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!!