ALLCLEAR?

The path to clear communications

VIDEO SCENARIOS COMMENTARY

Scenario 4 - LOSS OF COMMUNICATION

These notes accompany scenario 4 of the ALL CLEAR? video clips.

The notes start with a short summary of the key events. You may also wish to download the full transcripts.

The Q&A examples are included to use as an optional discussion guide: the answers given are not necessarily the only ones.

TIPS and learning points are also included. We hope you find these resources useful and welcome your comments. Please send any feedback to: allclear@eurocontrol.int

EUROCONTROL

SCENARIO 4 – LOSS OF COMMUNICATION

- **A-Jet 2745** is on ATCO A's frequency
- ATCO B (next sector) coordinates with ATCO A, and asks for **A-Jet 2745** to maintain FL 310
- ATCO A instructs A-Jet to maintain FL 310 and to contact ATCO B
- The pilot on **A-Jet 2745** reads back incorrectly and also inserts an incorrect frequency.
- After no answer, the pilot realises that the frequency is incorrect and searches for the correct frequency on his map.
- By mistake, the pilot assumes the frequency for sector C is the correct frequency. He contacts sector C and asks for permission to descend.
- ATCO C instructs **A-Jet 2745** to descend, assuming the pilot has been in contact with ATCO B.

Q: The pilot on A-Jet 2745, when instructed to contact sector B, inserted an incorrect frequency. What should he preferably do if he is unable to establish contact?

A: Return to the previous frequency.

Q: What may have contributed to the read back error?

A: The air hostess at the flight deck informing of a sick passenger.

Q: What may have contributed to ATCO A not detecting the incorrect read back?

A: Expectation bias, workload, distraction.

Q: What problem could be encountered if an unnecessary loss of communication is not resolved?

A: Ultimately Prolonged Loss of Communications (PLOC) can lead to an unnecessary military intercept.

Emphasise the importance of the read-back/hear-back loop, and especially the need for effective LISTENING, otherwise errors will not be detected. Do not *assume* the read-back is correct – be sure it is!