

ALL CLEAR?



VIDEO SCENARIOS COMMENTARY

Scenario 2 – RADIO DISCIPLINE

These notes accompany scenario 2 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



SCENARIO 2 – RADIO DISCIPLINE

- **Big Jet587** landing on 24Right.
- After landing **Big Jet587** crosses Runway 24Left (the pilots believing that they had been cleared) at the same time as another aircraft was rolling for take-off.
- Departing aircraft managed to climb over **Big Jet587** and miss by around 100ft.

Q: What was the clearance to Big Jet587? Did anyone hear it clearly?

A: *“Hold short of 24L at Golf3”*

Q: Why then did Big Jet587 think they had clearance to cross?

A: First of all, the co-pilot (on radios) could have been working on an assumption that they would be cleared to cross 24L (taxiways Mike and November).

A: When the clearance came through an auto-pilot warning was sounding on the flight deck. The co-pilot could not have heard the clearance to hold short at Golf 3; and she read-back *“cleared to cross”*.

Q: Were the pilots wearing headsets?

A: Yes they were (good!).

Q: What happened in the Tower when the co-pilot's read-back was transmitted?

A: A colleague distracted the controller and he never heard the read-back; therefore hear-back was not completed and no correction could be made.

There were failures at several stages – pilots did not hear the clearance – read-back was wrong (based on an expectation – and there was no hear-back by the controller.

Q: How could this scenario have been avoided?

A: The co-pilot could have requested ATC to repeat the clearance, just to make sure.

A: The controller not being happy with missing the read-back and retransmitting the clearance again for confirmation.

Assumptions should usually be avoided, especially about expected clearances – BUT, if you are distracted at the same time as a clearance is received why not ASSUME that you did not hear it correctly and ask for it again?

Emphasise that ATCO hear-back and subsequent affirmation or correction are crucial elements of the Communication Loop.

Q: The captain seemed to be annoyed with the co-pilot, did he have some responsibility towards good communications?

A: Discuss CRM aspects!!