



Information for Test Takers 2019

CONFIDENTIAL

The content of this document is confidential. Duplication or dissemination of any part of this document without the express written consent of the owner is prohibited.

TABLE OF CONTENTS

Amendments	2
RECORD OF AMENDMENTS.....	2
Table of Contents.....	3
1. Registering for CLEAR	4
1.1 On Arrival	5
1.2 Rules.....	5
2. Taking the test.....	6
2.1 Part One: Radiotelephony Role Play (Listening and speaking)	6
2.2 Part Two: Monitor and Report (Listening and Speaking)	9
2.3 Part three: Describe and Discuss (Speaking)	10
3. Assessment and scoring	11
4. Certificates.....	11
5. Appeals	12
6. Cancellations.....	13
7. Rescheduling.....	13

1. REGISTERING FOR CLEAR

Before you take CLEAR, you must register online at www.iaeltd.org no less than 24hrs before the test session. You will need to provide the following personal information:

- Family Name(s) (As stated on your passport)
- Given Name(s) (As stated on your passport)
- Date of birth
- First language
- Title
- Employer/Company
- Pilot license held
- License number
- Issuing Authority
- Home address
- Telephone number
- Email address

If you do not have a pilot license, please provide your Cadet Recruitment Number. You may use the following alternative forms of photo-identification:

- Passport
- Hong Kong ID Card

We will send your test certificate to the address you give at registration. You may change this address if you wish, but you will need to send an email to: **admin@iaeltd.org** with the new details. If a new certificate is required due to wrong address given, you will be charged HKD\$100 as an administrative fee.

To complete your registration, you will need to pay the test fee in full. You can do this by registering and paying online with PayPal at www.iaeltd.org.

You are not allowed to take the test until you have paid the test fee in full. For some individuals, this fee may be covered by your company. Please contact your company or sponsor directly for further information on this.

On the day of the test, you need to bring the original identification document that you used to register for the test. You should try to arrive at the test centre at least 20 minutes before your test slot time. When you arrive at the test centre, you should remain in the waiting area. Your examiner will meet you at the allocated time and check your identity.

*NOTE: CANDIDATES WHO DO NOT BRING THEIR IDENTIFICATION WITH THEM TO THE TEST SESSION MAY **NOT** TAKE THE TEST*

You are only allowed to take a bottle of water and your identification into the test room. You are not allowed to take anything else into the test room with you. The examiner will store your belongings including your mobile phone, any recording devices and smart watch for you, and then show you to the test room. You will then complete the required documentation and have your photograph taken, this photograph will appear on your test certificate.

1.1 ON ARRIVAL

- We will check your identification against our records.
- We will take a photo of you for our records and certificates.
- We will complete the required documentation.

1.2 RULES

- You must declare to us the name of your instructor and the course taken if you have taken a course with IAE, we will ensure that your teacher will not also be your examiner.
- You may not take the test without the required identification.
- You may not leave the Test Centre until the test has finished.
- You may not take any personal belongings other than a bottle of water into the test room; your belongings will be stored safely in a locked facility.
- Your personal information and test information will be kept confidential but may be used for test training, research and development purposes.
- That CLEAR reserves the right to communicate test scores to your sponsor or employer and the Civil Aviation Authorities.
- This assessment will be recorded for audit purposes.
- IAE at times provides training to individuals. If you currently hold a valid pilot's license in Hong Kong and have attended training with IAE, IAE reserves the right to decline rating the individual.
- **DO NOT** call our office to enquire about your scores, if you require help, please email us: admin@iaeltd.org

We at IAE English Asia Ltd endeavour to avoid any conflict of interest and request that anyone having taken their ICAO assessment with IAE, seek training from an alternative service provider.

IAE English Asia Ltd have ceased all training activities and will not provide any training to any prospective test candidates.

2. TAKING THE TEST

CLEAR has been designed to meet the ICAO Language Proficiency Requirements in the aeronautical communications environment. There are three parts to the test and may take up to 40 minutes to complete.

One examiner will conduct CLEAR. The examiner is a trained English language assessor or an individual who has experience with international radiotelephony communications. In all parts you communicate directly with the examiner. The test is recorded.

When your test slot time arrives, the test centre manager/examiner will show you to your test room. The examiner will introduce himself to you, and you will take your seat at the table. The examiner will verify your identity once again, and then talk to you about the test. The examiner will also ask you if you are feeling well enough to take the test. Then the test will begin.

2.1 PART ONE: RADIOTELEPHONY ROLE PLAY (LISTENING AND SPEAKING)

You will take the role of the pilot in 2 role-play scenarios. The scenarios are based on departure, en-route or arrival phases of flight. The scenarios are in the following order:

- Departure followed by en-route; or
- En-route followed by arrival.

Part 1 tests voice-only communication. In part 1 there is no eye-contact between you and the examiner.

In each scenario:

- Firstly, you will listen to an ATIS or a VOLMET broadcast.
- Then you will do a radiotelephony roleplay.
- Next you will give a cabin crew briefing (en---route scenarios only).
- Finally, you will answer questions about the ATIS or VOLMET broadcast you heard.

At the beginning of each scenario, the examiner will give you instructions for this part of the test. On the instructions you will have basic information about your flight. You will not be tested on this information; it is there to help you communicate. This information includes but is not limited to:

- Your flight number;

- Your aircraft type;
- Your origin airport; and
- Your destination airport.

The instructions also include:

- A basic aeronautical chart of the departure airfield (in departure scenarios)
- A topographical chart showing navigational aids, airways, airfields, your position and your track (in en-route scenarios)
- The arrival airfield showing the standard arrival pattern, navigation aids, the arrival airport and topographical features (in arrival scenarios).

The examiner will give you 45 seconds to look at this information before the test continues. You can look at it during the test, so you don't need to remember it.

Firstly, the examiner will play a pre-recorded ATIS broadcast (in departure and arrival scenarios) or a VOLMET broadcast (in en-route scenarios). You will hear the broadcast twice.

This task tests your ability to understand numbers, letters, weather vocabulary and plain English for warnings. As you listen, you need to take notes on the important information. At the end of the role play scenario, the examiner will ask you questions about what you heard so it is important that your notes are clear and help you to remember.



TEST PRACTICE: Practice this exercise using the sample test on the CLEAR website. Listen to the recording of the sample ATIS. Make notes as you listen. Then check your answers.

When the ATIS/VOLMET broadcast has finished, the role play task will begin. In this part of the test, you communicate directly with the examiner who takes the role of ATC. You communicate by responding to the examiner's messages, and by using visual prompts which you see on a computer screen in front of you. In some scenarios, the examiner will begin communications. In other scenarios, you need to begin communications. The 'chime' sound and the flashing symbol of a pilot on the screen (below) tell you that you need to begin communications.



During the role-play scenarios, when you see this symbol and hear the 'chime' sound, you need to initiate communications.

This part of the test is testing your ability to use plain English on the radio in non-routine situations. This includes your ability to:

- Understand ATC messages in plain English;
- Give messages in plain English;

- Switch between phraseology and plain English;
- Manage the interaction between you and ATC; and
- Check, confirm and clarify, where necessary.

During the role play scenarios, you need to read back the examiner's ATC calls and use standard ICAO phraseology as if you were using the aircraft radio. However, you are not assessed on your read back or your phraseology. The examiner assesses your English in the non-routine situations only.

The non-routine situations in each role play are presented with visuals on the computer screen and by the examiner in spoken radio messages. When you are in these situations, use standard ICAO phraseology and plain English where appropriate, and communicate as clearly as you can with the examiner.



TEST PRACTICE: Practice this exercise by looking through the slideshow on CLEAR website. What would you say in plain English to the air traffic controller in the non - routine situations?

At the end of the en-route scenario, you have to brief your cabin crew about the situation. This task tests your ability to give information in plain English about a non-routine situation. Many airlines use an emergency acronym to brief flight-deck and cabin crew which helps to simplify the communication exchange. One example is the use of the NITS brief (shown below) You need to try to give as much information as you can about what is happening and what you are going to do when you see this prompt on the screen:

- **N**ature of the problem
- **I**ntention
- **T**ime needed – to sort out the problem
- **S**pecial instructions if required



TEST PRACTICE: Practice this exercise by looking on CLEAR website. What would you say to your cabin crew in the non-routine situation?

At the end of the role play scenario, the examiner will ask you questions about the ATIS/VOLMET broadcast. In this task, the examiner assesses how much of the broadcast you understood. You can ask the examiner to repeat the questions if necessary. Try to give short and clear answers to the examiner's questions.

When the examiner has finished the questions, you will move on to the second role play scenario and you will repeat all of the tasks above. At the end of the second scenario, you will move on to part 2 of the test.

2.2 PART TWO: MONITOR AND REPORT (LISTENING AND SPEAKING)

The second part of the test simulates the pilot task of monitoring the radio frequency during flight. First you will listen to a recording of radiotelephony communications. Then you need to give a spoken report of the non-routine events from the recording.

At the beginning, the examiner will play one extended recording of radiotelephony communications in routine and non-routine situations from the following phases of flight:

- Departure
- En-route
- Arrival

The recording is between 5 and 6 minutes long. You can listen to the recording once only.

This task tests your ability to understand plain English in non-routine situations on the radio. In this task you only need to listen for information about the non-routine situations. We strongly recommend you take notes as you listen. It is important that your notes are clear and help you to remember.

After the recording has finished, and you have finished making your notes, the examiner will ask you to give a report of the non-routine events from the recording. You will give this report face to face with the examiner. The examiner will not ask you any questions about the recording, so you should try to give as many details as you can in your report. You should try to include:

- The call sign(s) of the relevant aircraft;
- Detailed information about the problem(s) or the event(s);
- Any actions and/or intentions of the flight crew or the air traffic controller; and
- Any other information you think is important.

In Part 2, the examiner assesses how much of the broadcast you understood and your ability to give a report in plain English. At the end of part 2, the examiner will take your notes, but your notes will not be assessed.



TEST PRACTICE: Practice this exercise using the sample test on CLEAR website. Listen to the sample recording. Make notes as you listen. Then check your answers.

Element		Included in report?			
		None	Partial	Complete	Additional
General	<u>KLM 064 requests immediate descent due PAX with serious medical problem</u>				
Details	1 PAX lost consciousness. Pilot requests stretcher and ambulance on arrival				
General	<u>Lufthansa 245 requests immediate decent due loss of pressure</u>				
Details	Gradual loss of pressure due cracked windshield				
General	<u>ARMYAIR 221 reports engine #1 shut down and requests diversion</u>				
Details	BA123 will return to the apron to resolve the problem				

2.3 PART THREE: DESCRIBE AND DISCUSS (SPEAKING)

There are two speaking tasks in the final part of the test. In the first task you have to describe a picture, and in the second task you discuss aviation topics related to the picture with the examiner.

At the beginning, the examiner shows you an image on the computer screen and asks you to describe it. This task tests your ability to describe a work-related situation in plain English. When you are describing the image, try to speak for as long as possible, and give as much information as you can.

When you have finished your description, the examiner asks you a series of questions. Some of the questions are related to the picture, and some are questions about more general aviation related topics. This discussion task tests your ability to:

- Speak at length about a range of work-related topics;
- Use a range of grammatical structures and vocabulary; and
- Manage the interaction between you and the examiner.

When answering the questions, try to give full answers and give as much information as possible. You may ask for clarification if you do not understand a question. In this part of the test, the examiner does not assess your listening comprehension.



TEST PRACTICE: Practice this exercise using the sample test on the CLEAR website. Look at the picture. What would you say?



3. ASSESSMENT AND SCORING

The examiner rates your language performance during the test using the ICAO Rating Scale and Holistic Descriptors in each of the six ICAO language criteria (pronunciation, structure, vocabulary, fluency, comprehension and interactions).

4. CERTIFICATES

You receive a test score in each criterion and an overall test score (level 2, 3, 4, 5 or 6) according to the ICAO rating scale and holistic descriptors. CLEAR management at IAE Ltd will issue a test certificate (for only level 4 and above) and post it to the address given at registration.

5. APPEALS

You may appeal for a review of the overall test score received on the certificate. You must submit, in writing, an appeal for a review to the CLEAR test centre manager. You must submit a letter (this can be in the form of an email) of appeal within four weeks of the issue of your certificate. The letter/email must clearly state the following:

- Test taker's full name (the same name used in the test)
- Test centre
- Test date
- Test taker number
- Payment of the review fee
- Original test certificate
- The reason for the review
- Proof of payment (if sent via bank transfer)

The fee to have a review is HKD\$2,200 payable to IAE English Asia Ltd. You must send this fee with the appeal letter or via bank transfer. The review process may take up to 15 working days.

An external examiner conducts the review. If the review results in no change to the score, we will charge the review fee, and we will return the certificate to you. If the review results in an increase to the score, we will not charge the review fee, and we will send you a new certificate. If the review results in a decrease to the score, we will charge the review fee, and a new certificate will be issued.

The address to be used in test taker appeals is:

IAE Limited
CLEAR Appeals
Unit 08, 10/F Harbour Centre,
Tower 1, 1 Hok Cheung Street, Hung Hom,
Hong Kong

Email: admin@iaeltd.org

6. CANCELLATIONS

IAE will not perform any refunds for CLEAR assessments cancelled or rescheduled 14 days prior to the registered assessment date.

If the candidate fails to produce sufficient ID on the day of assessment in the form of a valid passport or HKID, IAE reserves the right to turn the candidate away. In such instances the full fee may be charged. The candidate will then be asked to reschedule and provide another fee.

IAE Ltd reserves the right either to cancel the session, subject to reimbursement of the entire sum paid by the customer for that session, or to suggest an alternative date.

In the event of a **T8** monsoon warning or **black rainstorm warning** the office will be closed and all tests will be rescheduled.

For full details of our terms and conditions, please visit our website at www.IAEItd.org

Should you have any questions feel free to email admin@iaeItd.org or send WhatsApp message to +852 3488 7729

7. RESCHEDULING

You may reschedule your CLEAR assessment up to 15 days before the assessment date at no additional cost.

Should you wish to reschedule your CLEAR assessment 14 days prior to the registered assessment date, then IAE will deem this session as cancelled and the registration fee will be forfeited. A new registration fee will then apply.



Consent Form

IAE English Asia Ltd. or IAE Ltd (Henceforth be referred to as IAE). of Unit 08, 10/F, Harbour Centre, Tower 1, 1 Hok Cheung Street, Hung Hom, Kowloon, Hong Kong is the data controller for the purpose of The Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong) sets out detailed regulations in relation to the privacy of personal data.

By proceeding to IAE's service (CLEAR test on the date stated below, with a one off payment of HKD\$1920 or HKD\$2200) and by signing this form, you consent that we may process your personal data including but not limiting to: all your personal data, pictures of yourself, video and/or audio recording of yourself during the CLEAR test, and all documents with relations to the CLEAR test.

Purpose of Collection:

1. Processing your CLEAR test scores for the purpose of licensing
2. Research and development of the CLEAR test
3. Internal training
4. For any audits that IAE might be subjected to by relevant authorities and parties including and not limited to HKCAD, and company or employers that sponsored you for this CLEAR test.
5. Any other purpose related to, or required to support, the purposes mentioned above.

Personal Data Transferees:

The personal data collected during this CLEAR test may be disclosed to:

1. Hong Kong Civil Aviation Authority
2. Latitude of U.K. (<http://www.latitude-aes.co.uk/>) (Non Hong Kong based)
3. Sponsors that have requested that you take this CLEAR test
4. Your current employers

You have the right of access and correction with respect to personal data as provided for in Sections 18 and 22 and Principle 6 of Schedule 1 of the Personal Data (Privacy) Ordinance.

Enquiries concerning the personal data collected during the CLEAR test, including requesting access and making corrections to personal data collected, should be addressed to admin@iaeltd.org

Signature:

Full name (As stated on passport):

Date:

