the FRTOL.

The FRTOL is a UK issued Licence the individual needs to be competent in English, and the UK is using the ICAO standards for English Language Proficiency. The official language of the UK is English therefore the CAA will only issue any licence where the applicant meets the official ICAO ELP requirements in English. *This will require the individual to complete language assessment at a CAA approved school if the individual does not have English as their first language.*

### 2.1 FRTOL Syllabus

Details of the FRTOL syllabus is contained in CAP 2325 Appendix C. This includes the ITU Article 37 specific importance in handling messages relating to the safety of life.

### 2.2 Theoretical and Practical Credits

Theoretical and Practical credits for FRTOL candidates are contained in CAP 2325 - Chapter 2.

English Language Proficiency credits for FRTOL candidates are contained in CAP 2325 - Chapter 2.

### 2.3 Security of FRTOL examiner documentation

FRTOL Examiners are responsible for the security of written examination papers and practical test route briefs. The FRTOL Chief Examiner is to be informed without delay ([FRTOLchiefexaminer@caa.co.uk](mailto:FRTOLchiefexaminer@caa.co.uk)) when such documentation is considered lost or compromised.

## 2.4 Administration

### 2.4.1 Charges and Fees

The CAA charges for the issue, revalidation or renewal of FRTOL Examiner Authorisations are listed in [ORS5: CAA Scheme of Charges: Personnel Licensing](#).

~~For charging purposes, a revalidation is classed as until the end of the privilege expiry date, a renewal is any action taken after the privilege expiry date. All initial issue of FRTOL Examiner privileges will be charged at the initial rate even if applicants previously held an RT Examiners privilege.~~

Payment details are contained in section 4.5 - Payment of applicable charges and fees.

### 2.4.2 Application Forms

SRG 1171 - Flight Radiotelephony (Communications) Training Syllabus - Training Record

SRG1100D - Temporary Licence Certificate for FRTOL Examiner Privileges

SRG 2160 - Flight Radiotelephony Operators Licence (FRTOL) - Practical Test Report Form

SRG 2129 - Examiner Report - Failure of Test

CAA5003 - Evidence of UK Examination and Test for Grant of FRTOL

SRG1845/TS10 - Authorisation Report for Aeroplanes, Helicopters and Flight Engineers

SRG 1162 – Flight Radiotelephony Operator's Licence Exemption Certificate<sup>1</sup>

## 2.5 Appeals process

The FRTOL Examination system is subject to the Regulation 6(5) of the Civil Aviation Authority Regulations1991 appeals process. Regulation 6(5) of the CAA Regulations 1991 states that, *'Any person who has failed a test or examination which they are required to pass before they are granted or may exercise the privileges of a personal licence may, within 14 days after being notified of the failure, request that the Authority determine whether the test or examination was properly conducted.'*

Following the failure of any test the FRTOL Examiner will explain the applicant's right of appeal. Further details contained in section 7.23.

<sup>1</sup> Available for valid for ATCO/FISO licence holders only.

## 3. FRTOL Examiner Requirements and Certification

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### 3.1 Examiner Certification

There are two examiner roles:

- FRTOL Examiner
- FRTOL Senior Examiner

The CAA issues examiner authorisations to suitably qualified persons for the purpose of conducting FRTOL Practical Tests.

The minimum qualifications for FRTOL Examiners are set out in Section 4.1 of this manual.

FRTOL Senior Examiners are appointed and authorised by the CAA to conduct Examiner Assessments of Competence (EAoC) for the Authorisation of FRTOL Examiners and conduct the theoretical written examination and practical test required for the grant of the Flight Radiotelephony Operator's Licence.

FRTOL Examiners shall comply with the standardisation arrangements laid down in this document.

#### 3.1.1 The FRTOL Examiner Authorisation

The privileges of a FRTOL Examiner are to conduct theoretical and Practical Tests for the issue of a FRTOL and to recommend successful candidates to the CAA for the issue of the FRTOL.

#### 3.1.2 The FRTOL Senior Examiner Authorisation

The privileges of a FRTOL Senior Examiner are to:

- a) Conduct FRTOL Examiner Assessments of Competence (EAoC) for the issue, revalidation and renewal of a FRTOL Examiner authority and to recommend successful candidates to the CAA for the issue of that authorisation.
- b) Conduct the theoretical written examination and practical test required for the grant of the Flight Radiotelephony Operator's Licence.

### 3.2 CAA Staff and CAA Staff FRTOL Examiners

The CAA has appointed a CAA Staff member as The CAA Head of FRTOL Standards.

The CAA Head of FRTOL Standards acts as the focal point for all communications with industry through the FRTOL Chief Examiner and the panel of FRTOL Senior Examiners

The CAA has also appointed a number of staff FRTOL Examiners, details of which can be found on the CAA website.

## 4. FRTOL Examiner

The primary role of a CAA Authorised FRTOL Examiner, is the assessment and testing of candidates wishing to obtain a FRTOL.

FRTOL Examiners are expected to maintain a high standard of Radiotelephony knowledge, standard procedures and principles, in accordance with this manual and the latest edition of CAP 413.

### 4.1. FRTOL Examiner Pre-entry requirements

1. Applicants for FRTOL Examiner certificate issue, revalidation and renewal shall demonstrate extensive knowledge together with appropriate experience in the UK aeronautical sector. This may have been gained in the air traffic environment, and/or as a flight crew member.
2. Applicants must hold a UK CAA issued FRTOL and English Language Proficiency (ELP) Level 6, and should hold or have held in the last 3 years a minimum of two of the following:
  - CAA issued UK ATCO licence or FISO licence.
  - UK ATCO licence with OJTI<sup>2</sup> endorsement and/or Assessor endorsement.
  - UK FISO licence with evidence of operational instructional experience<sup>3</sup> or FISO assessor authorisation.
  - CAA issued Flight Examiner Certificate.
  - Position of Head of Training or Chief Flying Instructor at a UK CAA Approved or Declared training organisation (ATO/DTO)<sup>4</sup>.
  - Flight Instructor Certificate (unrestricted).
  - CAA issued Part FCL ATPL (unfrozen) with significant relevant commercial flight experience.

*Those who do not meet two or more of the above criteria but believe they may have sufficient knowledge and experience for the FRTOL Examiner role, may also be considered on an individual basis.*

3. Applicants must ensure that they have not been subject to any sanctions, including the suspension, limitation or revocation of any of their licences, ratings or certificates, for non-compliance with the Basic Regulation and its Implementing Rules during the last 3 years.
4. In addition, consideration will be given to the total number of examiners required at any particular time together with the geographical location.

<sup>2</sup> On-the-job-training-instructor.

<sup>3</sup> Evidence will be required from the ATCO/FISO unit(s) where operational instruction was conducted. More details available following application.

<sup>4</sup> Position of Head of Training or Chief Flying Instructor must be a current position and have been held continuously for a period of no less than 3 years. When using this as a qualifying prerequisite, applicants are to provide evidence (including ATO/DTO details) in a covering letter.

5. The CAA is under an obligation to be satisfied, on a continuing basis, of the fitness of character of individuals and post holders which it licenses or approves in accordance with applicable legislation. Legislation does not specify how an individual or post holder will be expected to satisfy the CAA. Therefore, the CAA has discretion in relation to how fitness of character is assessed.

The CAA must consider options for any regulatory intervention when available information indicates that a person may no longer have the fitness of character appropriate to the privileges of their licence or authorisation.

The powers to intervene in these sorts of cases are discretionary, and therefore the CAA cannot set out the specific action to be taken in every circumstance. Instead, each case will be judged on its own merits. As a public body, the CAA must act clearly and consistently as and when it reviews individual behaviours with the information available to us at the time. Accordingly, it is appropriate to have a policy framework and guidance in place to set out how the CAA will approach the assessment of such cases. Additional information can be found in Appendix 11 – Fitness of Character Policy Framework to the “Flight Examiners’ Handbook”.

## 4.2. FRTOL Examiner Application Process

### 4.2.1 Initial FRTOL Examiner applications

FRTOL Examiner applicants meeting the above pre-entry requirements should apply to the CAA in the first instance by completing form SRG1155. The form should be submitted with the appropriate fee (see table 17, ORS5 scheme of charges) to [examiners@caa.co.uk](mailto:examiners@caa.co.uk)

On receipt of the application form the CAA and FRTOL Chief Examiner will review the application. If the requirements are met and the application is accepted, the CAA will inform the applicant by email. The applicant may then contact a FRTOL Senior Examiner to arrange initial training. The FRTOL Senior Examiner will require a copy of the acceptance email before committing to the training. On completion of the training the FRTOL Senior Examiner will arrange to conduct the initial EAoC.

### 4.2.2 Revalidation and renewal process

The FRTOL Examiners authorisation may be revalidated during the last 12-month validity period, this will keep the original expiry date following a successful EAoC.

In order to be processed as a revalidation of FRTOL Examiner privileges applications must be submitted no later than 90 days prior to expiry date, to allow for the assessment process to be completed prior to the expiry date. Applications for revalidation of FRTOL Examiner privileges received within the 90-day period from expiry date may be subject to additional delays and may be classed as a renewal if the assessment cannot be completed prior to the expiry date.

Applications for revalidation or renewal are to be submitted using form SRG1155 with the appropriate fee.

## 4.3. FRTOL Examiner training and EAoC locations

### 4.3.1 Training

The initial FRTOL Examiner training may be carried out at any suitable location as agreed by the candidate and FRTOL Senior Examiner. It is also permissible for the training to be carried out remotely using online platforms.

FRTOL Examiner applicants are to complete their EAoC within 90 days of their training. Applicants that exceed this period will be required to undertake refresher training as required by a FRTOL Senior Examiner.

#### 4.3.2 EAoC Location

The EAoC will be conducted at the primary location where the Examiner candidate intends to operate once qualified. Typically, this will be at a CAA Approved or Declared training organisation (ATO/DTO), or a club affiliated to the British Gliding Association (BGA) or the British Microlight Aircraft Association (BMAA). The suitability of this location will be assessed by the Senior Examiner.

### 4.4 Standardisation Training Programme

#### 4.4.1 Initial EAoC

Prior to the applicant attempting the initial EAoC, the FRTOL Senior Examiner will deliver a training programme that covers the following subjects:

- Legal obligations.
- CAP 413 and its application. FRTOL Examiner manual.
- Conduct of Communication examinations. Conduct of Practical Tests.
- Briefing/debriefing/facilitation techniques. Pass/fail criteria.
- Test administration and record keeping. GDPR.

Applicants are expected to have studied and be familiar with this manual and the above subjects prior to starting the standardisation training with the FRTOL Senior Examiner.

The training may be tailored to account for an individual's prior knowledge and experience.

#### 4.4.2 Training for Renewal of FRTOL Examiner privileges

Applications for the renewal of FRTOL Examiner privileges within 90 days of expiry date will be assessed by the FRTOL Chief Examiner<sup>5</sup> and there may be requirement to complete additional training prior to completing an EAoC.

Applications for the renewal of FRTOL Examiner privileges outside of 90 days of expiry date will be required to undertake a Training Needs Analysis (TNA) with a FRTOL Senior Examiner and will be required to complete training as required prior to being recommended for an EAoC.

### 4.5 Payment of applicable charges and fees

EAoC fees shall be paid directly to the CAA.

Initial or recurrent training fees plus applicable expenses such as travel costs, are payable directly to the FRTOL Senior Examiner. FRTOL Examiner applicants requesting training and/or EAoC outside of the UK may be liable for additional fees which may include a daily charge out rate, business class airfares, and accommodation charges in addition to the standard fees.

In the event of a failure to pass an EAoC, a further full fee will be payable for subsequent EAoC (and for remedial training where applicable).

<sup>5</sup> The assessment of the submitted application will determine any training requirements.

Fees pertaining to the initial issue or re-authorisation of a FRTOL Senior Examiner Authorisation are paid directly to the CAA.

## 4.6 FRTOL Examiner Assessment of Competence (EAoC)

### 4.6.1 Recommendation for EAoC

Prior to attempting the initial EAoC the candidate must have completed any training prescribed and be recommended for EAoC by the FRTOL Senior Examiner.

The training and testing may be conducted by the same FRTOL Senior Examiner.

### 4.6.2 Content of EAoC

A FRTOL Examiner EAoC will consist of:

- Brief by the FRTOL Senior Examiner.
- Review of the applicant/examiner catalogue of test routes and past test documentation/administration where applicable.
- Check of audio recordings and completed test documentation (SRG2160/SRG2129) where applicable.
- Check of test equipment and test location.
- Theoretical knowledge question paper based on CAP 2118 and CAP 413 (initial applicants only).
- Observed 'live' FRTOL Practical Test.
- Oral questioning by the FRTOL Senior Examiner.
- Result and debrief.
- Post-test administration.

### 4.6.3 EAoC - Theoretical Knowledge Assessment

FRTOL Examiner candidates shall demonstrate through discussion a satisfactory knowledge of Radiotelephony phraseology, procedures and examiner techniques. Initial FRTOL Examiner candidates will also be required to pass a theoretical knowledge question paper based on CAP 2118 and CAP 413 consisting of 24 multiple choice questions.

A failure of the theoretical knowledge paper will result in a failed EAoC.

FRTOL Examiner candidates who fail the second attempt of the theoretical knowledge question paper will be referred to the FRTOL Chief Examiner.

#### 4.6.5 EAoC - Observed FRTOL Practical Test

FRTOL Examiner candidates will be observed conducting a FRTOL Practical Test using a live candidate. For an initial EAoC, or in exceptional circumstances, the FRTOL Senior Examiner will play the role of the candidate.

The EAoC will start once the SE delivers the standard brief.

The FRTOL Examiner candidate will be required to demonstrate their ability to brief a candidate, conduct the Practical Test (including Scenario Based questioning), debrief adequately using the appropriate facilitation techniques and complete all of the post-test documentation.

FRTOL Examiner candidates are to demonstrate a high standard of RTF phraseology and procedures in accordance the latest edition of CAP 413, whilst playing the role of the Aeronautical Radio Station.

The FRTOL Examiner candidate will be required to deliver a post-test '*Hot topic*' presentation. The subject and presentation material for the Hot topic will be provided in advance by the FRTOL Senior Examiner.

If a FRTOL candidate fails the Practical Test, the '*Hot Topic*' presentation will be delivered directly to the FRTOL Senior Examiner.

FRTOL Examiner candidates that fail the observation part of their EAoC will retain the theoretical knowledge question paper 'pass' result for a period of 12 months.

The Senior Examiner conducting the EAoC will inform the FRTOL Chief Examiner of the unsuccessful result, and should the candidate request another attempt, this will be conducted by the FRTOL Chief Examiner or Senior Examiner appointed by the FRTOL Chief Examiner after following any prescribed training.

#### 4.6.6 FRTOL Examiner Practical Test routes

A review of the FRTOL Examiners catalogue of test routes will be undertaken by the FRTOL Senior Examiner during the EAoC (see section 7.13).

#### 4.6.7 Audio recording and test report forms

Revalidation or Renewal EAoCs will include a review of the FRTOL Examiners saved audio recordings (see section 7.5.1) and Practical Test paperwork (SRG2160/SRG1171) retained from the previous validity period.

#### **4.6.8 FRTOL Examiner Temporary Authorisation (SRG1100D)**

On successful completion of an EAoC, the FRTOL Senior Examiner will issue the FRTOL Examiner with a completed and signed SRG1100D. This form will authorise the applicant to exercise their examiner privileges for a maximum of 8 weeks, issued in accordance with the Air Navigation Order (ANO) 2016/765 Article 269 requirements, from the date of the EAoC pending issue of the FRTOL Examiner Authorisation by the CAA.

## 5 Flight Radio Telephony Operator's Licence (FRTOL)

### 5.1 Requirements

An applicant for the initial issue of a FRTOL must:

- be at least 14 years old
- have passed the Communications theoretical knowledge examination which must be completed before the Practical Test (the examination validity periods are as per FCL.025 - see paragraph 6.3).
- have passed the FRTOL Practical Test
- have demonstrated English Language Proficiency (ELP) to level 4,5 or 6 which must be valid on the date that the FRTOL is issued.
- FRTOL Practical Test Training<sup>6</sup> should be conducted in accordance with section 7.2  
(this may be conducted by those listed in CAP 2325)

It is always the responsibility of the FRTOL examiner during the practical assessment to determine the capabilities of the candidate and make recommendations as appropriate to the suitability of the candidate to hold the FRTOL privilege.

### 5.2 FRTOL application

Applications for the issue of a FRTOL should be made online via the CAA website, using online application form SRG1105.

Applications for the renewal of a Flight Radio Telephony Operator Licence online application form SRG1106 or SRG1106G (as appropriate) will also be required.

<sup>6</sup> Candidates who intend to apply for a stand-alone FRTOL may elect to self-certify or may undergo radiotelephony training with an ATO, DTO, Training provider or those identified in CAP 2325. It is always the responsibility of the FRTOL Examiner to first verify by questioning that those self-certifying or not attending an ATO/DTO or training provider on an approved flight training course have reached a satisfactory level of knowledge, prior to the Practical Test attempt.

## 6. Communications Examination papers

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### 6.1 Communications Examination

Paper copies of the three multiple choice papers will be provided by the CAA for invigilation by the Examiner.

Unless the candidate has already passed the Communications examination as part of the theoretical knowledge examinations for the issue of a pilot's licence on eExams, the candidate must pass at least one of the communications examination papers before commencing the FRTOL Practical Test.

Candidates are prohibited from taking notes into the Communications examination. More information on the procedures and conduct of theoretical knowledge examinations is available in Standards Document 11.

Evidence must be provided to the FRTOL Examiner in instances where a candidate has already passed the communications examination. This can be achieved by either a completed CAA5003 or reference to the eExam portal for the candidate.

A candidate who has already passed the Communication examinations for a professional pilot's licence will be credited the Communication examination for the issue of the FRTOL.

The result of the Communication examination (paper version) can be annotated with the Radiotelephony Practical Test on the form CAA5003. Only Communications Examinations conducted by a FRTOL Examiner can be completed in Section 2 of form CAA5003.

### 6.2 HF Privileges

FRTOL Examiners receiving requests for HF privileges should refer the applicant to their operator.

### 6.3 Examination validity

If the Communications examination is taken together with the theoretical examinations for the issue of a PPL, LAPL or NPPL licence, the examination validity periods as per FCL.025(b)(2) and (c)(1)(i) apply.

## 7. The FRTOL Practical Test

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### 7.1 Introduction

The purpose of the FRTOL Practical Test is to verify that a candidate has achieved the required knowledge and skills to safely operate radio equipment on board an aircraft and understands standard compliant Radiotelephony phraseology.

Candidates are required to have completed the Communications examination prior to sitting the FRTOL Practical Test. If the Communications examination was conducted by a different Examiner, evidence of passing this examination shall be provided to the FRTOL Examiner conducting the Practical Test.

The Practical Test consists of a simulated VFR '*flight*' and a series of scenario-based questions. The FRTOL Examiner will also deliver a short 'Hot topic' presentation to successful candidates.

All candidates for the FRTOL will be assessed in accordance with the standard phraseology contained within the latest edition of the CAA Radiotelephony Manual CAP 413.

Prior to commencing the Practical Test, candidates must produce the following items to the Examiner:

- Personal photo identification (Eg. Passport or Driving Licence).
- Completed and signed form SRG1171.
- Evidence of Communications examination pass by reference to eExams or form CAA5003.
- Previous FRTOL Practical Test failure form SRG2129 and SRG1171 (if applicable).

### 7.2 Practical Test Training Syllabus – SRG1171

Prior to attempting the Practical Test, the candidate must complete form SRG1171 and present this to the FRTOL Examiner prior to starting the practical test.

Form SRG1171 confirms that the required Radiotelephony training has been completed prior to the Practical Test. It also confirms to the FRTOL Examiner that the candidate is aware of the subject matter and knowledge required in order to pass the test.

Form SRG1171 must be signed by the person at the ATO, DTO or Training Provider responsible for the training or those approved in CAP 2325 Chapter 3. Once signed the SRG 1171 form is valid from signed date for a period of 24 months.

Candidates who intend to apply for a stand-alone FRTOL (not applicable to candidates already holding a valid CAA Flight Crew Licence) may elect to self-certify or undergo radiotelephony training with an ATO, DTO or Training provider. In the case of self-certification, it is the responsibility of the FRTOL Examiner to first verify by questioning that the candidate has reached a satisfactory level of knowledge, prior to the Practical Test attempt.

Radiotelephony training and testing may be conducted by the same FRTOL Examiner.

*Note: Candidates that do not have experience of using flight radio telephony equipment for two-way communications in a 'live environment' are required to receive practical training prior to being presented for test. This may be achieved either during flight training or in a simulated environment. Failure to provide evidence of such training will result in candidates being deemed to not meet the requirements to start the practical test.*

Candidates who have failed previous Practical Test attempts are not required to complete a new SRG1171, nor demonstrate completion of further training prior to a new test attempt, unless further training has been mandated by the FRTOL Examiner.

If the candidate who has previously failed is to be tested by a new FRTOL Examiner, the candidate is to provide their copy of the test failure report form (SRG2129) at the time of re-test.

Form SRG1171 is to be retained by the FRTOL Examiners for no less than 5 years.

**Note: Further guidance regarding post-test administration and test series is in section 7.21 and 7.22.**

### 7.3 Flight category

The FRTOL Practical Test will be facilitated by simulating the Radiotelephony aspect of a flight in any of the following aircraft categories:

- Single engine fixed wing aircraft (Cessna 152, Piper PA28 etc)
- Single engine rotary wing (Robinson R22 etc)
- Microlight (flexwing & fixed wing)
- Gyroplane
- Pure Glider or sailplane
- Hot air balloon or Airship

**Note:** All Practical Tests are based on a set of core competencies and mandatory items. The flight is typically carried out as if flying a single engine fixed wing aircraft. For candidates flying a category other than fixed wing there is a guide to the differences and specific content detailed in sections 8 – 11.

## 7.4 FRTOL Practical Test booking

It is the candidate's responsibility to identify and contact a FRTOL Examiner to arrange a FRTOL Practical Test, however the chosen training organisation should be able to provide assistance. A list of FRTOL Examiners is available on the CAA website [\(CAP1585e\)](#)

## 7.5 Test Equipment

The testing equipment shall facilitate the conduct of the FRTOL Practical Test using two separated rooms ensuring that the Examiner and candidate are isolated from one another visually.

Testing equipment used for the conduct of FRTOL Practical Tests will meet the following minimum functional requirements:

- Two-way voice and audio communication.
- Push to transmit / talk (PTT) function.
- Transmissions free from distortion, break through and third-party interference.
- Facility to record and store audio digitally (may be a separate device).
- Headset (if required for noise management).
- Stable internet connection (only required if using online platforms).

If the equipment used does not have an 'alarm' function, candidates will be verbally informed by the FRTOL Examiner of any emergency situation that arises.

As the FRTOL Practical Test is an assessment of the candidate's use of standard and compliant phraseology there will be no requirement to demonstrate the physical changing of frequencies or transponder functions. The candidate may choose to use these equipment features (if available) to assist with their situational awareness. The examiner is not to penalise the candidate for any errors that come from incorrectly operating such features.

Where FRTOL Examiners have access to two computer systems, secure online platforms may be used for the conduct of FRTOL Practical Tests, providing the above minimum requirements are met. This arrangement may only be used for tests conducted at a single location.

Candidate computers are to be restricted to the online communication platform used for the test. All other applications, including e-mail, web browsers, social media and any other program that facilitates external communications are to be disabled.

Two-way radios operating on PMR466 (licence free frequencies) may be used for the conduct of a FRTOL practical test where they are equipped with CTCSS (Continuous Tone-Coded Squelch System) or similar discrete channel function. Test Equipment will be checked for suitability at each EAoC. Any subsequent equipment change is to be notified to the FRTOL Chief examiner prior to use.

The FRTOL Examiner will ensure the testing platform is fully functional prior to starting the test.

### 7.5.1 Audio Recordings

All Practical Tests including the scenario-based questions, shall be digitally recorded and saved by the FRTOL Examiner. The Examiner will keep each recording for a minimum of 45 days. However, Examiners will keep the last 5 audio recordings for a minimum of 5 years.

Recordings must not be edited. All recordings are subject to audit/review by the CAA Head of FRTOL standards, an inspector of the CAA or FRTOL Senior Examiner when requested or during a revalidation or renewal EAoC. In accordance with ICAO standards FRTOL Examiners are required to comply with any requests received from the CAA within 14 days.

In the event of a recording failure this must be reported to the FRTOL Chief Examiner within 72 Hours.

FRTOL Examiners, when using Portable Electronic Devices (PED's) to record audio, are to ensure that the device is in 'flight mode,' prior to the start of the recording. This will eliminate the risk of the recording being interrupted or stopped during the test.

FRTOL examiners may use audio recording of other aircraft transmissions to enhance the realism of the test. All such recordings will be compliant with CAP413 and not promote negative training or add a level of complexity to the test.

All candidates must be informed prior to test that the examination will be recorded for regulatory auditing purposes. FRTOL Examiners shall state the date, time, location and candidate name and reference number (if known) at the start of each recording.

### 7.5.2 Personal Electronic Devices (PED's)

The candidate is not permitted to bring PED's into the examination room during any of the FRTOL Practical Tests. Personal Electronic Devices are defined as any electronic device that can communicate or record. This also includes watches with such capabilities (smart watches and smart phones, MP3 devices etc).

Candidates who have been briefed and are waiting for test are not permitted access to PED's.

## 7.6 Location

All FRTOL Practical Tests are to be conducted at the FRTOL examiner's primary location. The primary location is the location where the Assessment of Competence is conducted. This will be a CAA ATO, DTO or a club affiliated to the British Gliding Association (BGA) or the British Microlight Aircraft Association (BMAA). Should there be any change to location the CAA must be informed prior to conducting any further tests, to allow an assessment of the location to be conducted.

FRTOL Examiners wanting to conduct FRTOL examinations at locations other than the primary location must ensure this is agreed with the CAA in advance by submitting a request to [examiners@caa.co.uk](mailto:examiners@caa.co.uk). The submitted request must include supporting photographs and floor plans. It is the examiners responsibility to ensure that the examination/test location is compliant with CAP 2118. Examiners are to declare this on the examiner report form SRG 2160.

FRTOL Examiners are to ensure facilities used meet the following minimum requirements:

- Rooms free from noise and distraction.
- Free from external interference or influence.
- Appropriate furniture.
- Temperature controlled.
- Suitable briefing/debriefing area.

The FRTOL Practical Test will be conducted using two suitable examination rooms. The rooms shall be fitted with a door that has a means of restricting access during examinations. The door must be closed and a "**NO ENTRY - TEST IN PROGRESS - SILENCE**" sign shall be placed on the door when a test is taking place.

A clear desk shall be provided for the candidate; telephones and other PEDs must be removed or disconnected and all windows that may give rise to a distraction covered with a screen.

A clock will be available and visible to both the candidate and examiner.

Practical Tests shall not be conducted in an actual aircraft. Practical Tests may be conducted using a Flight Simulator Training Device (FSTD) where the equipment meets the minimum requirements.

Use of FSTD's is subject to prior written approval from the CAA which can be requested via [examiners@caa.co.uk](mailto:examiners@caa.co.uk).

## 7.7 FRTOL Examiner role

Throughout the FRTOL Practical Test the FRTOL Examiner will simulate the role of an Air Ground Communication Service (AGCS) Radio Operator, a Flight Information Service Officer (FISO) or an Air Traffic Control Officer (ATCO) and will respond to all transmissions in that capacity.

FRTOL Examiners are expected to maintain the role play throughout the test. However, when necessary to comment outside of the role, the Examiner must make it clear to the candidate. For example, *'As the Examiner, I am now informing you that you have a rough running engine. You are concerned for your safety, but do not require immediate assistance. Please transmit the appropriate call.'*

## 7.8 Required items for the Practical Test

The FRTOL Examiner will provide the candidate with:

- A Route Brief containing a completed lateral and vertical flight plan of the test route (including departure, destination, alternate, tracks, headings, altitudes etc.), simulated meteorological information and NOTAMs (see Appendix A).
- Standard CAA Candidate Brief (see Appendix B).
- Frequency Reference Card (see Appendix F).
- RTF Aide Memoire (see Appendix G).

The candidate will provide:

- Current edition CAA VFR 1:500,000\* aeronautical chart, region as agreed with the FRTOL Examiner.
- Chart pens and rule.
- Note paper and pen.
- Personal photo identification.
- Completed and signed SRG1171.
- SRG2129 (if applicable).
- Evidence of pass in the Communications examination (if already completed).

*\*In certain circumstances, such as tests for Helicopter pilot candidates, 1:250,000 charts may be used at the discretion of the FRTOL Examiner by prior agreement.*

FRTOL Examiners are to ensure that candidates are aware of this requirement at the time of test booking and are familiar with the guidance in CAP 2325.

## 7.9 Briefing

The FRTOL Practical Test briefing consists of the following elements:

- Standard CAA Candidate Brief.
- Notification of test route to be flown.
- Candidate chart preparation (approximately 5 Minutes).
- Route and test brief from the FRTOL Examiner.

### 7.9.1 Standard CAA Candidate Brief (Appendix B)

The candidate may have read a copy of the standard CAA Candidate Brief contained in CAP 2325 prior to the test date. However, prior to the start of the 'Route Brief,' the CAA candidate brief will be reviewed together with the candidate at the time of test.

The candidate should be informed that the test commences at the end of the CAA candidate brief.

### 7.9.2 Notification of test route and chart preparation

Once the Examiner has completed the standard CAA Candidate Brief, the FRTOL Examiner will disclose the details of the test route to be undertaken.

The candidate will then be given a short period of time (approximately 5 minutes) to plot the test route on the chart in readiness for the route and test brief (see 7.11 for additional planning time allowed).

### 7.9.3 Route and test brief from the FRTOL Examiner

The FRTOL Examiner will produce and brief the following items:

- The content of the standard Route Brief (Appendix A).
- How emergencies will be initiated (and cancelled).
- Frequency reference card to be used (Appendix F).
- RTF Aide Memoire (Appendix G).
- How to use the testing platform.
- Any other required information.
- Questions / Check understanding.

### 7.9.4 Group briefings

The FRTOL Examiner may conduct group briefings where there is a requirement to examine more than one candidate at the same location on the same day.

FRTOL Examiners are to ensure that candidates waiting to sit the test are kept away from other candidates waiting for test and those who have just completed the test to ensure no conferring.

Where candidates cannot be separated, they are to be invigilated by a suitable member of staff at the ATO/DTO who will be briefed fully by the FRTOL Examiner.

Candidates who have been briefed in a group and are awaiting their turn for test must not have access to PEDs or any printed/written material prior to their test. They are not to discuss the content of the test or subject matter with any person whilst waiting their turn.

During the planning stage the candidates should be separated unless the FRTOL Examiner is present to invigilate.

The actual Practical Test, including the scenario-based questioning and the debrief, shall be conducted on an individual basis.

### 7.10 Planning

Once the FRTOL Examiner has completed the briefings the candidate will be allocated a further 20 minutes planning time. Any notes made by the candidate during this planning time can be used during the Practical Test.

The RTF Aide Memoire (Appendix G) is the only aide memoire to be used by the candidate during the planning stage and Practical Test.

### 7.11 Practical Test guidance

The practical element of the test will consist of a VFR flight with a minimum of one turning point and must include the mandatory assessment items identified in FRTOL Practical Test report form SRG2160 (Appendix E). In addition to the mandatory items, the FRTOL Examiner will include a selection of optional assessment items from the test report form.

The candidate may select an appropriate standard UK aircraft registration to use as their callsign, the aircraft category used will reflect the type operated by the candidate. This will be agreed by the FRTOL Examiner prior to commencement of the test.

The candidate will play the role of a pilot who holds a flight crew licence, flying solo in a fully serviceable aircraft - with basic standard instruments, VHF aeronautical radio and transponder with an altitude reporting feature.

Meteorological Information (including unofficial observations if applicable) and NOTAMs will be fictionally created by the FRTOL Examiner for each route. This information will be annotated in the Route Brief (Appendix A) together with any other relevant information, such as ATIS, parking position, pre-departure clearance, PPR, unserviceability of facilities, etc.

Meteorological conditions will be suitable for VFR flight and will allow the test route to be flown without any vertical or lateral restrictions.

## 7.12 Test route

FRTOL Examiners are required to create an 'examiner brief' to accompany each route. This will provide the FRTOL Examiner with guidance to assist with the delivery of the test such as expected order of candidate communication, airfield information (runways, weather, pressure settings), squawks, frequencies, and RTF transmissions such as clearances, approvals, and standard ATSU responses to expected candidate calls.

FRTOL Examiners will create their own catalogue of a minimum of six test routes using the three UK 1:500,000 VFR charts. These routes will be detailed on the Practical Test Route Brief (Appendix A), each will be limited to single side A4 page. The route must not to be designed as an A-A test and is required to include a departure and arrival at two different locations with different aeronautical radio station provisions, it must also include a minimum of one turning point and the mandatory items.

The actual route to be used will be randomly selected and identified by the FRTOL Examiner on the day of test. This will ensure candidates are not aware of the test route beforehand. FRTOL Examiners will be expected to refresh these routes regularly. FRTOL Examiners must not pre disclose any routes to any individuals, prospective candidates, or training organisations in advance. FRTOL Examiners will be given an editable version of the Practical Test route brief. FRTOL Examiners should include their CAA reference number together with the date the route was created in the footer of this form to assist with document control.

The candidate may choose which chart region to use, but the FRTOL Examiner will designate a route away from any areas or airfields familiar to the candidate.

When departing from, or arriving at an airfield, the FRTOL Examiner will use generic airfield information and instructions that are not necessarily representative of that airfield and its published procedures.

The Practical Test will be conducted at the candidate's own pace but should not exceed the maximum flight plan time of approximately one hour. The minimum flight plan time shall be at least 30 minutes. The FRTOL Examiner may choose to intervene if required to ensure all elements of the test are completed within the required time.

The candidate is required to follow the vertical and lateral flight plan contained on the route brief unless otherwise cleared or instructed by the examiner.

During the practical test, FRTOL candidates should demonstrate their ability to change frequency to a suitable Aeronautical Radio Station. Therefore, FRTOL examiners should refrain from using the term 'freecall' to initiate frequency changes unless absolutely necessary.

**Following the completion of a FRTOL Practical Test, documentation issued by the FRTOL Examiner shall not be retained by the candidate. All notes made by the candidate must be destroyed by the Examiner and the chart used shall have the marked route erased.**

## 7.13 Emergencies and Lost Procedures

A minimum of one 'Emergency' and one 'Lost Procedure' as detailed in the Practical Test report form SRG2160 will be examined during the '*flight*' part of the test. Regardless of the nature of the emergency, the candidate is to be briefed for the purposes of the test to transmit an emergency call in full and in the correct order.

The FRTOL Examiner will inform the candidate that at some point during the "*flight*" that they will be made aware of an emergency which will remain until they are informed that the emergency no longer exists. During the route brief the candidate will be informed as to how they will be alerted of an emergency. On notification of the emergency, the candidate should initiate the required call without undue delay. It is reasonable for the candidate to collect their thoughts before transmitting but delays greater than 30 seconds before initiating the call would be considered too long.

## 7.14 Scenario Based Questions

Once the '*flight*' element of the test has been completed and providing a fail has not been awarded, the examiner will enter the '*scenario-based questions*' part of the test where the Examiner will establish the candidate's understanding of CAP 413 phraseology used during the test route, or for elements unable to be assessed for example due to the aircraft category used by the candidate. Examiners are reminded that this does not form part of the debrief and training inputs by the examiner must be avoided.

In addition to the above, the examiner should also include a number of questions on the optional sections of SRG2160. Questions will be scenario based, either based on the test route just flown or another fictitious scenario created by the examiner. These questions are assessed and are to be recorded on form SRG 2160 (see form guidance notes). They should not be used to facilitate a debrief. Examples can be found in Appendix C.

It is important that FRTOL Examiners take their time to identify Scenario based questions based upon:

1. Ensuring that all mandatory items are assessed.
2. Confirming candidate knowledge and understanding on points where Inconsistencies were observed by the examiner.
3. Any appropriate optional items that were not previously assessed. (Example questions can be found in Appendix C).

## 7.15 Test assessment

The standard of performance produced by applicants varies widely and at times may be difficult to assess. Assessment relies heavily upon the experience and judgement of the FRTOL Examiner to determine what is acceptable. Most candidates will dislike the prospect of being tested and some will become extremely nervous and not perform as normal or may react to false assumptions of what is expected. The attitude and approach of the FRTOL Examiner can do much to overcome these difficulties. However, the FRTOL Examiner must apply the standard evenly, fairly and without prejudice. It is essential that the highest possible degree of uniformity in assessment be achieved. In order to maintain this uniform standard, certain basic principles must be applied although much is left to the FRTOL Examiner's discretion.

Assessment should be based upon the following:

- Where standard phraseology and procedures are laid down, any deviation from it MUST be incorrect. However, if all the required information is included in the candidate's message but occasionally is not in the correct order, a fail does not need to be awarded provided that the candidate is debriefed fully.
- Numerous and persistent errors should be considered a fail point.
- The emergency procedures are important and the FRTOL Examiner should consider awarding a fail to a candidate who does not carry out the required procedure after two attempts and does not use the standard phraseology.

Increased tolerance may be given in the case of a relayed message as the candidate may not have recorded the entire message.

- If the FRTOL Examiner feels that a controller would have been inconvenienced by lack of information from the candidate, e.g. failing to request a clearance to enter controlled airspace, multiple incorrect or missing readbacks, the FRTOL Examiner should consider failing the candidate due to insufficient knowledge of procedures.
- Candidates who pass unnecessary information, or who read back items other than the read back items specified in CAP 413 are demonstrating that they do not know the correct procedures. The continual passing of inappropriate and/or unnecessary information should be regarded as a fail point.
- A FRTOL Examiner may terminate a test at any time if the applicant has not been able to demonstrate the required level of knowledge. In this case a fail is to be awarded and a re-test will be required.
- In cases where a fail was due to a clear lack of knowledge, the FRTOL Examiner should make it clear to the applicant that they are unlikely to be successful during a subsequent test, unless they undergo further training to address the lack of knowledge.
- Only under exceptional circumstances should a candidate be re-examined for the FRTOL Practical Test on the same day in the event of a fail being awarded.

Any comment on, or disagreement with, a FRTOL Examiner's assessment made during a debriefing will be recorded by the FRTOL Examiner on the Practical Test report and will be signed by the FRTOL Examiner and countersigned by the applicant. FRTOL Examiners must ensure that the retest requirements are properly debriefed and understood by the applicant.

## 7.16 Practical Test result

The FRTOL practical test commences at the end of the CAA candidate brief. Beyond this point, the test will result in a Pass, Fail or discontinued test.

### 7.16.1 Pass

A pass is awarded if the candidate demonstrates the required level of knowledge and proficiency, provided there are no more than one or two minor errors that the FRTOL Examiner considers acceptable if a full debrief is given on those items.

Where appropriate the FRTOL Examiner shall give a summary of any other weak points suggesting, where necessary, the best way to overcome them.

The FRTOL must be applied for and be issued within 24 months from date of test pass.

### 7.16.2 Fail

The test should be stopped, and a fail awarded in the event that any of the following apply:

- (i) The aim of the test is not completed;
- (ii) Acceptable level of knowledge is not demonstrated at any point in the test;
- (iii) FRTOL Examiner has to intervene for any reason other than to discontinue the test;
- (iv) Numerous and persistent errors;
- (v) Failure of more than two items in any one section of the Practical test (SRG2160 sections 2 – 7);
- (vi) failure of more than 3 items overall (SRG2160 sections 2 – 7);

*Note: Each question subject in section 7 on SRG2160 counts as one item. Examiners may need to ask more than one question to establish candidate knowledge on the same subject.*

In the event of a 'Fail' being recorded, FRTOL Examiners shall:

- State result of the test;
- State reasons for failure in descending order of importance;
- Recommend or mandate further training;
- State what the retest requirements may be;
- Tell the applicant how to best prepare for the retest;
- Inform the candidate of the regulation 6 (5) appeal process (as stated on SRG2129)
- Complete appropriate post-test paperwork (in accordance with section 7.21 - Post Test Administration)

Form SRG2129 required to indicate the route used by the FRTOL Examiner (e.g. EGBO – EGTB via Burford)

### 7.16.3 Discontinued Test

The practical test will be discontinued where disruption requires to the test to be stopped. Examples could be a power failure, fire alarm / evacuation, equipment failure etc.

In the event of a discontinued test, where the test can be restarted in a reasonable period of time, the FRTOL examiner is to restart the test from the point at which the step was stopped, allowing the candidate to refamiliarise themselves with their aircraft position, current frequency etc.

In the event of a discontinued test, where the test can't be restarted in a reasonable period of time, for example the next day, the FRTOL examiner is to start the test from the beginning using a new test route. Any grading from the previous discontinued test must not be used.

## 7.17 Debrief

Following a Practical Test, whether the candidate is awarded a 'pass' or 'fail', the FRTOL Examiner must debrief the applicant.

If a 'fail' is awarded, the reasons for failure must be clearly explained to the candidate. The FRTOL Examiner is required to provide appropriate advice and guidance to assist the applicant in any future attempt.

If a Practical Test is interrupted for any reason, the incomplete test is not to be debriefed until the whole test has been completed.

*Further debriefing guidance is contained in Annex 3.*

## 7.18 CAA Hot Topic Presentation

Candidates who successfully 'pass' the FRTOL Practical Test will receive a short (approximately 5 min) CAA 'Hot Topic' presentation from the FRTOL Examiner.

The aim of this presentation is to highlight and promulgate a current safety related 'Hot topic'. The CAA periodically review and update the 'Hot topic' subject matter and will normally provide the FRTOL Examiners with any applicable presentations or training material required.

'Hot topic' presentations will be distributed by the CAA to all FRTOL Examiners, these will cover a variety of subjects including airspace infringement avoidance, runway incursions and threat and error management, etc.

The 'Hot topic' title will be recorded by the FRTOL Examiner on SRG2160.

## 7.19 English Language Proficiency

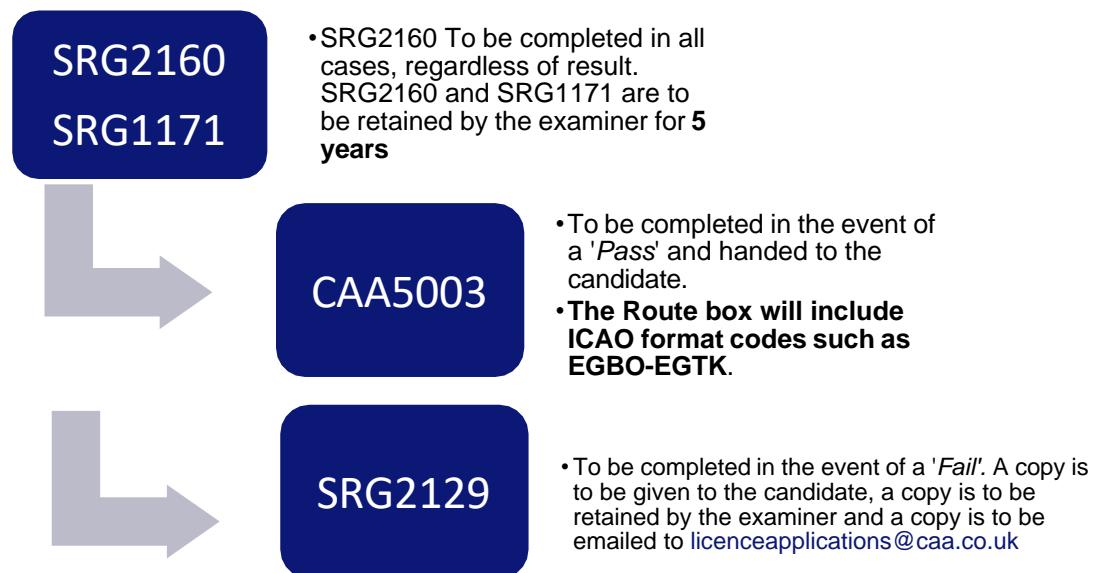
The standard ICAO ELP level to ensure a minimum level for aviation safety in UK airspace which is used by ICAO and Sub-ICAO licence holders, is level 4 as a minimum.

All FRTOL applicants must meet the FCL.055 requirements. For available 'English Language Proficiency credits' see CAP 2325 - Chapter 2.

Unless otherwise authorised, FRTOL Examiners will assess the candidate's English language proficiency for Level 6 only, where appropriate.

Candidates unable to satisfactorily demonstrate Level 6 proficiency are required to attend a CAA approved English Language Assessment Centre. A list of approved English Language Assessment Centres is available in Standards Document 31. The centre will issue the appropriate course and assessment forms. *Further information contained in Annex 2.*

## 7.20 Post Test Administration



FRTOL Examiners are required to maintain records of all tests conducted and the results for 5 years. When requested by the CAA, FRTOL Examiners are required to submit all records and reports, and any other information, as required for oversight activities.

## 7.21 Remedial Training and Retest

A candidate is entitled to three attempts at the FRTOL Practical Test. For each FRTOL Practical Test a different route and scenario must be used by the FRTOL Examiner.

Retraining may be recommended after failing a first attempt but is mandatory after failing a second attempt. This mandated training should be documented on a new SRG1171 (see section 7.2).

In the event of a fail, the FRTOL Examiner is to complete form SRG 2129 and annotate the RTF test route used together with details of any further training requirement (whether recommended or mandatory). The written report should only contain items discussed in the verbal debrief.

Where an applicant has failed for the second time, the FRTOL Examiner is required to inform the CAA by e-mail ([FRTOLChiefExaminer@caa.co.uk](mailto:FRTOLChiefExaminer@caa.co.uk).) The CAA Head of FRTOL Standards or the FRTOL Chief Examiner will nominate a FRTOL Senior Examiner to conduct the third tests. A candidate who has failed the third attempt is required to be referred to the FRTOL Chief Examiner for review and further guidance.

## 7.22 Right of Appeal following failure

Following the failure of any test the FRTOL Examiner will explain the applicant's right of appeal.

Regulation 6(5) of the CAA Regulations 1991 states that, '*Any person who has failed a test or examination which they are required to pass before they are granted or may exercise the privileges of a personal licence may, within 14 days after being notified of the failure, request that the Authority determine whether the test or examination was properly conducted.*'

If a FRTOL Examiner becomes aware of an applicant's intent to submit a Regulation 6 appeal, the FRTOL Examiner must notify the FRTOL Chief Examiner or the CAA Head of FRTOL standards.

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## 8. Guidance To Examiners – Helicopter

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### 8.1 Background

The majority of the RTF phraseology is the same as that for Fixed Wing aircraft. Helicopters however can have significantly different modes of operation compared with other forms of aircraft. Most helicopter pilots have to keep both hands on the controls, so it is difficult for them to write down frequencies and squawks etc.

Departures and arrivals are not confined to utilising a runway. Airfield joins are usually via boundary e.g. *“not above 500ft from the North”*. Taxiing can be either a ground or air taxi dependent on whether the helicopter is fitted with a wheeled undercarriage or fixed skids. Helicopters are flexible in that they can take off from and land at uncontrolled airfields, private helicopter landing sites (HLS) in addition to green field sites and controlled licensed airports. FISOs at airfields follow slightly different rules for helicopters as instructions can be passed whilst a helicopter is air taxiing. Technically the helicopter is airborne and therefore only information should be given by the FISO. The normal operating heights will generally be lower than that of fixed wing traffic and usually be, but not restricted to, below the cloud base, unless a valid IR is held.

Helicopters do not require the use of a runway. When a take-off or a landing is to take place on the manoeuvring area at an airport with air traffic control, in sight of the visual control room, the phrases *“Cleared to land”* or *“Cleared for take-off”* shall be used. When not in sight of the visual control room or from an un-lit area by night the phrases *“Land at your discretion”* or *“Take-off at your discretion”* shall be used. A take-off can be initiated from either the ground or from the hover. Departures do not have to be into wind, a down-wind departure is acceptable (with the correct power margin) and can be requested and approved.

### 8.2 Differences

Callsigns for helicopters can either be the aircraft registration as with fixed wing aircraft, or the operator or model name can be used to prefix the callsign (in full or abbreviated). Alternatively, and more commonly the prefix ‘Helicopter’ is used with the registration i.e. **‘HELICOPTER G-ABCD’** (in full) and **‘HELICOPTER CD’** (abbreviated).

### 8.3 CAP 413 References

CAP413 chapter 4 (4.94 – 4.119) contains helicopter specific phraseology, therefore candidates should be familiar with standard calls where applicable.

## 8.4 Example Phraseology

Refer to CAP413 – Helicopter Phraseology.

## 8.5 Practical Test profile

The test will be conducted with the use of a transponder. An example route could include:

Departure ATC / Arrival AFIS / UK FIS / LARS / MATZ Crossing / CTR Transit / Position reports / Possible diversion.

Emergency:      Urgency call due vibrations or chip light.

                         Distress call due engine fire or failure.

## 9. Guidance To Examiners – Microlight / Gyroplane

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### 9.1 Background

Microlight and Gyroplane pilots commonly carry handheld radios, but many three axis and gyroplanes now have fixed radio installations.

### 9.2 Differences

Use of the callsign prefix '*MICROLIGHT*' or '*FLEXWING*' or '*GYRO*' can be used to help the Air Traffic service offer the necessary service to the pilot.

Commonly used by aircraft that fly in and out of airfields that use SAFETYCOM or dedicated microlight frequencies, to help other pilots operating near or at the airfield to identify the aircraft.

### 9.3 CAP 413 References

CAP413 does not contain microlight or gyroplane specific phraseology, therefore candidates will have to adapt standard calls where applicable.

### 9.4 Example Phraseology

*“Beasford Approach Microlight G-ABCD Request Basic Service”.*

*“Microlight G-ABCD, Flexwing, Tinton to Marsdon, 8NM west of Tinton, Altitude 2000ft, QNH 1013. VFR, Tracking to Markton”.*

*“Microlight CD, 3NM east of Marsdon, changing to SAFETYCOM 135.480”.*

*“Gyrocopter CD, unable comply, negative transponder”.*

### 9.5 Practical Test Profile

The test will be conducted with the use of a transponder. An example route could include:

Depart ACGS / Arrival AFIS / Basic Service / MATZ Crossing / CTR Transit.

Emergency:      Urgency call due rough running engine (carburettor icing).

                    Distress call due engine failure.

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## 10. Guidance To Examiners – Glider or Sailplane

### 10.1 Background

Gliders routinely fly cross-country using rising air and glide angles of around 1 in 50 to achieve cruising speeds not dissimilar to a typical small single engine piston aircraft.

A typical cross-country flight is 300 KM in an A-B-C-A format.

Experienced glider pilot FRTOL candidates may have used VHF radio extensively on glider-specific channels, yet have no experience of communication with ATCOs, FISOs or Radio Operators, as this is forbidden under Air Navigation Order 2016, section 139(2)(a).

Glider pilots are not restricted by their pilot licences to maintain VMC in uncontrolled airspace and will routinely fly close to (and occasionally enter) cloud.

For more information, see AIC Y 036/2020 (Gliding Activity in the UK).

### 10.2 Differences

Use of the callsign prefix ‘*GLIDER*’.

- The aircraft type is omitted when passing flight details when the ‘*GLIDER*’ prefix is used.
- Often not going from A to B but on a triangular or similar route or just local soaring.
- Unable to give guaranteed ETAs.
- Unable to maintain specific altitudes, headings or tracks.
- Inappropriate to maintain ATS surveillance headings as this might cause them to enter sinking air.
- If landing at an aerodrome, will fly a circuit pattern similar to a powered aircraft but with a descending downwind leg and different dimensions and cannot orbit or extend downwind.
- Sometimes use a trigraph or competition number as a callsign.
- Very few gliders are transponder equipped.

### 10.3 CAP 413 References

CAP413 – Chapter 9 – Sailplane Operations.

### 10.4 Example Phraseology

“Doncaster Approach, Glider G-ABCD, request Basic Service”.

“*Glider G-ABCD, Rufforth to Rufforth, overhead Linton, altitude 3000ft QNH 1013, thermalling*”.

“*Glider CD, Drax 15, altitude 2000ft, tracking northwest*”.

“*Glider CD, landing out 5NM northwest Goole, changing to glider frequency XXX.XXX*”.

“*Unable comply, negative transponder, Glider CD*”.

*“PAN PAN PAN PAN PAN PAN Doncaster Approach, Glider G-ABCD, unable to establish safe landing site outside controlled airspace, entering your zone by 2NM, 1NM West of Haxey, Heading 150 degrees, 800ft, QNH 998hPa, SPL, 1 POB”.*

## 10.5 Practical Test Profile

The test will be conducted with the use of a transponder. An example route could include:

- Radio check on the ground on a glider frequency.
- Non-radio launch to altitude 2000 feet.
- MATZ crossing and UK FIS.
- CTR / CTA Class D Transit.
- Change direction due to poor soaring conditions and leave Class D in another direction.
- Climb in mountain wave to FL90 and seek appropriate service.
- Enter poor soaring conditions leading to loss of height and entry into ATZ of GA airfield.
- Unable to climb, negotiate landing at GA airfield.

Emergency:      Urgency call due to solid undercast forming beneath a glider climbing in wave or an unwell passenger.

Distress call due to witnessing a glider upside down in field following an unsuccessful land out.

## 11. Guidance To Examiners – Balloon and Airship

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### 11.1 Background

Balloon and Airship pilots commonly carry handheld VHF radios and those who are FRTOL holders will often contact aeronautical ground stations when passing close to CAS and ATZs.

### 11.2 Differences

Use of the callsign prefix '*BALLOON*' or '*AIRSHIP*'.

- Unable to give a destination when passing their details.
- Unable to give ETAs or next turning point on a position report
- Will depart aerodromes in the direction of departing and arriving traffic.
- Unable to follow ATS surveillance headings and cannot always maintain a stated altitude.
- If landing at an aerodrome, they will be unable to conform to a circuit pattern.

### 11.3 CAP 413 References

CAP413 does not contain balloon specific phraseology, therefore candidates will have to adapt standard calls where applicable (see below).

### 11.4 Example Phraseology

*“Beasford Approach, Balloon G-ABCD, request Basic Service”.*

*“G-ABCD, hot air balloon, departed private site 2NM west Tinton, altitude 2000ft QNH 1013, tracking west towards Markton, remaining OCAS”*

*“Balloon CD, approaching landing site 5NM northwest Markton, changing to balloon frequency XXX.XXX”.*

*“Balloon CD, unable comply, negative transponder”*

*“PAN PAN PAN PAN PAN PAN, Beasford Approach, Balloon G-ABCD, hot air balloon, unable to establish safe landing site outside CAS, entering your CTR by 2NM, 4NM South of Beasford, 800ft, QNH 998hPa, PPL(B), 3 POB”.*

## 11.5 Practical Test Profile

The test will be conducted with the use of a transponder. An example route could include:

Depart AGCS / Arrival ATC / Basic Service Only / MATZ Crossing / CTR Transit.

Emergency:      Urgency call due low fuel or entering CAS without clearance.

                         Distress call due fire on board, medical emergency or similar.

## Annex 1 – GDPR

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### AX1.1 Responsibilities of Examiners

The UK General Data Protection Regulation (UK GDPR) replaces the General Data Protection UK Regulation (EU) 2016/679.

As an Examiner carrying out tests on behalf of the CAA it is important that all examiners understand the provisions of the Regulation and safeguard personal data collected during assessments.

The UK GDPR sets out seven key principles:

1. Lawfulness, fairness and transparency
2. Purpose limitation
3. Data minimisation
4. Accuracy
5. Storage limitation
6. Integrity and confidentiality (security)
7. Accountability

Further details are available on [A guide to the data protection principles | ICO](#)

### AX1.2 Personal Data

Personal data shall be:

- a) processed lawfully, fairly and in a transparent manner in relation to individuals;
- b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
- c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;

- d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;
- e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.
- g) Not be transferred outside of the UK, unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects.
- h) Applying these principles to the official records that you keep after test events, i.e. the appropriate CAA forms or Examiner records, these records must be:
  - (i) Not used for any other purpose than as test records.
  - (ii) Kept for only as long as necessary. You should keep records for no more than 5 years and then destroy them.
  - (iii) Not disclosed to any unauthorised person. Disclosure should be limited to the test subject, CFI, HT, new Examiner, and appropriately authorised members of the CAA.
  - (iv) Kept securely – i.e. in a locked cabinet or drawer.
  - (v) Not transferred outside the UK (e.g. to the EEA or USA, New Zealand or South Africa) without the permission in writing of the data subject. If you are examining outside the UK then you should maintain normal personal records but should not allow these records (apart from flight details and the test result itself) to form any part of the official records of the organisations for which you are working or at which the applicant is a student.

### **AX1.3 Data breaches**

Any loss of information or equipment containing personal data handled and/or processed on behalf of the CAA, including by CAA employees, agency staff and contractors, no matter how small, must be reported to the External Response Team immediately so that any potential risk can be mitigated. Unauthorised access to personal data is also considered as a data breach. Anyone discovering or suspecting a breach (loss of personal data, theft, wrongful disclosure or unauthorised access) in relation to personal information handled by or on behalf of the CAA must report the incident to the ERT immediately by emailing [FOI.Requests@caa.co.uk](mailto:FOI.Requests@caa.co.uk).

### **AX1.4 Records**

It should be noted that Examiners might have to produce any of their records under the Freedom of Information Act 2000.

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## Annex 2 – English Language Proficiency

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All pilots, flight navigators and air traffic controllers need to hold a valid English Language Proficiency endorsement for radio communication. The CAA can only endorse language proficiency levels on licenses issued by the CAA.

ICAO has published a Standard that requires flight crew of aircraft using Radiotelephony to be proficient in the language used for communication. For domestic flights, the language may be that of the State concerned, but for international flights the language shall be English. Language skills are rated on a scale of 1 to 6 (as defined by ICAO) and a pilot must achieve a minimum of level 4. If a pilot is graded at level 4 or 5, they will need to be retested regularly. Language proficiency at level 6 does not require periodic re-evaluation.

The pilot's licence has a language proficiency endorsement at Section XIII - Remarks of their licence, and a validity date.

In the UK, a pilot will need to do the retest as follows:

Level 4 Operational – every 4 years from the date of assessment

Level 5 Extended – every 6 years from the date of assessment

Examiners holding FE, TRE, SFE, CRE, IRE, FIE or FRTOL Examiner privileges granted by the CAA, who themselves hold Level 6 (Expert) English Language Proficiency, can currently conduct assessments for first language speakers with native or native-like proficiency, as well as second or foreign language speakers with a high level of proficiency and, where appropriate, award level 6 proficiency. An approved Examiner can assess a pilot during a Practical Test for a licence, rating or the FRTOL. In these circumstances, an Examiner cannot upgrade an existing language endorsement from Level 4 to Level 5 but can award a Level 6, although this would be exceptional.

Examiners should treat speakers who use English as their first language as 'probable expert users'. However, Examiners should be aware that 'first language English speaker' does not necessarily mean 'Expert Level 6' user.

Speakers who use English as their first language may lack the vocabulary to discuss certain themes or may speak with a regional accent that is an impediment to intelligibility for those from outside that region. They may fail to use appropriate language or may not interact effectively; consequently, they should not be assessed as Expert Level 6. Speakers who use English as their first language but who fail to demonstrate proficiency in all aspects of the Level 6 descriptors in the ICAO Rating Scale as detailed in Appendix 2 of UK (EU) Regulation No.1178/2011, should not be assessed as Expert Level 6.

If a Candidate cannot converse at Level 6 then the Examiner is to advise the candidate to be formally assessed at an approved Language Proficiency Assessment centre (details of such organisations are published in CAA Standards Document 31).

Attainment of Level 6 should be considered as being beyond the realistic expectations of most second or foreign language learners (ICAO Doc 9835). Level 6 proficiency is **not** an essential requirement for successful aeronautical communication. It has a very wide coverage since it is intended to account for most first language speakers with native or native like proficiency as well as second or foreign language speakers with a high level of proficiency.

Note that an invalid language proficiency assessment invalidates a FRTOL and will delay any subsequent licence request.

Examiners must familiarise themselves with the descriptors at Expert Level 6 of the ICAO Rating Scale as detailed in Appendix 2 of UK (EU) Regulation No.1178/2011. Examiners must also familiarise themselves with the speech samples rated at levels 5 and 6 so that they understand the threshold between 'Extended' and 'Expert' users of English.

To get the endorsement at Level 6, a pilot will need to demonstrate to the Examiner that they are able to do the following:

- Communicate effectively, voice-only and face-to-face;
- Communicate on common and work-related topics with accuracy and clarity;
- Use appropriate communicative strategies to exchange messages and to recognise and resolve misunderstandings in a general or work-related context;
- Be able to use language effectively in a difficult or emergency work-related situation or communication task, that has not encountered before;
- Speak in an accent or dialect that can be understood.

Pilots holding an instrument rating (IR), must be able to demonstrate their English language proficiency to a level that will allow them to:

- Understand all the relevant information for all phases of flight, including preparation;
- Use Radiotelephony in all phases of flight, including emergencies;
- Communicate with crew members during all phases of flight, including preparation.

## Table 1 - Guidance on the ELP ICAO Rating Scale as detailed in Appendix 2 of UK (EU) Regulation No.1178/2011

Criteria	Notes on criteria	Level 6 Descriptors	Explanatory notes
Pronunciation	<p>The six levels of pronunciation descriptors are applicable at all levels to native and non-native speakers. This implies that native English speakers may demonstrate Elementary Level 2 proficiency if their regional dialect is so localised that it is not readily understood by those outside of that particular region. On the other hand, speakers whose speech patterns clearly identify them as non-native speakers (having a so-called “accent”) may demonstrate Expert Level 6 proficiency, as long as this meets the criterion of “almost never” interfering with ease of understanding.</p>	<p>Pronunciation, stress, rhythm, and intonation, though possibly influenced by the first language or regional variation, almost never interfere with ease of understanding.</p>	<p>An Expert Level 6 speaker may be a speaker of English as a first language with a widely understood dialect or may be a very proficient second-language speaker, again with a widely used or understood accent and/or dialect. The speaker's accent or dialect may or may not identify them as second language users, but the pronunciation patterns or any difficulties or “mistakes” almost never interfere with the ease with which they are understood. Expert speakers are always clear and understandable</p>
Structure	<p>Relevant grammatical structures and sentence patterns are determined by language functions appropriate to the task. Language teaching specialists generally categorise grammatical errors into two classes: “global” and “local”. Global errors are those which interfere with meaning; local errors are those which do not interfere with meaning.</p>	<p>Both basic and complex</p>	<p>Expert Level 6 speakers do not demonstrate</p>

Vocabulary	<p>The interactions skill refers to this ability, as well as to the ability to initiate exchanges and to identify and clear up misunderstandings. Because radiotelephony communications take place in a busy environment, the communications of air traffic controllers and pilots must not only be clear, concise and unambiguous, but appropriate responses must be delivered efficiently, and a rapid response time is expected.</p>	<p>Interacts with ease in nearly all situations. Is sensitive to verbal and nonverbal cues and responds to them appropriately.</p>	<p>Expert speakers display no difficulties in reacting or initiating interaction. They are additionally able to recognise and to use non-verbal signs of mental and emotional states (for example, intonations or unusual stress patterns). They display authority in the conduct of the conversation.</p>
Fluency	<p>Fluency is intended to refer to the naturalness of the flow of speech production, the degree to which comprehension is hindered by any unnatural or unusual hesitancy, distracting starts and stops, distracting fillers (em ... huh ... er ...) or inappropriate silence. Levels of fluency will be most apparent during longer utterances in an interaction. They will also be affected by the degree of expectedness of the preceding input</p>	<p>Able to speak at length with a natural, effortless flow. Varies speech flow for stylistic effect, e.g. to emphasise a point. Uses appropriate discourse markers and connectors spontaneously.</p>	<p>Fluency at this level is native like or near native-like. It is notably characterised by a high degree of flexibility in producing language and in adapting the speech rate to the context of communication and the purposes of the speaker.</p>

Comprehension	<p>This skill refers to the ability to listen and understand. In air traffic control communications, pilots rely on the clear and accurate information provided to them by controllers for safety. It is not sufficient for air traffic controllers to be able to handle most pilot communications; they must be ready for the unexpected. Similarly, pilots must be able to understand air traffic controller instructions, especially when these differ from what a pilot expects to hear. It is during complications in aviation that communications become most crucial, with a greater reliance upon plain language. While comprehension is only one out of six skills in the Rating Scale, it represents half of the linguistic workload in spoken communications.</p>	<p>Comprehension is consistently accurate in nearly all contexts and includes comprehension of linguistic and cultural subtleties.</p>	<p>Level 6 users achieve a high degree of detailed accuracy and flexibility in their understanding of aeronautical radiotelephony communications regardless of the situation or dialect used. They further have the ability to discern a meaning which is not made obvious or explicit ("read between the lines"), using tones of voice, choice of register, etc., as clues to unexpressed meanings. Because radiotelephony communications take place in a busy environment, the communications of air traffic controllers and pilots must not only be clear, concise and unambiguous, but appropriate responses must be delivered efficiently, and a rapid response time is expected</p>
Interactions	<p>The interactions skill refers to this ability, as well as to the ability to initiate exchanges and to identify and clear up misunderstandings. Because radiotelephony communications take place in a busy environment, the communications of air traffic controllers and pilots must not only be clear, concise and unambiguous, but appropriate responses must be delivered efficiently, and a rapid response time is expected.</p>	<p>Interacts with ease in nearly all situations. Is sensitive to verbal and nonverbal cues and responds to them appropriately.</p>	<p>Expert speakers display no difficulties in reacting or initiating interaction. They are additionally able to recognise and to use non-verbal signs of mental and emotional states (for example, intonations or unusual stress patterns). They display authority in the conduct of the conversation.</p>

## Annex 3 – Debriefing Techniques

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### AX3.1 Planning the Debrief

Prior to debriefing the candidate, the Examiner should take the time to prepare the debrief. Where appropriate they should confirm the candidate's performance against the test schedule and any relevant reference material. If required, they should discuss any standardisation points with the candidate's training provider.

The Examiner should analyse their debriefing notes in order to plan an agenda for debrief. Ideally, they should identify 2-3 key root cause issues with appropriate open questions to get the candidate thinking and talking. Only then should the Examiner plan to debrief any minor issues before summarising the debrief points at the end.

### AX3.2 The Do's

The debrief should be structured and with the Examiner controlling the agenda, starting with the introduction and clear statement of the result. The debrief should be unambiguous, fair, unbiased and based on identifiable factual items. There should be a clear prioritisation of the faults, drawing together common faults and the underlying root causes to identify the learning points and any appropriate preventive measures. Facilitation should be used where appropriate by asking open questions and using pauses and silences to encourage candidates to discuss their views. Examiners should encourage a climate conducive to learning with the appropriate use of body language, eye contact and a balance between praise and criticism.

### AX3.3 The Dont's

Examiners should avoid delivering a chronological debrief concentrating on minor errors, omitting major errors and only debriefing those items poorly performed. Examiners should not be emotive (e.g. aggressive, irritable, sarcastic), interrupt, personalise, impose own SOPs or exaggerate, nitpick or ramble on(!) Whilst being prepared to concede (graciously) if required, they should avoid being apologetic. Examiners should not ask candidates to assess themselves.

## AX3.4 Use of Facilitation

Facilitation Technique: An active training method which uses effective questioning, listening and a non-judgemental approach and is particularly effective in developing skills and attitudes, assisting trainees to develop insight and their own solutions and resulting in a better understanding, retention and commitment. (ICAO doc 995) '*Facilitation is the art of leading someone to an inevitable conclusion!*' (Budenberg, 2002).

## AX3.5 Facilitator Skills

A facilitator is required to have the following skills:

- Have a thorough knowledge of the topic.
- Be familiar with the candidate's status and role.
- Be able to relate to the candidate.
- Be able to ask questions and wait for answers.
- Be an attentive listener.
- Be able to stimulate discussion.
- Be able to get the candidate to be comfortable with vulnerability.

A facilitative style of questioning will encourage candidates to analyse their own performance and can enhance learning through their involvement in the debrief. Self-analysis is considered as 'deep learning' and can be more effective than anything the Examiner may say to the candidate. Facilitation allows candidates the opportunity to discover what they are doing and the effect it has on others and the task. They can then make the decision to alter their behaviour or reinforce any positive behaviours.

## AX3.6 Role of the Facilitator

The role of a facilitator in a debrief is to help develop the candidate's knowledge, skills and attitudes (KSA) so that they are able to carry out their role better. The facilitation technique is not just used for the poor performer it can be used to reinforce effective behaviours and encourage their continued development.

## AX3.7 The Debrief Agenda

The debrief should be in three parts, an introduction with the result of the test always stated first by the Examiner (this will not be facilitated), followed by the debrief items in the main body and then finishing with a summary.

In the case of a pass, the Examiner can move straight into facilitation of the debrief items to build upon any learning that arose during the test especially covering the observable behaviours established prior to and during the test. This will assist the candidate in consolidating learning points and developing strategies to resolve key issues.

If the result of the test is a fail, then facilitation at this stage is inappropriate. The Examiner shall continue the debriefing, giving the reasons for failure supported by factual statements and stating the re-test requirements, and any retraining requirements. Only then may the Examiner adopt a facilitative style.

The most constructive way to de-brief is to give the result first, i.e. pass or fail. In the event of a pass, the candidate can be congratulated and if there are any helpful points to raise, then invited to chat through them.

Should the candidate fail, then reasons must be given. It may be that there were numerous fail points, and it can be disheartening to listen to too much criticism of one's performance, so it is better to stick to one or two main fail points. A record of each fail point must be made and shown to the candidate on the notification of failure form SRG2129, in order to avoid future issues arising from repeats of poor performance.

Candidates who fail should be informed of their appeal rights under CAA Regulation 6.

### **AX3.8 The Introduction**

The introduction is used to set the scene and will allow the candidate to process what you want. For example, a sample introduction might be:

*'Rather than me just sitting here and reading the list of things on my note pad to you, it would be better to have a discussion – by that I mean we can talk to each other, instead of you simply listening to me. The benefit of this type of debrief is that it is more interesting to be involved in and more importantly, that we will all learn more by thinking through things for ourselves. Please take a minute and think about any topics/issues that were interesting – and I do not just mean anything that you think did not go well. Let's include in our lists of topics/issues some thoughts about why some elements of the test went so well.'*

A chronological debrief should be avoided.

Two open questions per issue should be asked (open questions require a longer answer and begin with words like why, when, what, how, where etc). If a closed question is used (closed questions are those that can be answered with a single word – such as 'Did you

*get distracted?), – then a building question can be added ‘Why didn’t your readback go well? ..... What would you do next time?’*

Additionally, a building question can be an effective method to lead the candidate to new topics. Typical building questions are: ‘*Why did that happen?*’, ‘*What do you mean?*’, ‘*Tell me more about that*’ ‘*Why do you say that?*’, ‘*Why is that important?*’, ‘*What other issues are there to discuss in the way you handled the emergency?*’

Open questions not only mean the candidate will do more talking, they will have to think deeper about the issues and candidates that are thinking are generally analysing and learning! Whilst a candidate is talking it also allows the Examiner to listen to the answer and to decide where to direct the debrief agenda.

Notwithstanding the discussion, it is the Examiner’s role to control the agenda and ensure that all the topics/issues have been raised. It is perfectly acceptable for the Examiner to add agenda topics/issues to the discussion. For example, ‘*Why was it important to get that radio call in in good time?*’ or ‘*Why is it important to readback a runway conditional clearance?*’

### **AX3.9 The Summary**

The Examiner will be able to assist the candidate’s learning by summarising the debrief. The candidate can then add their own conclusions and gain a better understanding. Summaries can either be a summation of a specific training topic/issue or at the end of the debrief in total.

Examiners should try not to summarise with only their words and understanding as learning best comes from those elements a candidate thought and articulated themselves.

An example of a summary is:

*‘It sounds to me like you’ve come to a few conclusions. You seemed to think that next time, completing the radio calls in good time would have helped to reduce the workload and given you more time to think. You also mentioned that selecting the next anticipated frequency each time you selected a new frequency would help. Did I summarise your comments correctly?’*

## AX3.10 Instruction and Facilitation techniques (ICAO Doc 9995)

	<b>Instruction Technique</b>	<b>Facilitation technique</b>
What do the words instructing/facilitating imply?	Telling, showing	Enabling the trainee to find the answer by <u>themselves</u> .
What is the aim?	Transfer knowledge and develop skills	Gain insight/self-analysis to enable an attitude change
Who knows the subject?	Instructor	Both instructor and trainee
Who has the experience?	Instructor	Both instructor and trainee
What is the relationship?	Authoritarian	Equal
Who sets the agenda?	Instructor	Both instructor and trainee
Who talks the most?	Instructor	Trainee
What is the timescale?	Finite	Infinite
Where is the focus?	Instructor – task	Trainee — performance and behaviour
What is the workload?	Moderate	High
What are instructors' thoughts?	Judgemental	Non-judgemental
How is progress evaluated?	Observation	Guided self-assessment

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## Annex 4 – FRTOL Senior Examiner Qualification

The prospective Senior Examiner (SE) must:

- Have held a FRTOL Examiner authority for a minimum of 3 years; and,
- Be recommended by a FRTOL SE or CAA Inspector following an EAoC in the previous 12 months; and,
- Hold an unfrozen Flight Crew Licence (CPL/ATPL) or ATS Licence (ATCO/FISO) with on-the-job training instructor/assessor ratings. Where an ATS Licence is not held, those holding an unrestricted FI Certificate with at least 3 years instructional experience as well as a validated ROCC will be considered.
- Produce records of 12 tests conducted as a FRTOL Examiner in the previous 12 months

**Note:** *If any of the above items change during the period of authorisation as a Senior Examiner, the FRTOL Chief Examiner is to be informed so that an assessment of continued suitability can be made. The appointment of Senior Examiners is by invitation and at the discretion of the CAA.*

**The CAA reserves the right to terminate an Examiner's authority at any time.**

### AX4.1 Grant of authorisation – FRTOL Senior Examiner

The prospective FRTOL SE will be required to demonstrate to the FRTOL Chief Examiner or CAA Training Inspector (TI), satisfactory knowledge of Radiotelephony, regulatory and examination procedures. Candidates will be required to demonstrate the ability to conduct EAoCs on FRTOL Examiners, including all relevant briefs, debriefs and standardisation updates.

This will be conducted by the FRTOL Chief Examiner or CAA TI observing the prospective FRTOL SE conducting an EAoC on a FRTOL Examiner. Further information on the content of an initial SE EAoC will be provided by the FRTOL Chief Examiner.

### AX4.2 Revalidation of FRTOL Senior Examiner authority

FRTOL SE authorisations are valid for a period of not more than 3 years. Thereafter, re-authorisation will be at the discretion of the CAA.

When approved, FRTOL SEs shall make their own arrangements for their revalidation EAoC during the 12 months preceding the expiry date. The subsequent three-year validity period will run from the original expiry date and not the date of EAoC.

For re-authorisation, the EAoC conducted by the FRTOL SE within the last 12 months of the validity period will be observed by either the FRTOL Chief Examiner, CAA TI or under special circumstances by another FRTOL SE if designated by the CAA.

It is expected that EAoC's will be conducted by the FRTOL Chief Examiner. When two consecutive EAoC's have been completed with the FRTOL Chief Examiner, the third EAoC shall be conducted by a CAA Training Inspector and/or observed by the CAA Head of FRTOL standards.

**Note:** A Senior Examiner with an expired authorisation who wishes to renew the privileges as approved by the CAA will be required to undergo the initial EAoC process unless otherwise agreed by the CAA. **The Authority reserves the right to not renew a Senior Examiner's authority.**

### AX4.3 FRTOL Senior Examiner – Training

Prior to the applicant attempting the initial EAoC, the FRTOL Chief Examiner or CAA Training Inspector will deliver a training programme that covers the following subjects:

- Legal obligations
- CAP 413 and its application
- FRTOL Examiner manual (CAP 2118)
- Conduct of EAoCs
- Checks of FRTOL Examiner test routes, audio recordings and test reports
- Briefing/debriefing/facilitation techniques
- Pass/fail criteria.
- Test administration and record keeping
- Senior Examiner processes, including TS10 and SRG1100D.
- GDPR

Applicants are expected to have studied and be familiar with this manual and the above subjects prior to starting the standardisation training.

The training may be tailored to account for an individual's knowledge, qualifications and experience.

The EAoC will be conducted using a real FRTOL Examiner candidate and FRTOL candidate in a 'live' assessment scenario. Only in exceptional circumstances will the FRTOL Chief Examiner or CAA TI shall play the role of a FRTOL Examiner or FRTOL candidate.

## AX4.4 FRTOL Senior Examiner – EAoC

The FRTOL Senior Examiner EAoC will consist of:

- Brief by the FRTOL Chief Examiner, CAA TI, or allocated Senior Examiner
- Oral questioning based on CAP2118, CAP413, Brief / Debrief techniques and Examiner standards.
- FRTOL Practical Test observation involving a real FRTOL applicant and real FRTOL Examiner candidate in a 'live' assessment scenario. This will include brief, debrief and delivery of *'hot topic'* presentation.
- Debrief by the FRTOL Chief Examiner, CAA TI, or allocated Senior Examiner followed by completion of required CAA forms and administration tasks.

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## Annex 5 – Examiner disciplinary procedures

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FCL.1010 of the UK (EU) Regulation No. 1178/2011 and Article 253 of the ANO 2016, list the circumstances under which the CAA can limit, suspend or revoke licences, ratings or certificates, but this list is not exhaustive. The list includes ‘unacceptable performance in any phase of the FRTOL Examiner’s duties or responsibilities’. Examples of unacceptable performance include:

- Falsification of, or failure to keep records.
- Propensity not to abide by rules and regulations.

If it becomes apparent that an Examiner is failing to achieve the standards expected of them, the CAA will take appropriate steps to rectify the situation. Among the courses of action available are the following:

- Interview
- Formal written warning
- Requirement for retraining and/or reassessment of Examiner skills
- Suspension of FRTOL Examiner authorisation
- Revocation of FRTOL Examiner authorisation

The particular course of disciplinary action will depend on the particular circumstances of the individual case and will not necessarily follow the sequence listed above. The CAA Head of FRTOL standards may mandate remedial action such as retraining and a further assessment of competence.

An Examiner’s authority may be provisionally suspended pending investigation of an alleged offence or until remedial action such as retraining is completed.

**The CAA Head of FRTOL standards will take suspension or revocation action where it is considered that the CAA cannot remain satisfied as to the fitness or qualification of the Examiner.**

In the event of a proposal to suspend or revoke an authorisation, the FRTOL Examiner/Senior Examiner will be entitled to request a review of the proposal in accordance with Regulation 6(5) of the Civil Aviation Authority Regulations 1991 Act.

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## Annex 6 – Examiner Standards

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The FRTOL Examiner is to:

- Determine through practical demonstration during the test that the applicant has acquired and maintained the required level of knowledge and proficiency.
- Improve training in ATO/DTO/clubs by feedback of information about items or sections of tests that are most frequently weak or failed.
- Apply a common standard. FRTOL Examiners must exercise sound judgement and impartiality throughout their duties.
- Establish a professional and workmanlike atmosphere and do their best to relax the applicant both before and during a test. A negative or confrontational approach should not be used. During the test the Examiner should avoid negative comments or criticisms, and all assessments should be reserved for the debriefing.

The following basic principles apply:

- A FRTOL Examiner will ensure that an applicant completes a test in accordance with this document and is assessed against the required test standards.
- The test schedule, as briefed, will not normally be altered by the Examiner.
- Marginal or questionable performance of a test item is not to influence an Examiner's assessment of any subsequent items.
- Assumptions must not be made based upon the presentation/appearance of a candidate. There must be no bias arising from anything seen or heard. A candidate who is known to be weak in one area of training may well be excellent in another area.
- Briefings are to follow the standard format in order to ensure that all candidates are treated equally and have the best possible opportunity of success. It is not necessary to brief from memory. Sensible use of briefing materials is encouraged, especially for recently appointed Examiners.
- Precise records are to be kept of all tests, especially of any fail points, as these may be required at a later date. All records are required to be kept securely and in accordance with guidance under GDPR. In the event of any future problems, contemporaneous notes can be invaluable, particularly if an appeal is raised under CAA Regulation 6.

- All CAA forms including online documentation must be submitted promptly and fully complete.
- No matter how well a candidate might be known to an Examiner, when conducting a test, a professional distance must always be maintained. Failure to set appropriate boundaries will make it very difficult to deal with a poor performance or a fail. The Examiner should not conduct the test if they feel their objectivity may be affected.
- It is important to be as objective at the end of the day as at the beginning. Taking appropriate breaks and not attempting to conduct an excessive number of tests are important considerations for an Examiner. Sufficient time should always be left to complete tasks without rushing.
- Following a test, whether pass or fail, an Examiner is required to debrief the applicant. If any items or sections were failed, the reasons for failure must be clearly explained. The Examiner is then required to provide appropriate advice and guidance to assist the applicant in any future attempt.
- Any comment on, or disagreement with, an Examiner's Practical Test evaluation or assessment made during a debriefing will be recorded by the Examiner on the Practical Test report and will be signed by the FRTOL Examiner and countersigned by the applicant.
- Examining is not the same as instructing. In the latter, continual encouragement and indication of success is important, as is constructive criticism of weak performance. Instructors and students need to develop an appropriate rapport if training is to be maximally effective. In the case of examinations or tests, such closeness would be most inappropriate. It is essential to avoid at all costs any indication of good or bad performance at any stage of a test. Letting a candidate know that something is going well may cause a false sense of security and a slackening of performance standards. It may also cause problems if the candidate later makes an error that causes a fail. Allowing a candidate to become aware of an error during the assessment process could have a negative impact on the rest of the procedure and result in fail, when a pass with admonition may have been a possible outcome. The Examiner's voice must remain neutral at all times, avoiding inflections that might give rise to expectations, false or otherwise. The same applies to body language and facial expressions. Neutrality should always be the goal.
- The same FRTOL Examiner is not to re-examine a failed applicant without the agreement of the applicant.

## Appendix A – Example FRTOL Practical Test Route Brief

Example: FRTOL Examiners will be issued with an editable blank copy of this form.

<ENTER DATE ROUTE CREATED>



### FRTOL Practical Test – CANDIDATE ROUTE BRIEF

<b>Callsign</b>	To be chosen by the candidate (UK registration)
<b>Category / Type</b>	To be chosen by the candidate (Fixed Wing / Rotary Wing SEP)
<b>Aircraft Equipment</b>	Standard equipment with 1 x 8.33 channel aeronautical VHF radio and Transponder with Mode C (set to VFR conspicuity code 7000).
<b>Pilot Qualification</b>	PPL – no instrument rating
<b>POB</b>	1
<b>Route</b>	NORTHAMPTON (EGBK) – VRP BEDWORTH – VRP FRANKLY RESEVOIR – COSFORD – HAWARDEN (EGNR). <b>Note:</b> VRP's are East & West of the Birmingham CTR (D)
<b>Flight Time</b>	Approximately 50 minutes
<b>NOTAMS, Weather and Route Information</b>	<p>WEATHER: Actual and forecast weather is suitable for VFR with no cloud below 5000ft and visibility more than 10KM (CAVOK). Wind aloft is calm.</p> <p>EGNR ATIS INFO M, RW04 040/8 CAVOK 18/14 Q1013, INCREASED BIRD ACTIVITY IN THE VICINITY OF THE AERODROME</p> <p>NOTAM: LONDON FIR – SHAWBURY AIAA IS HEAVILY ACTIVE SFC-FL70 DUE TO MILITARY EXERCISE. PILOTS ARE TO REQUEST THE BEST UK FIS AVBL. TILSTOCK DZ IS CLOSED.</p> <ul style="list-style-type: none"> <li>• All enroute airports are open and fully serviceable</li> <li>• The test starts assuming you are booked out, engines running on the main apron at Northampton/Sywell Aerodrome.</li> <li>• Any times / ETAs are to be made up by the candidate</li> <li>• Distances transmitted by RTF can be 'approximate'</li> <li>• FIR FIS Frequencies are available (London Information 124.750)</li> <li>• Frequency monitoring codes are <u>not</u> available</li> <li>• At some point during the test, you will be made aware of an <b>emergency situation</b> that may involve you or somebody else. The Examiner will advise you on how you will be notified. Make the emergency transmission on the appropriate frequency until you are advised the emergency has ceased.</li> </ul>

### FRTOL Practical Test - Flight Plan

Route	Planned Level	Track	Distance (NM)	Time (min)
EGBK – VRP Bedworth	Altitude 2,500FT	290°	15	10
VRP Bedworth – VRP Frankley Rsv	Altitude 2,500FT	260°	10	10
VRP Frankly Rsv - Cosford	Altitude 2,500FT	335°	10	10
Cosford - EGNR	Altitude 2,500FT	330°	30	20
<b>Alternate</b> EGCV - Sleap				

**Note:** FRTOL Examiners will be issued with an editable master copy of this form

<ENTER FRTOL EXAMINER CAA REFERENCE NUMBER>

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## Appendix B - FRTOL Practical Test – CAA Standard Candidate Brief

*Example. FRTOL Examiners will be issued with a master copy of this brief.*

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### FRTOL Practical Test – CAA CANDIDATE BRIEF

**Portable electronic devices (PED's) and cameras are NOT permitted in the examination room**

The FRTOL Practical Test is a test of communication skills using standard phraseology and procedures. Candidates are required to simulate flying the route indicated on the flight plan, transmitting all the required Radiotelephony calls on the appropriate frequencies.

The candidate will be expected to know when Radiotelephony transmissions are to be made and understand the nature of the information passed. The test shall be assessed in accordance with standard phraseology contained in the latest edition of CAP413. The ability to interpret knowledge beyond that explained in CAP413 and the communications element of the UK AIP will not be assessed.

Candidates are to note the following:

- The FRTOL Examiner will explain and demonstrate how to operate the testing equipment.
- The candidate will be allocated time to plot the test route onto an aeronautical chart. Following a route brief by the FRTOL Examiner, the candidate is then allocated a further 20 minutes planning time to make notes for use in the test. The RTF Aide Memoire issued by the FRTOL Examiner can be used in the planning stage as well as the test.
- A list of frequencies for communications facilities is provided for the chart region.
- Airfield information used during the test will be generic and may not be representative of real-life airfield data and local procedures.
- The flight will start in accordance with the details contained within the Route Brief.
- The test may be carried out at the candidate's own pace with no requirement to wait the full time between transmissions. However, the test must not take longer than the flight plan time stated on the Route Brief.
- The FRTOL Examiner will play the role of an AGCS Radio Operator, FISO or ATCO. They will respond to calls made to their station as if it were a real-life flight. The FRTOL Examiner will make it clear to the candidate if they are transmitting outside of role play.
- At some stage during the test the candidate will be made aware of an emergency. The FRTOL Examiner will brief how the candidate will be made aware of the emergency and how the emergency will cease. The candidate is to transmit the full content of the emergency call regardless of the scenario.
- After the candidate has completed the simulated flight test, the FRTOL Examiner will ask several assessed questions relating to the test route flown and/or the content of CAP413 prior to the result being disclosed at the debrief.
- Questions regarding the content of the test, or what is required from the candidate should be asked prior to the route being disclosed by the FRTOL Examiner.
- The FRTOL Examiner may interject and reserves the right to terminate the test at any point.
- The Practical Test Route and its associated documentation must not have been disclosed to the candidate or training provider prior to the start of the test.
- The FRTOL Practical Test, including assessed questions, will be audibly recorded for regulatory and auditing purposes.
- The candidate is to confirm that they are happy to continue with the test on completion of this brief.

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## Appendix C – Example Scenario Based Questions

### EXAMPLE 1

If during the test the candidate departs an Air ground communications service (AGCS) unit and arrives at an Aerodrome Flight Information Service (AFIS) unit. You may wish to determine the candidate's understanding of Air Traffic Control (ATC) procedures.

- If you were to have departed an ATC unit and received the following transmission, what would your reply be? “G-CD behind the landing Cessna 172, line up runway 34 behind”
- Once you have lined up, you receive the following transmission, what would your reply be? “G-CD surface wind 340/5 runway 34 cleared for take-off”

### EXAMPLE 2

If during the test the candidate flies through an Area of Intense Aerial Activity (AIAA). They request a 'BASIC SERVICE' (which may be appropriate). The Examiner may determine the candidate's understanding of UK Flight Information Services.

- When flying through the AIAA, you requested a 'BASIC SERVICE'. Talk me through your decision to request this? What other services were available to you? Could you have requested a Deconfliction Service?
- Whilst flying through the AIAA the Air Traffic Control Officer (ATCO) gave you some traffic information. What is the correct response from the pilot?
- If you were to fly through this AIAA again, what would you do differently?

### EXAMPLE 3

If during the test route the candidate is informed by the Examiner that they have a rough running engine, that they are not in an immediate danger but were concerned for their safety. The candidate declares a 'MAYDAY'.

- When I informed you of your emergency, you declared a 'MAYDAY'. Why did you transmit a Distress?
- What other option did you have based on the information given to you at the time?
- You gave your intention as continuing to destination, which was 40NM away, what other options did you have?
- What would you do differently next time?

### EXAMPLE 4

During the test the candidate occasionally confuses the word 'ROGER' with 'WILCO'. The candidate may also excessively and inappropriately use a word such as 'ROGER'.

- What are the definitions of the words 'ROGER' and 'WILCO'?

- When should you use the word 'WILCO' &/or 'ROGER'?
- What are the advantages of using these words?

### EXAMPLE 5

During the test the candidate conducts a standard circuit to a full stop landing.

- Arriving at an AFIS unit, you are informed by the Flight Information Service Officer (FISO) that the runway is occupied. What are your available responses?
- In an ATC environment you are instructed to "Continue Approach" what is your response?

### EXAMPLE 6

The candidate conducts the test in a Glider or Sailplane and starts airborne with the first RTF call being made to their first enroute Air Traffic Service Unit (ATSU).

- For this scenario, you winch launched from a gliding field. If you were in a touring motor glider (TMG) at an ATC unit, talk me through the RT calls you would make from engine start to departing?
- What is a conditional clearance?
- What are the main differences between ATC and AFIS?
- When is it acceptable for the pilot to transmit the words 'take-off'?

### EXAMPLE 7

The candidate conducts the test in a Hot Air Balloon. They depart from an AFIS unit but land out in a field within a Control Zone (CTR)<sup>5</sup> having obtained the required clearance to enter.

- For this scenario, you were unable to complete a landing procedure with associated RT calls at an aerodrome. If you were in a conventional powered fixed wing aircraft, talk me through the standard calls made from an overhead join to landing?
- When you report 'Final,' the ATCO instructs you to 'continue approach' – what is your response?
- At an AFIS unit, you report 'Final' and the FISO informs you that the runway is occupied, what are your available response subject to the traffic conditions?

***The outcome of this questioning will be a factor in the overall result.***

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<sup>5</sup> A full list of abbreviations use can be found in the Glossary contained in CAP2118 and CAP2325.

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## Appendix D – FRTOL Examiner Practical Test Checklist

Example. FRTOL Examiners will be issued with a master copy of this form.

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### FRTOL Examiner Practical Test Checklist

Actions	
Check serviceability of test rooms (inc. signs on doors) and all required equipment.	
Check candidate's identity and required documentation (evidence of examination passes, CAA5003, SRG1171, SRG2129 etc).	
Introductions and Health & Safety Brief. Check removal of PEDs.	
CAA Standard Candidate Brief – Review in full. (Is the candidate happy to continue? - completion of this brief is the start of the test).	
Disclose Test Route verbally and help identify on the chart.	
Allow the candidate to plot the route onto their aeronautical chart (5 minutes).	
Present the candidate with hard copies of: <ul style="list-style-type: none"> <li>• Route Brief</li> <li>• Frequency Reference Card</li> <li>• RTF Aide Memoire</li> </ul> Conduct verbal brief, allow for questions, and check understanding.	
Candidate self-planning time (20 minutes).	
Explain/demonstrate how to use the test equipment.	
Start audio recording (State date, time, location, and candidate name / reference). Conduct of simulated flight test (no more than 60 minutes).	
Start completing FRTOL Practical Test report form (SRG2160) and establish Scenario based questions (Mandatory   Optional   Check understanding).	
Scenario based Questioning (no more than 15 minutes). End audio recording (retain for a minimum of 45 days / always save 5 most recent). Complete SRG2160 fully and establish result.	
Test Result delivery followed by debrief. Fail = Result   Reason   Retraining   Retest   Regulation 6.	
CAA Hot Topic Presentation – for successful candidates only (5 minutes).	
Collect paperwork, destroy candidate notes and erase route from chart.	
Complete relevant CAA forms (CAA5003/SRG2129) and post test administration.	

**Note:** The test route used by the Examiner will be recorded on the test report form SRG2160 and will be subject to audit by Senior Examiners at EAoC's.

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## Appendix E – FRTOL Practical Test Report (SRG2160)

Example of SRG form, which can be downloaded from the CAA website.

<b>Flight Radiotelephony Operators Licence (FRTOL)</b> <b>PRACTICAL TEST REPORT FORM</b>			
<b>This form is for use by FRTOL Examiners when conducting FRTOL Practical Tests. See Guidance notes.</b>			
			
<b>1. CANDIDATE DETAILS</b>			
CAA Personal reference number (if known): <b>0 0 1 1 2 2 A</b>			
Forename(s): <b>JOSEPH</b>		Surname: <b>BLOGGS</b>	
<b>2. FRTOL PRACTICAL TEST SYLLABUS</b>			
<b>Section 2: General Phraseology, References and Procedures</b>		<b>Section 3: Departure Procedures</b>	
2.1	CAA FRTOL Licensing Requirements   CAP413	3.1	Test Transmissions   Readability Scale
2.2	General Phraseology	3.2	ATIS   Startup   Airfield information   Taxi
2.3	Mandatory and required Readbacks	3.3	Holding (ground)   Runway incursion risk
2.4	Standard Phrases (Use of Wilco, Roger etc.)	3.4	Departure Clearance (Controlled Aerodrome)
2.5	Aircraft callsigns   Placement   Abbreviations   Student	3.5	Clearances regarding runways (inc. conditional)
2.6	Station callsigns (AGCS   AFIS   ATC)	3.6	'Ready for departure' transmission
2.7	Phonetic Alphabet   Saying of numbers	3.7	Procedure differences – AGCS   AFIS   ATC
2.8	Response to Traffic Information	3.8	SAFETYCOM   Unattended aerodrome procedures
		3.9	Frequency Changes - Ground/Tower/Approach
<b>Section 4: Arrival and Circuit Procedures</b>		<b>Section 5: Enroute Procedures</b>	
4.1	Initial call and request   Passing of details	5.1	Frequency Changing (request / changing to)
4.2	Joining Procedures - Aerodrome Information / ATIS	5.2	Initial Call and Request
4.3	Overhead / Circuit / Direct Join transmissions	5.3	Enroute call (reply to 'pass your message')
4.4	Orbit   Extend   Hold (Controlled Aerodrome)	5.4	UK Flight Information Services
4.5	Clearances regarding runways (inc. Land after)	5.5	MATZ / ATZ Penetration
4.6	Go Around / Runway Occupied	5.6	Control Zone (CTR) / Control Area (CTA) Transit
4.7	Procedure differences – AGCS   AFIS   ATC	5.7	SSR Operating Instructions   Freq Monitoring Codes
4.8	SAFETYCOM   Unattended aerodrome procedures	5.8	Radio / Transponder Mandatory Zones
4.9	Frequency Changes – Approach/Tower/Ground	5.9	SVFR Clearances
		5.10	Danger Areas – DAAIS   DACS
		5.11	Procedural Position Reports
<b>Section 6: Emergency, Abnormal and Lost Procedures</b>		<b>Section 7: Record of Scenario Based Questions:</b>	
6.1	Distress (MAYDAY) - Definitions and transmission	Please specify: _____	
6.2	Urgency (PANPAN)-Definitions and transmission	Basic vs. Traffic Information _____	
6.3	Mayday Relay – Responsibilities and transmission	AGCS / AFIS / ATC differences _____	
6.4	Uncertainty of Position – Position Fix	Radio failure procedures _____	
6.5	Uncertainty of Position – VDF	Response to traffic information _____	
6.6	Frequencies to use for Emergency Calls (Inc. 121.5)	Safetycom procedures _____	
6.7	Priority of transmissions		
6.8	Cancellation of Emergency		
6.9	Training Fix   Practice Urgency		
6.10	Radio Failure (procedures and actions)		
6.11	SSR Emergency Codes – 7700   7600   7500		
<b>3. TEST DETAILS AND RESULT</b>			
Date of Test: <b>01/01/2024</b>		Test Route: <b>EGBK - EGNR via Bedworth / Frankly</b>	
Result: <b>Pass</b> <input checked="" type="checkbox"/> <b>Fail</b> <input type="checkbox"/>		ELP Level 6 Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Not Assessed <input type="checkbox"/>	
Hot Topic subject (if applicable) <b>Airspace Infringements</b>		Test location: <b>Frank Air. (ATQ.900).EGTK</b>	
FRTOL Examiner name: <b>Peter Franklington</b>		Signature: 	
CAA Reference No: <b>112233Z</b>			
I confirm that the test location is compliant with CAP 2118 <input checked="" type="checkbox"/>			

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## Appendix F – Example Frequency reference card

Example only – Not to be used for test purposes. Latest version available from [NATS UK AIS internet briefing system website](http://NATS UK AIS internet briefing system website).

SOUTHERN ENGLAND & WALES											
Frequency Reference Card - AIRAC 05/2023 (18 May 2023)											
AERODROME	INDICATOR	RA/APP	TWR	A/FIS	AIC	AERODROME	INDICATOR	RA/APP	TWR	A/FIS	AIC
Aldermaston	ECJA	125.355		121.700		Little Rissington	ECV1		120.775		
Alresford				120.555		Lake District			118.190		
Andover	ECNL			123.180		Liverpool	ECCP	119.855	128.955		
Bathampton						London	ECFD	122.700	118.000		
Bathurst Heath	ECYE	134.450(M)	120.405			London City	ECCL	126.825	124.290		
Bedales	EC5M			120.380		London Heathrow	ECKK	119.730	118.505		
Bedford	ECBF			119.830		London Heathrow	ECLL	119.280	118.505		
Bembridge	ECJU			123.255		London Heathrow	ECLW		124.280		
Benson	ECUW	120.300(M)	127.150			London Luton	ECCM	129.550	132.555		
Bicester	ECKB	129.405	134.805			London Stansted	ECSS	129.625	128.805		
Bognor Regis	ECBB	123.900	118.305			Lydd	ECMD	120.705	119.380		
Blackheath	ECLK			122.305	122.305	Manchester	ECDC	118.580	118.630		
Bottoms	ECLA			120.300		Marlowe/Barton	ECOB		120.255		
Boscombe Down	ECOM	126.700(M)	130.750			Marton Hill	ECYM	124.150(M)	118.325		
Bournemouth	ECHH	119.400	125.805			Merryfield	ECDI		122.190		
Brentford	ECLP			125.190		Middle Wallop	ECVP	123.380	118.600		
Bristol	ECGD	125.550	133.850			Midsford	ECUN	122.550			
Brixton Norton*	ECVN	119.000(M)	123.725			Mora	ECQG	119.175	118.955		
Camber	ECCK			122.255		Mowntjoy	ECDN		128.300	128.300	
Cambridge	ECSC	120.965	125.905			Netheravon	ECBN		123.280		
Cardiff	ECFT	119.155	133.105			Neath	ECGQ	133.405	134.380		
Chelmsford	ECJL			120.655		Newport	ECBZ		122.520		
Chichester/Coodwood	ECHR			125.410		Newport	ECBZ		122.705		
Clacton	ECQG	122.455				Northolt	ECNU	126.450	120.875		
Compton Abbas	ECHA			118.155		Nottingham	ECBN		119.355	124.255	
Corbridge	ECIC	119.200(M)	124.675			Nottingham	ECBN		119.380		
Cotfold	ECWC	135.875	128.850			Osley Park	ECTW		132.220		
Country	ECGR			123.830		Ostholme	ECVO	121.300	119.225		
Creamfield	ECTC	122.855	134.800			Old Buckenham	ECBV		124.405		
Crewe	ECRD	124.400(M)	125.360			Old Sarum	ECLS		125.965		
Crediton	ECRD			122.775		Old Warden	ECTH		130.705	130.705	
Culdrose	ECGR	134.900(M)	122.100			Okehampton	ECTK	125.800	135.430		
Daventry Hall	ECML			119.555		Parham			118.085		
Deerland	ECKL			122.710		Pembrey	ECFP		124.400		
Denham	ECLD			129.730		Pembrey	ECTP		119.755		
Derby	ECBD			130.730		Peterborough/Cooling	ECFS		128.725		
Doncaster Sheffield	ECQN	120.225	128.775			Peterborough/Glinton	ECSP		126.320		
Dunkeswell	ECTU			123.480		Popham	ECHP		129.865		
Dunstable	ECTD			119.105		Predannack	ECDD	134.650	122.100		
Durantown Downs	ECUJ			119.905		Rodd Hill	ECKR	119.605			
Eastbourne	ECUJ			122.080		Rotherham	ECNE		120.480		
Easton	ECHU			123.010		Rugby	ECTO		122.255		
Easton Colne	ECGR			122.430		Saint Athan**	ECST		122.165		
East Midlands	ECXN	134.180	124.005			Selly Islet/St Marys	ECHE	134.880	124.380		
Eleven	ECTR			122.405		Sheriff Hutton	ECJS		118.405		
Enstone	ECTH			123.880		Shawcross	ECOB	133.150(M)	122.100		
Exeter	ECTE	120.900	119.805			Shibdenhead Lodge	ECBS		118.155		
Fairford	ECVA			124.800		Shobdon	ECBA		122.255		
Farnham	ECTF			123.430	123.430	Shoreham	ECKA	123.155	125.405	123.155	
Farmborough	ECLF	134.355	122.780			Silvestone	ECBV	125.300	126.285		
Fenton	ECGL			122.990		Skegness	ECBS	123.400	124.300		
Ferrards	ECGL			125.700		Skegness Hill (London)	ECBS		121.905		
Fonthwaite	ECVJ			135.705		Shepperton	ECVY		122.465		
Gloucestershire	ECBZ			128.555	122.905	Shropshire	ECDE		118.280		
Grendon Lodge	ECVJ			131.280		St Albans	ECHI	122.730	118.305		
Credit Oakley	ECVJ			123.205		Southend	ECMC	120.700	127.730		
Croft Farm	ECVJ			130.430		Taplow	ECST		118.205		
Cumsey	ECJB			127.580		Tenterden	ECDE		122.100		
Hatton	ECJU	120.905	119.455	119.280		Thurrock	ECDE		118.280		
Haworth	ECFV			130.425		Totnes	ECCT		118.100		
Hawarden	ECMR	120.955	124.965	123.605		Trotton	ECTH		118.205		
Hedgehog	ECHS			130.255		Turton	ECDE		122.100		
Holme Linton	ECIH			122.100		Valley	ECOW	125.225(M)	122.100		
Holme Baworth	ECIH			127.580		Wetton	ECUW	125.600	121.300		
Isle of Wight/Sandown	ECHN			120.300(M)	122.100	Wetton	ECVW	125.800	118.210		
Jersey	ECJU			120.305	119.455	Wetton	ECWV	125.800	118.210		
Kemble	ECBP			118.430		Wetton	ECST		122.100		
Kenley	ECJU			119.760		Wetton	ECTH		118.205		
Lakehead	ECUL	128.900(M)	122.100			Wetton	ECST		122.100		
Land's End	ECIC			120.255		Wetton	ECWV	125.800	118.210		
Lasham	ECHL			131.830		Wetton	ECWV	125.800	118.210		
Lashenden/Headcorn	ECKH			122.210		Wetton	ECWV	124.080	128.065		
Lee-on-Solent	ECHF			118.900		Wetton	ECFA		122.155	122.155	
Lelant	ECSC			122.130		White Waltham	ECLM		122.605		
Little Cressen	ECJU			130.855		White Waltham	ECLM		122.605		
**St Athan - Initial contact frequency refer to Cardiff**											
***Southampton/Solent - Initial contact frequency is 130.230											
(M) = MATZ Crossing Frequency											
(W) = MATZ Crossing Frequency											
AERODROME	INDICATOR	RA/APP	TWR	A/FIS	AIC	AERODROME	INDICATOR	RA/APP	TWR	A/FIS	AIC
Wickford	ECNW		119.675(M)		127.975	Bournemouth		126.700(M)		124.150(M)	
Wimborne	ECTW					Bournemouth			118.440		
Halfpenny Green	ECBO					Bristol	ECTB	124.275		133.405	
Wycombe Mill	ECWV					Bristol	ECTB	124.275		119.365	
Wycombe Mill via LONDON	ECWV					Bristol	ECTB	124.275		119.365	
Wytton	ECUY					Bristol	ECTB	124.275		119.365	
Yewtree & Westland	ECHC	130.805	125.405			Bristol	ECTB	124.275		119.365	
Yewtree & Westland	ECWV					Bristol	ECTB	124.275		119.365	
Yewtree & Westland	ECWV					Bristol	ECTB	124.275		119.365	
(M) = MATZ Crossing Frequency						Bristol	ECTB	124.275		119.365	
AERODROME	INDICATOR	RA/APP	TWR	A/FIS	AIC	AERODROME	INDICATOR	RA/APP	TWR	A/FIS	AIC
Wickford	ECNW		122.455			Wickford		126.700(M)		124.150(M)	
Wimborne	ECTW					Wickford			118.440		
Halfpenny Green	ECBO					Wickford			119.365		
Wytton	ECUY					Wickford			119.365		
Yewtree & Westland	ECHC	127.350(M)	120.800			Wickford			119.365		
Yewtree & Westland	ECWV					Wickford			119.365		
(M) = MATZ Crossing Frequency						Wickford			119.365		
AERODROME	INDICATOR	RA/APP	TWR	A/FIS	AIC	AERODROME	INDICATOR	RA/APP	TWR	A/FIS	AIC
Wickford	ECNW		122.455			Wickford		126.700(M)		124.150(M)	
Wimborne	ECTW					Wickford			118.440		
Halfpenny Green	ECBO					Wickford			119.365		
Wytton	ECUY					Wickford			119.365		
Yewtree & Westland	ECHC	127.350(M)	120.800			Wickford			119.365		
Yewtree & Westland	ECWV					Wickford			119.365		
(M) = MATZ Crossing Frequency						Wickford			119.365		
AERODROME	INDICATOR	RA/APP	TWR	A/FIS	AIC	AERODROME	INDICATOR	RA/APP	TWR	A/FIS	AIC
Wickford	ECNW		122.455			Wickford		126.700(M)		124.150(M)	
Wimborne	ECTW					Wickford			118.440		
Halfpenny Green	ECBO					Wickford			119.365		
Wytton	ECUY					Wickford			119.365		
Yewtree & Westland	ECHC	127.350(M)	120.800			Wickford			119.365		
Yewtree & Westland	ECWV					Wickford			119.365		
(M) = MATZ Crossing Frequency						Wickford			119.365		
AERODROME	INDICATOR	RA/APP	TWR	A/FIS	AIC	AERODROME	INDICATOR	RA/APP	TWR	A/FIS	AIC
Wickford	ECNW		122.455			Wickford		126.700(M)		124.150(M)	
Wimborne	ECTW					Wickford			118.440		

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## Appendix G – FRTOL Practical Test RTF Aide Memoire

**S**TATION

**A**IRCRAFT **C**ALLSIGN

**R**EQUEST

< PASS YOUR MESSAGE >



**C** - CALLSIGN

**A** - AIRCRAFT TYPE

**R** - ROUTE (FROM – TO)

**P** - POSITION

**A** - ALTITUDE / HEIGHT / LEVEL + APS

**I** - INTENTIONS / ADDITIONAL INFORMATION (FLIGHT RULES, TRACKING TO)

**C** - CALLSIGN

**P** - POSITION

**T** - TIME

**A** - ALTITUDE / HEIGHT / LEVEL

**N** - NEXT POSITION

**E** - ETA

### **M**AYDAY x 3 or **P**AN **P**AN x 3

**S** - STATION

**C** - CALLSIGN

**A** - AIRCRAFT TYPE

**N** - NATURE OF EMERGENCY

**I** - INTENTIONS

**P** - POSITION / LEVEL / HEADING

**P** - PILOT QUALIFICATIONS

**A** - ANY OTHER USEFUL INFORMATION (POB, ENDURANCE etc.)

*This aide memoire is approved by the UK CAA for use by the candidate during the Practical Test<sup>6</sup>.*

<sup>6</sup> FRTOL Examiners will be issued with a master copy of this form.

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