

Understanding and Adapting English Training Needs for Maintenance Personnel- Findings and Achievements in Argentina

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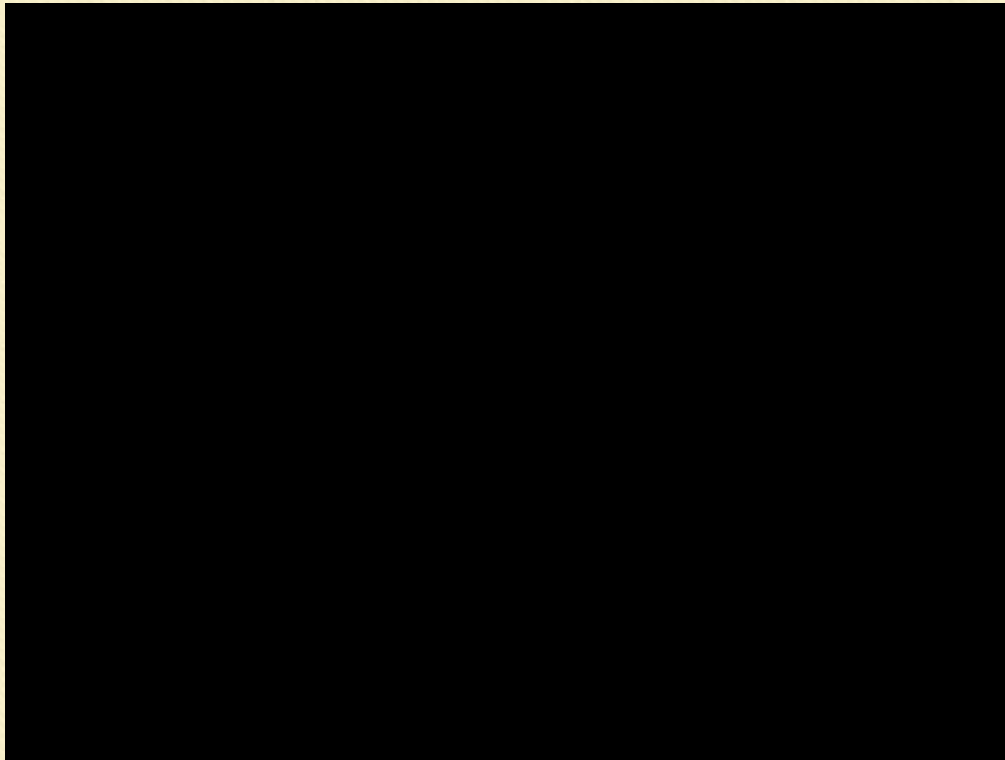
ASOCIACIÓN DEL PERSONAL
TÉCNICO AERONÁUTICO DE
LA REPÚBLICA ARGENTINA

Workshop Contents

- Intro: interests & challenges for training maintenance personnel.
- Research findings: data collected, understanding technicians' language & training needs.
- Training development: content, language & material selection, progressive testing.
- Our findings: our training results & technicians feedback.
- Highlights of presentation.



Introduction: Interests & challenges in Training Maintenance Personnel



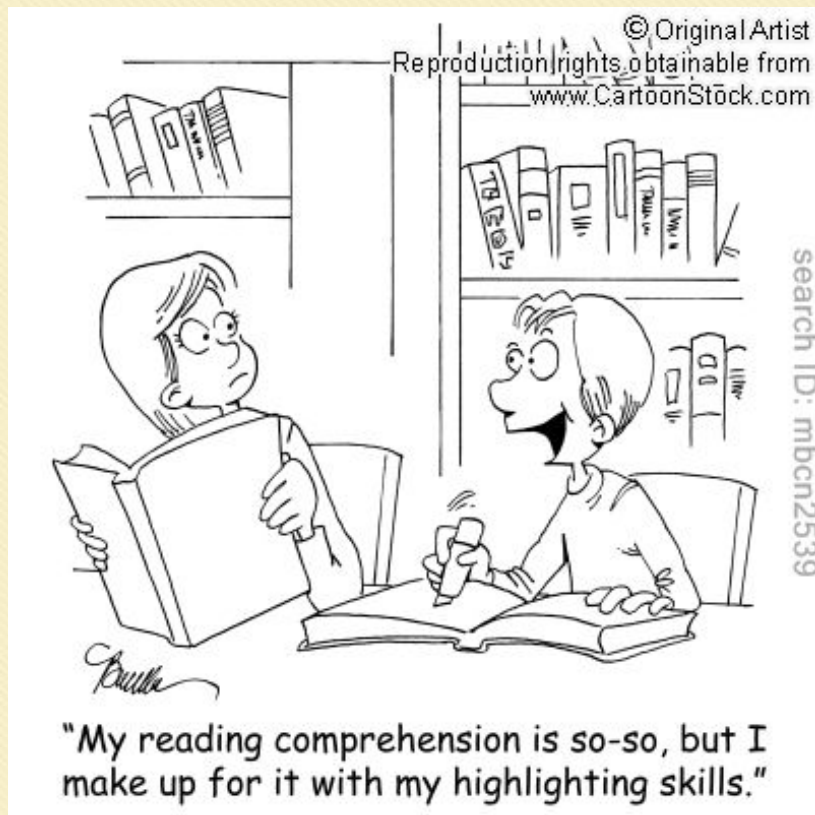
"Precise communication
at the right place and
the right time
is a guarantee for
success"!



Our research:

Group work:

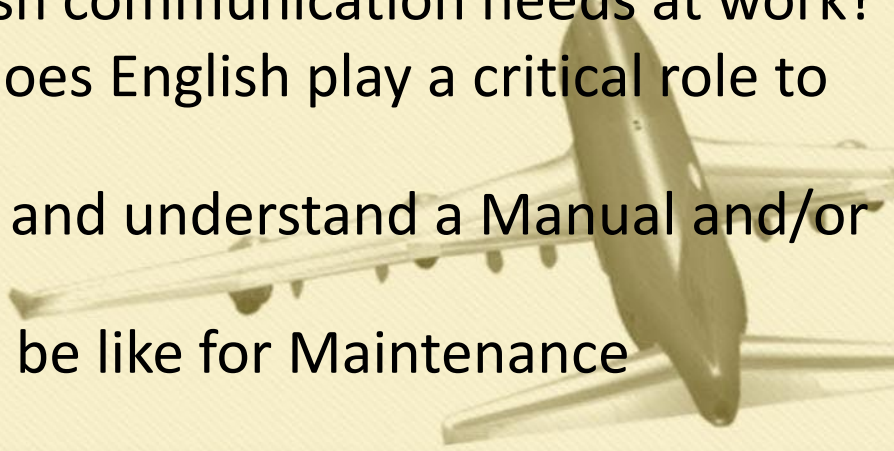
Analyzing Data Collected



What technicians told us
in a survey...



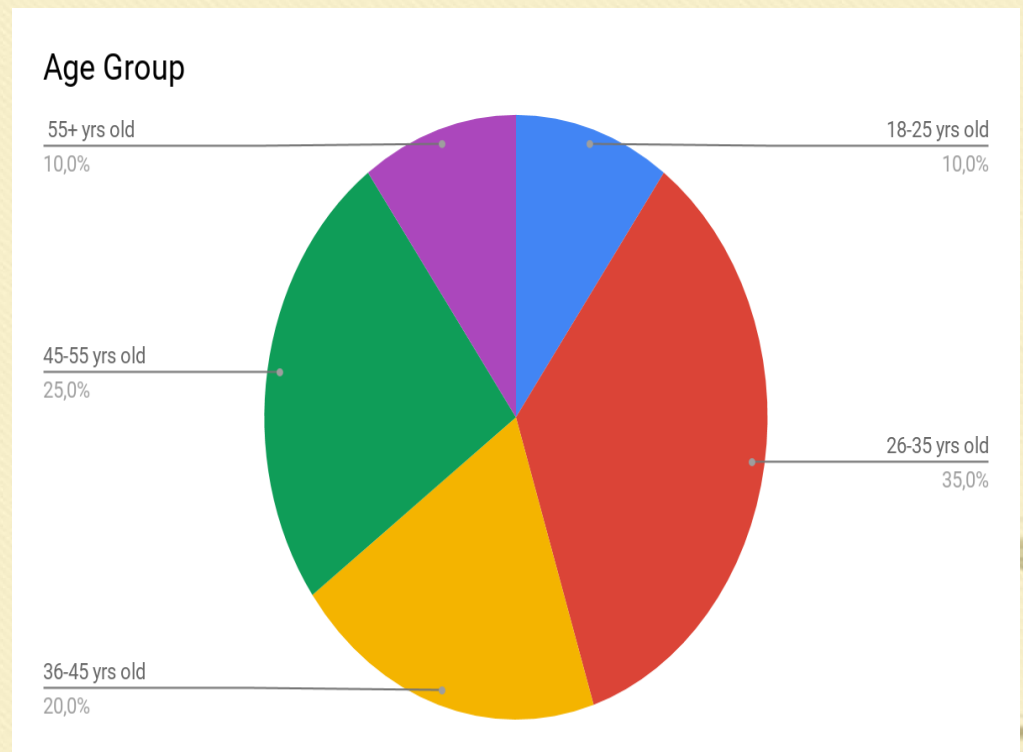
Survey Questions

1. What's your role in aviation?
 2. What's your age group?
 3. How many years of experience in aviation do you have?
 4. What's your current level of English?
 5. In which area of Maintenance do you work?
 6. Which are exactly your English communication needs at work?
 7. In which situations at work does English play a critical role to safety?
 8. Do you feel qualified to read and understand a Manual and/or write a report?
 9. What should English training be like for Maintenance Technicians?
 10. Are you currently studying English? How often?
- 
- A small model airplane is positioned on a runway, angled towards the right. The background is a light, hazy sky, suggesting an airport setting. The airplane is white with dark markings on the tail and wings.

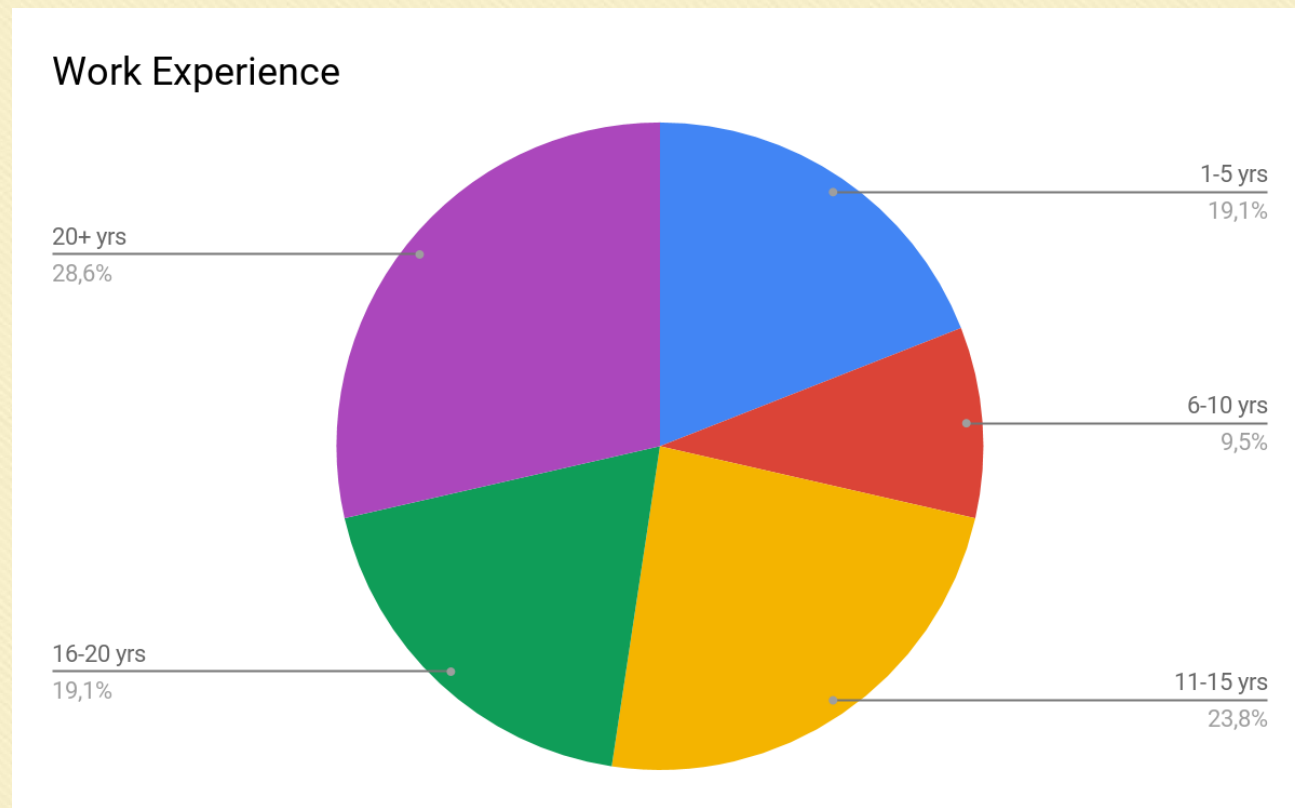
Technicians in Argentina said...

Out of all technicians interviewed :

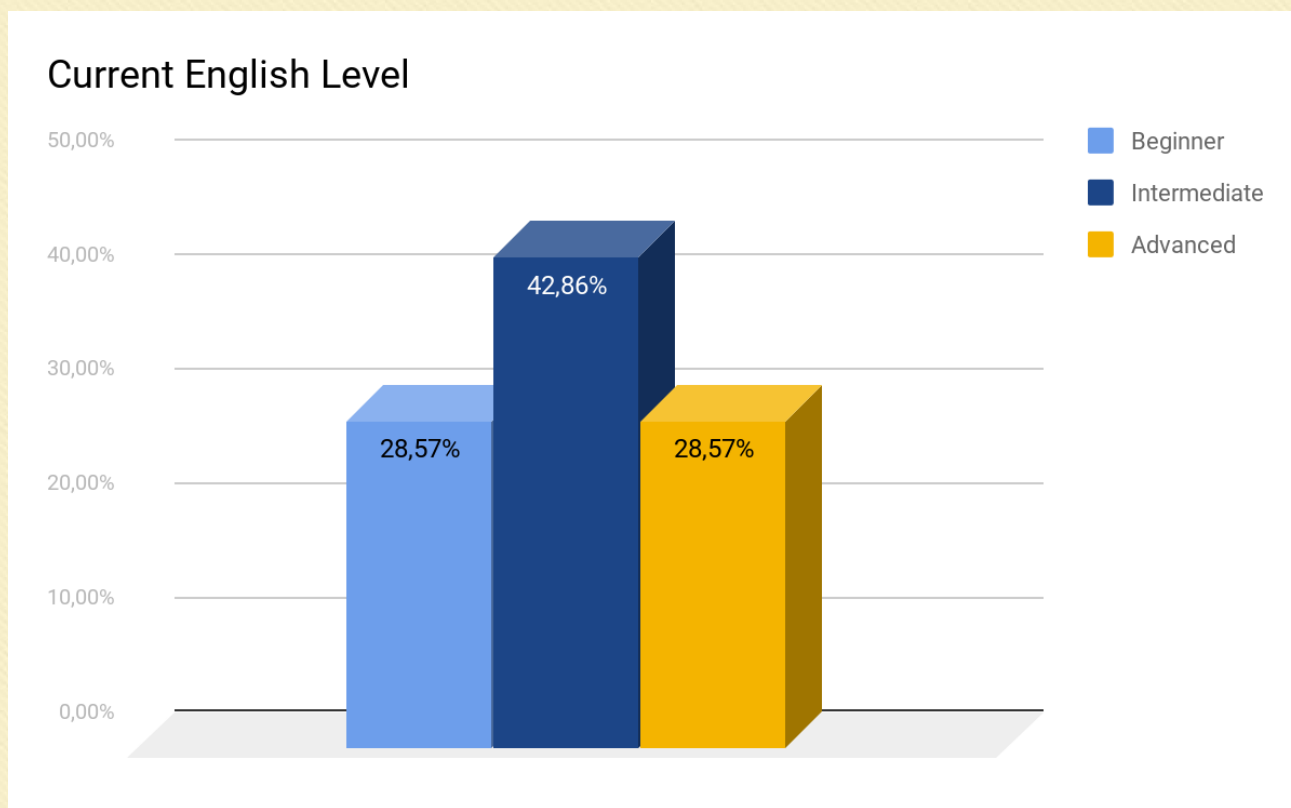
- 13% are in a Chief/ Supervisors' role
- 74% work on the line service
- 45% of them are currently studying English an average of 3 hours per week



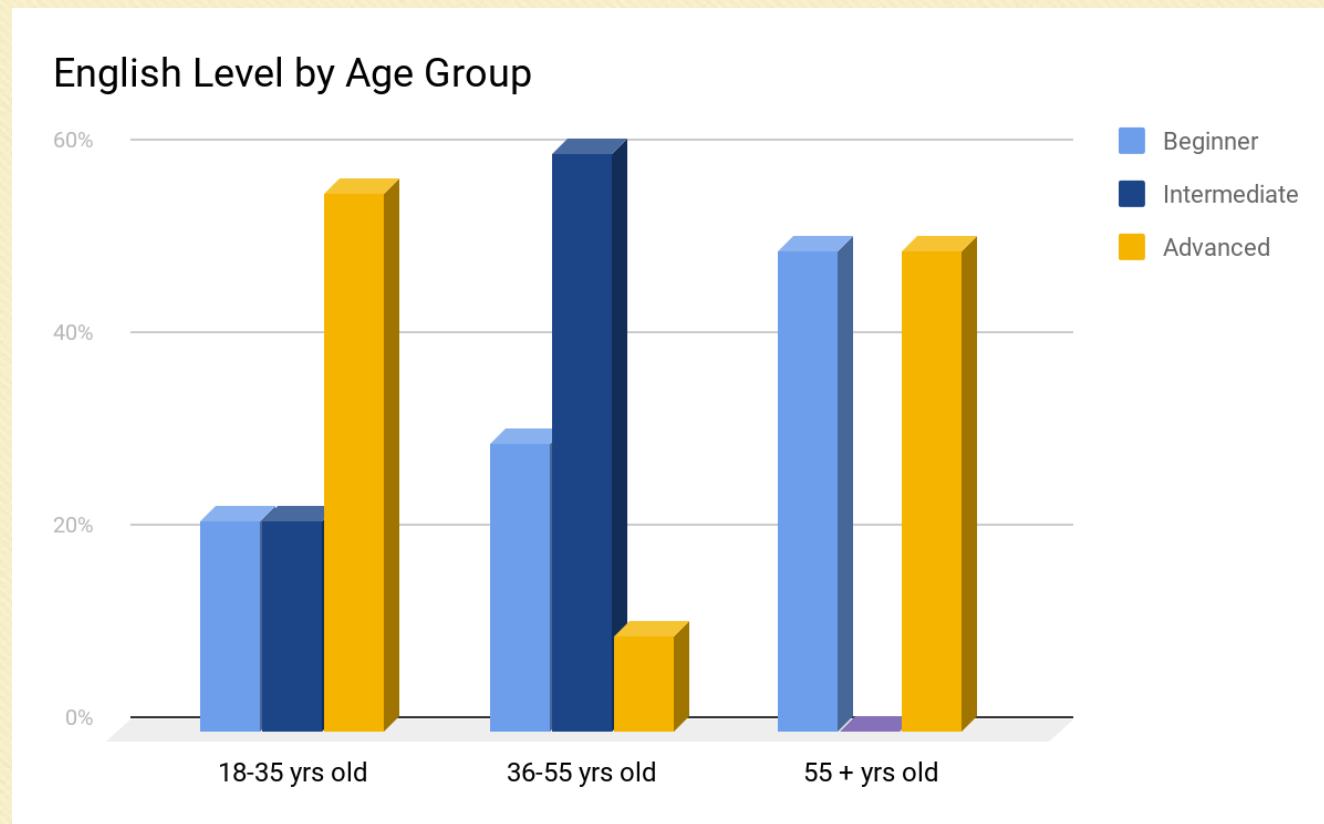
Regarding Work Experience



Regarding English Level

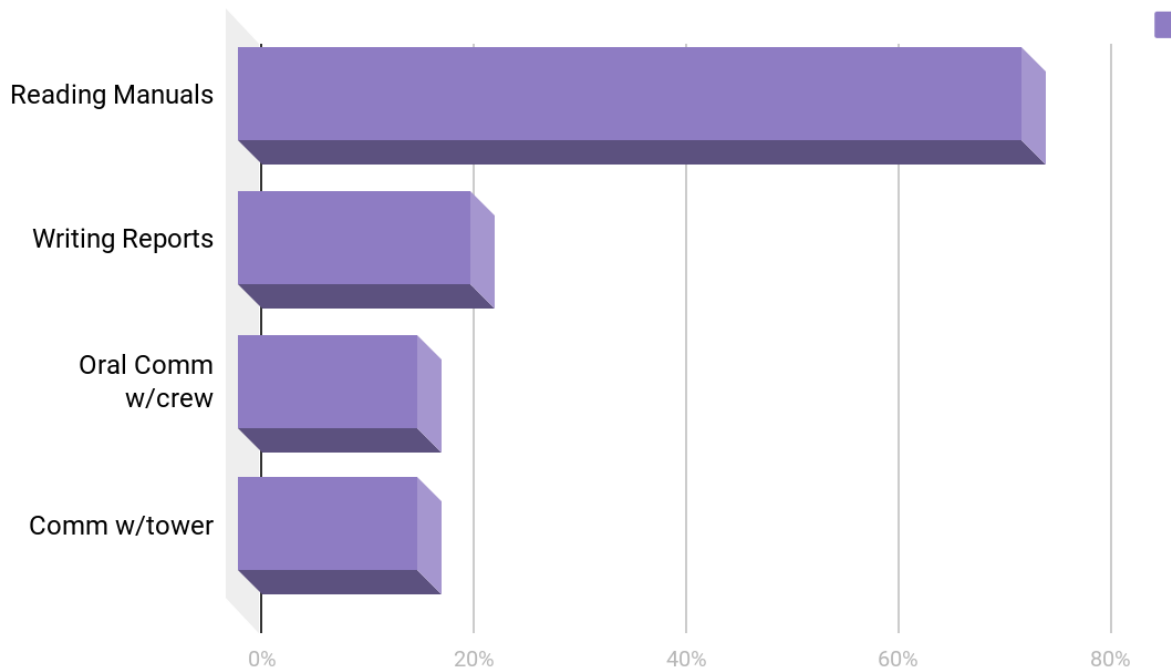


English level by age group



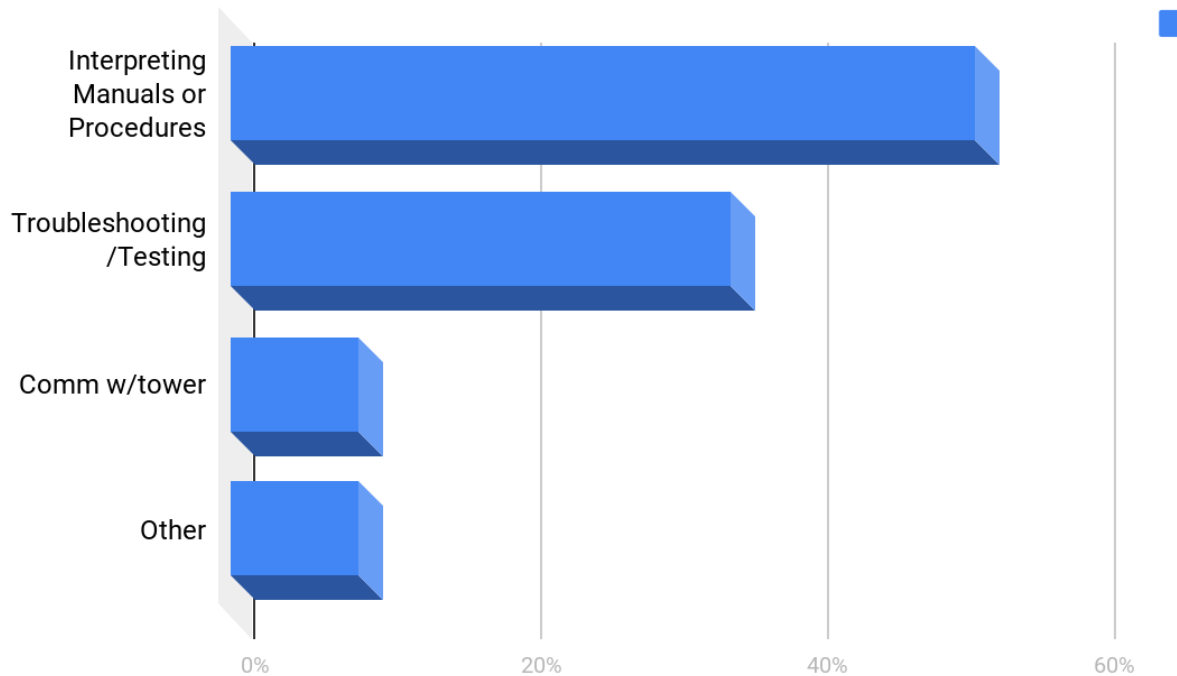
Language Needs

English Language Needs



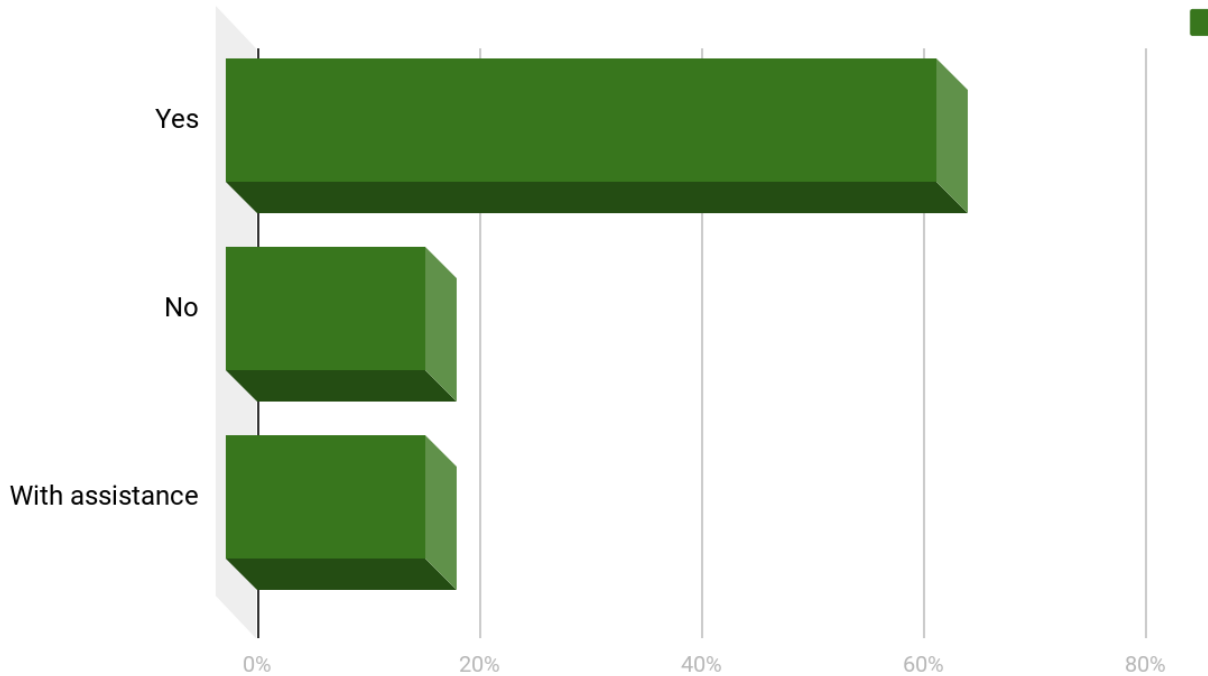
Use of English for Safety

Critical Use of English for Safety



Qualifications

Feels qualified to understand Manuals and/or write Reports



Understanding technicians' language & training needs

- What conclusion can you draw from the data presented?
- What comment/answer surprised you the most? Why?



Training development

Group Brainstorming and Sharing on the following topics:

- selecting contents
- language skills
- materials choice and development
- progressive testing

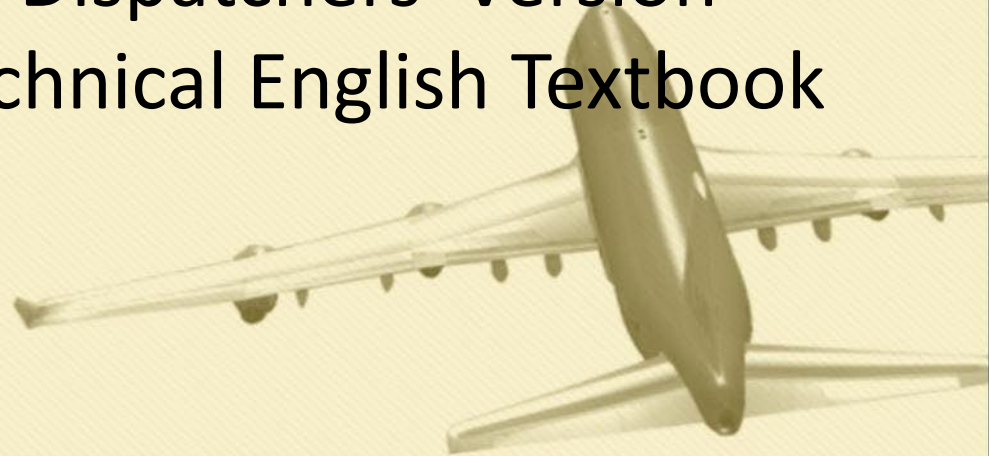


Our Training Development

- Step 1: Diagnosis- Placement test
- Step 2: Course selection:
 1. English Essentials for Maintenance Technicians
- General English & Technical English textbook (A1)
 2. English Fundamentals for Maintenance Technicians - Aviation English & Technical English Textbook (A2- B1+) ...



3. Extended English for Maintenance Technicians -
General English & Technical English selection
(B2 & up)
4. English for Technicians Dispatchers' Version -
Aviation English & Technical English Textbook
(A2- B1+) ...



Our assessment

- Below level Ss: Intro level courses
 - Over level Ss: tailored workshops
- 60 hour-long courses
 - Flexible schedule options
- “Free pass” alternative
 - In class & online classes
- Periodical reviews & revisions
 - Final progress check



Food for thought...

How can we face or prepare for an eventual
ICAO's LPR's for technicians?



Our findings

Technicians' feedback based on our courses

Survey Questions to Former Students

- What's your role in aviation?
- What's your age group?
- How many years of experience in aviation do you have?
- What's your current level of English?
- In which area of Maintenance do you work?
- Which and how many courses have you taken at APTA ?
- Which were the strengths of your course/s?
- Which were the weaknesses of your course/s?
- Have you found useful what you have learned at APTA? What and How?
- What would the ideal English training be like for Maintenance Technicians?
What type of classes/courses?

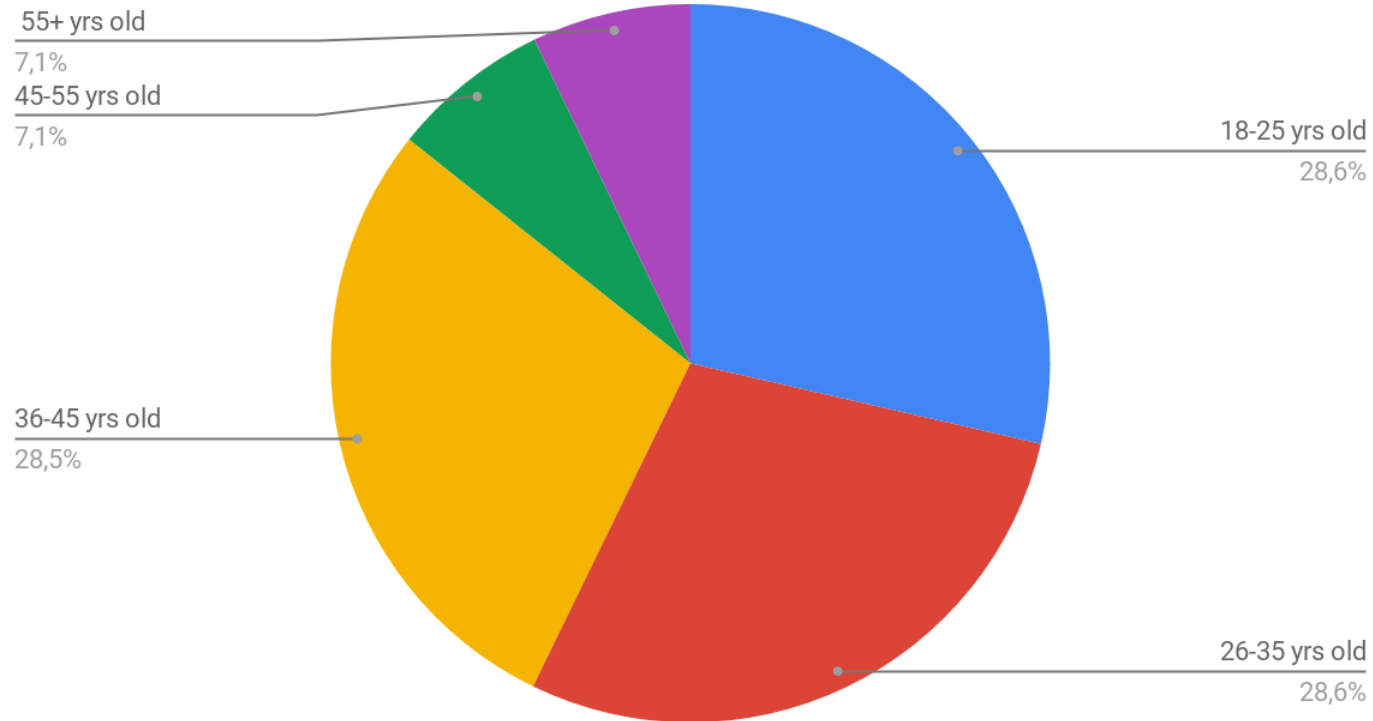


Out of all former students interviewed :

54.5% of all students have taken 2 courses or more

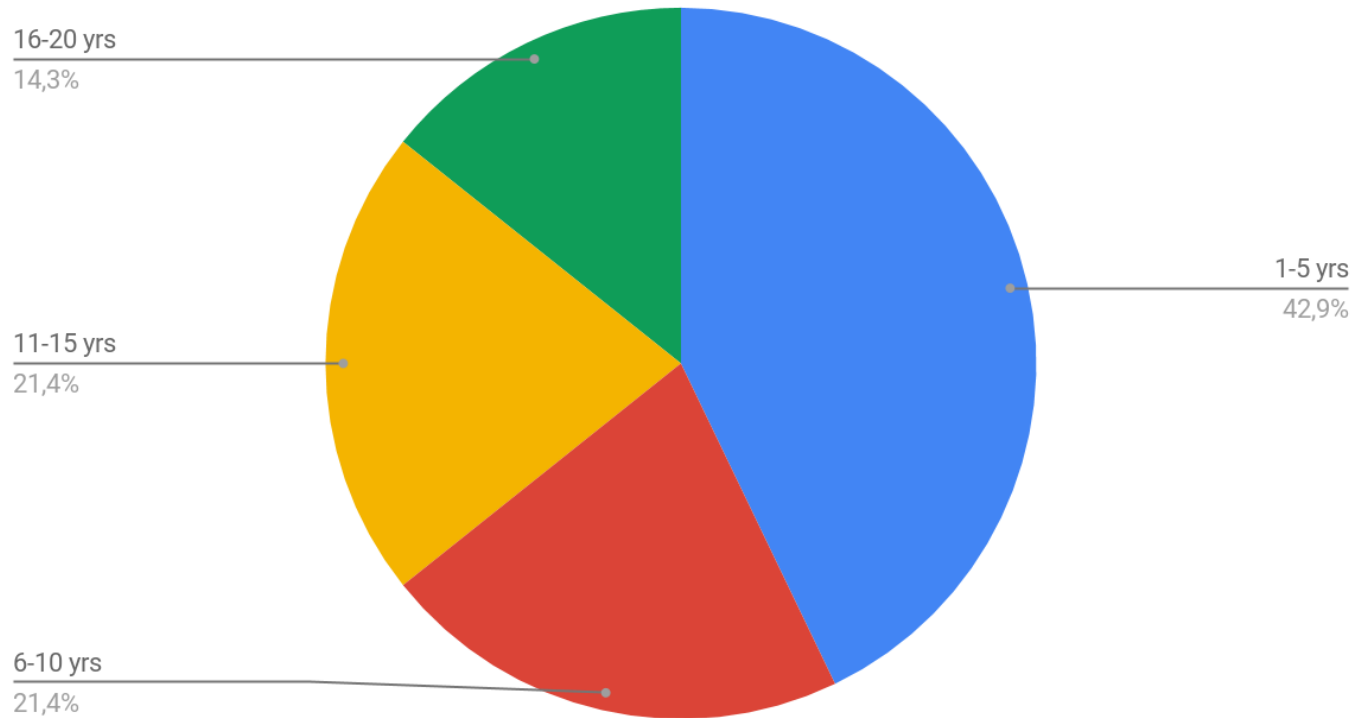
82% have attended Technical Courses

Age Group



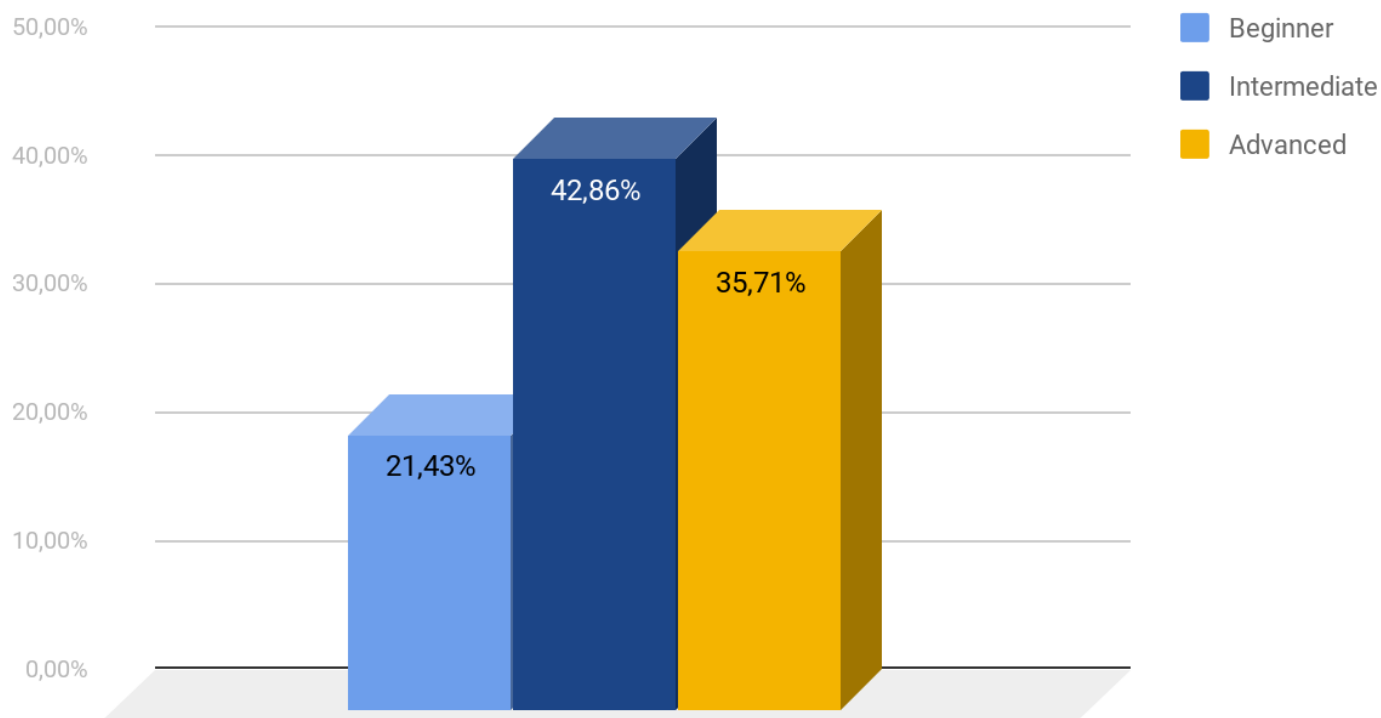
Former Ss by work experience

Work Experience

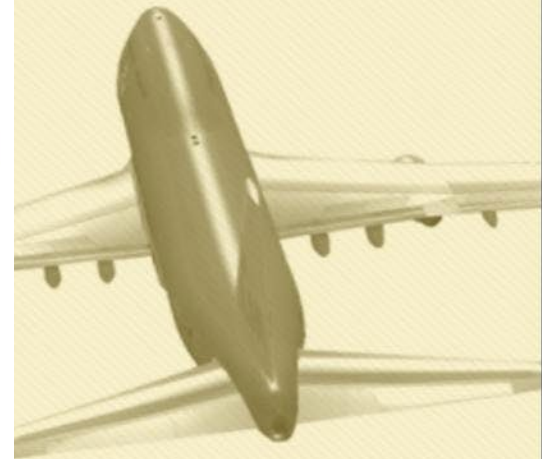
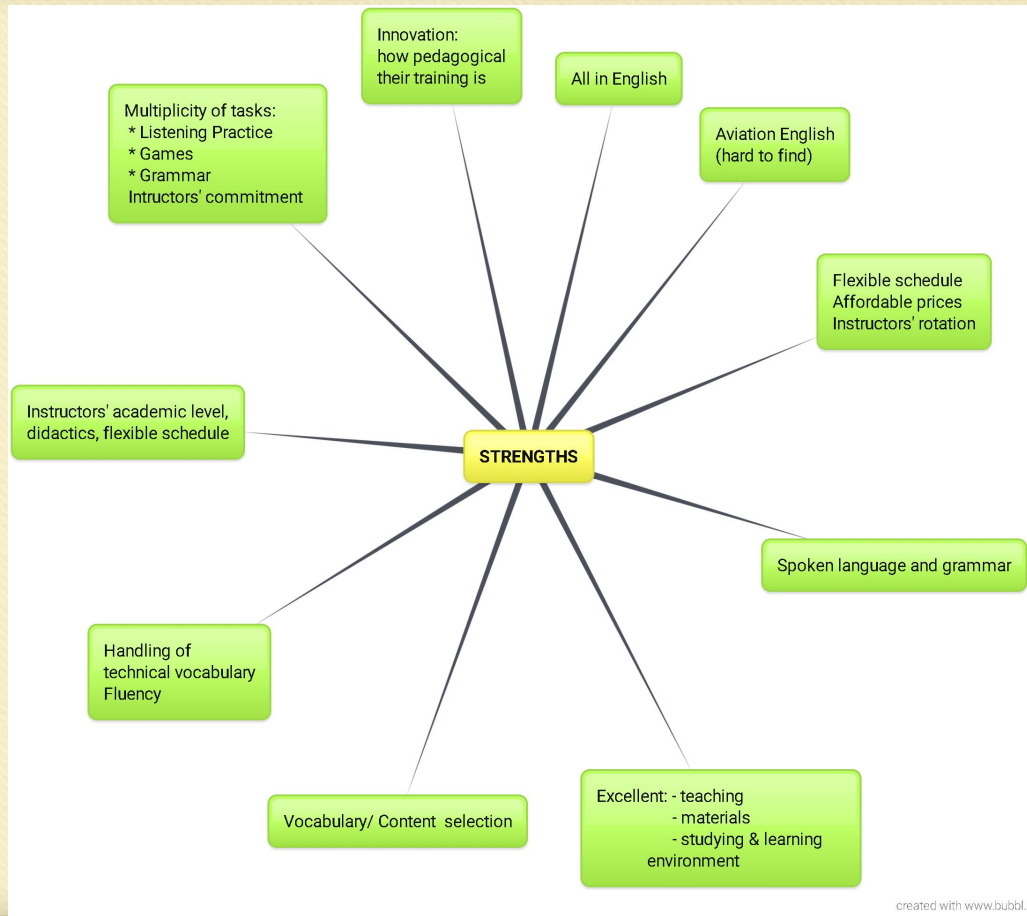


Current English Level

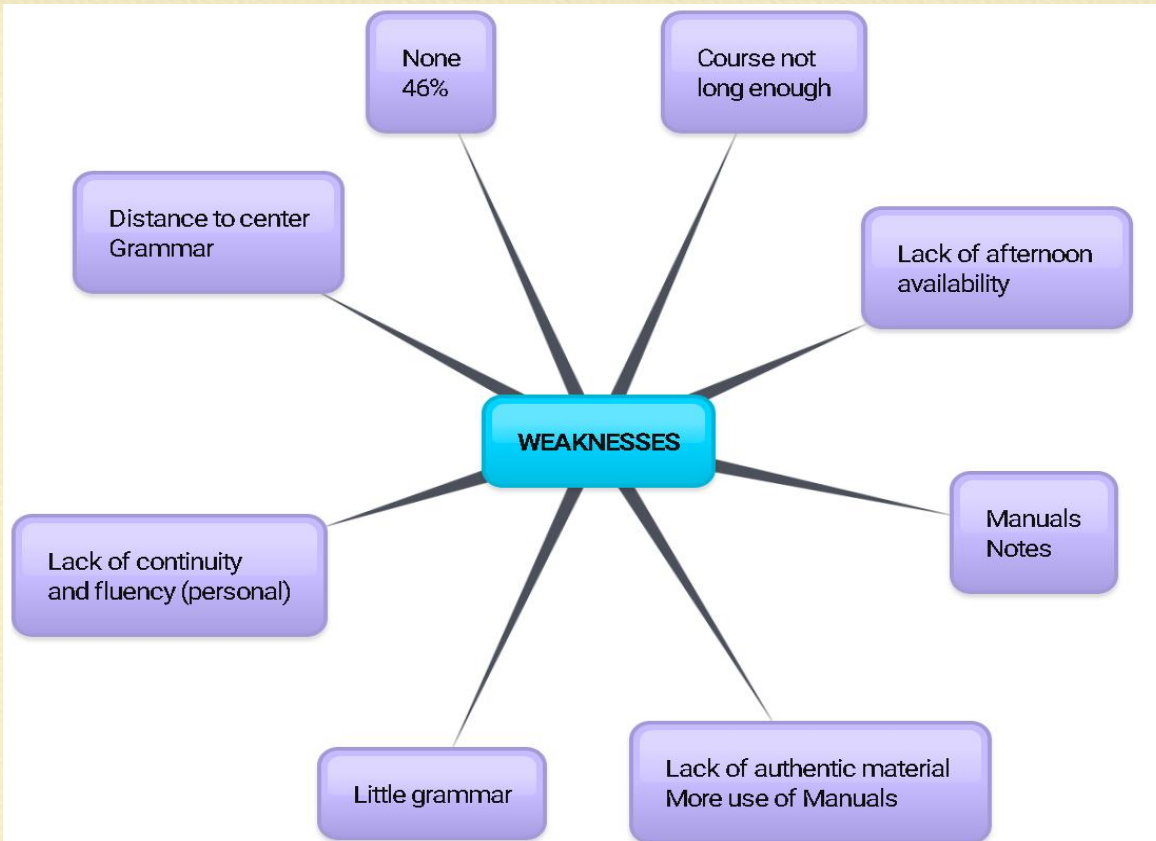
Current English Level



Strengths



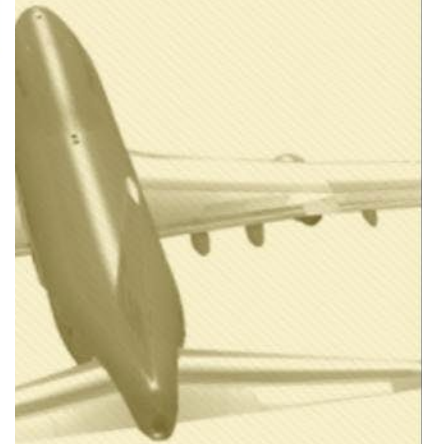
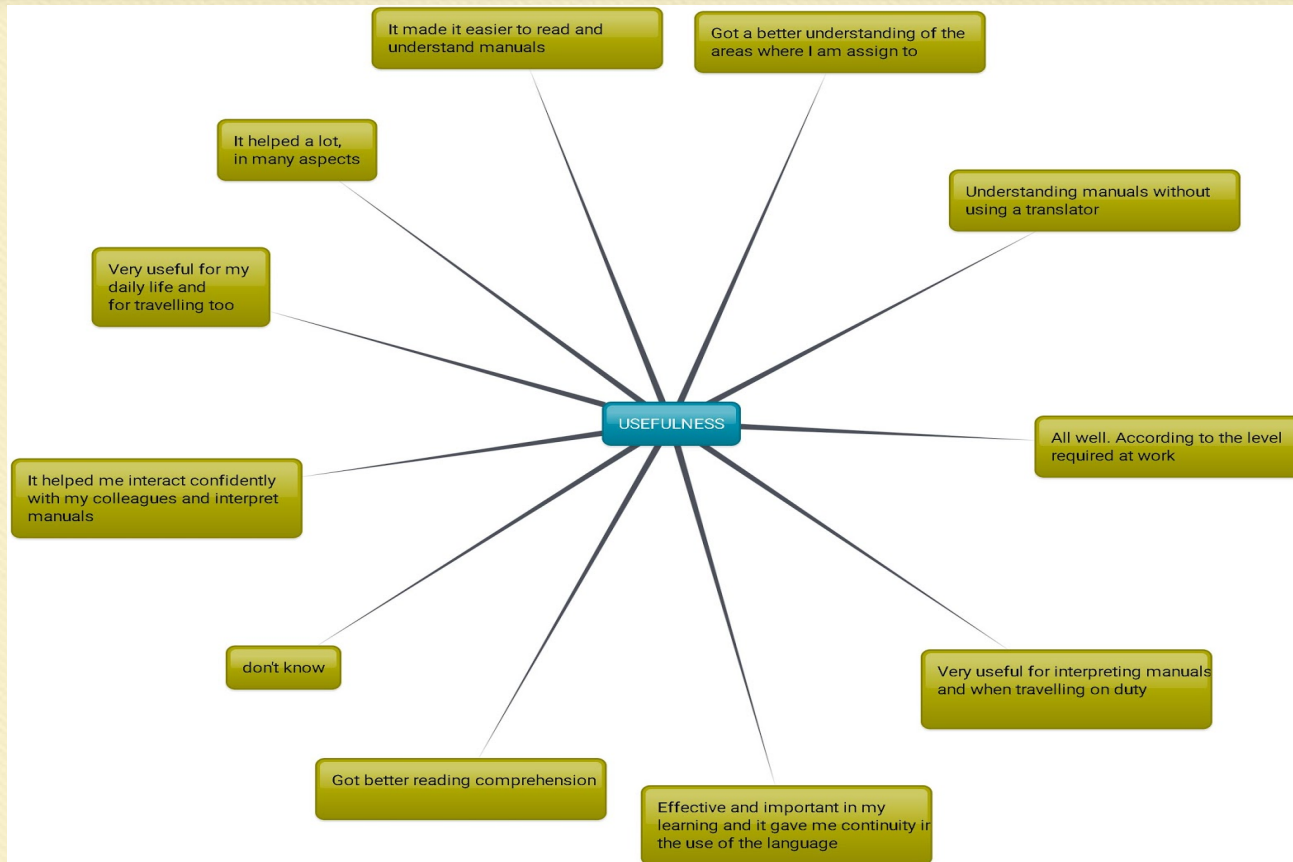
Weaknesses



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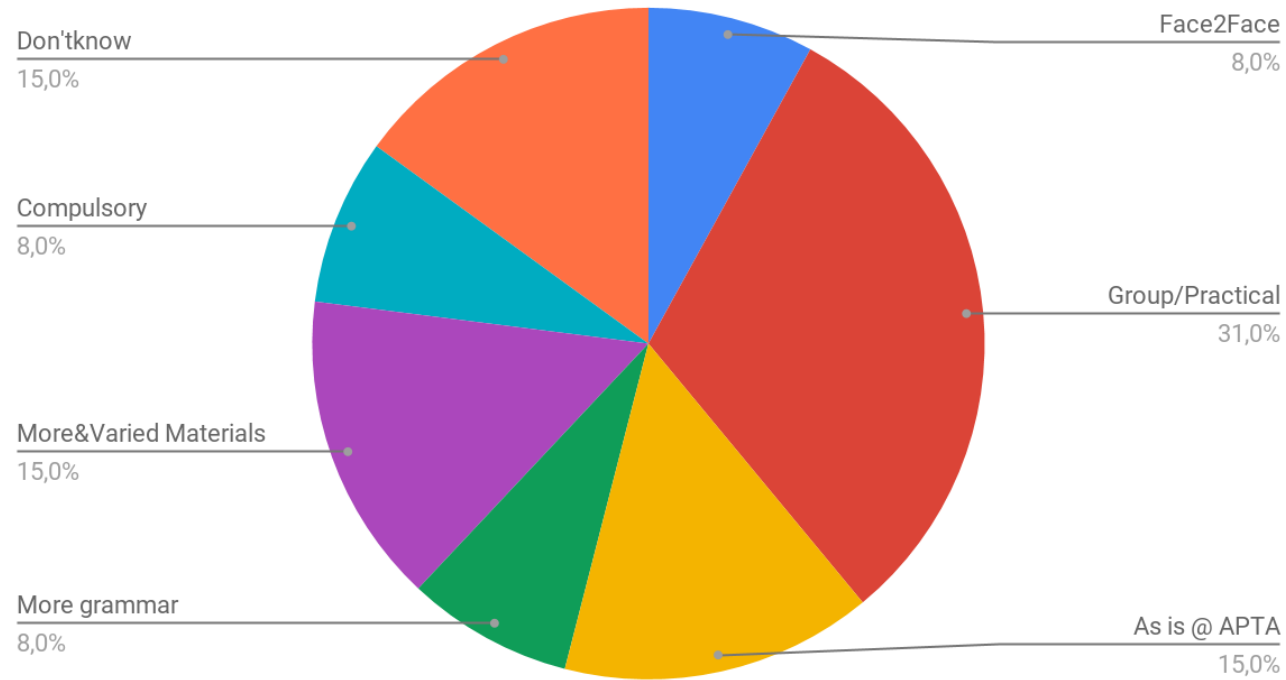


Usefulness

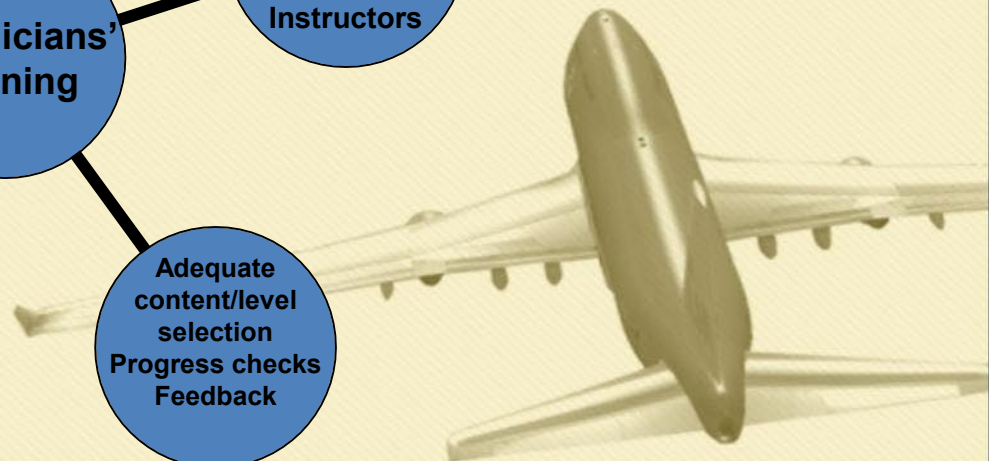
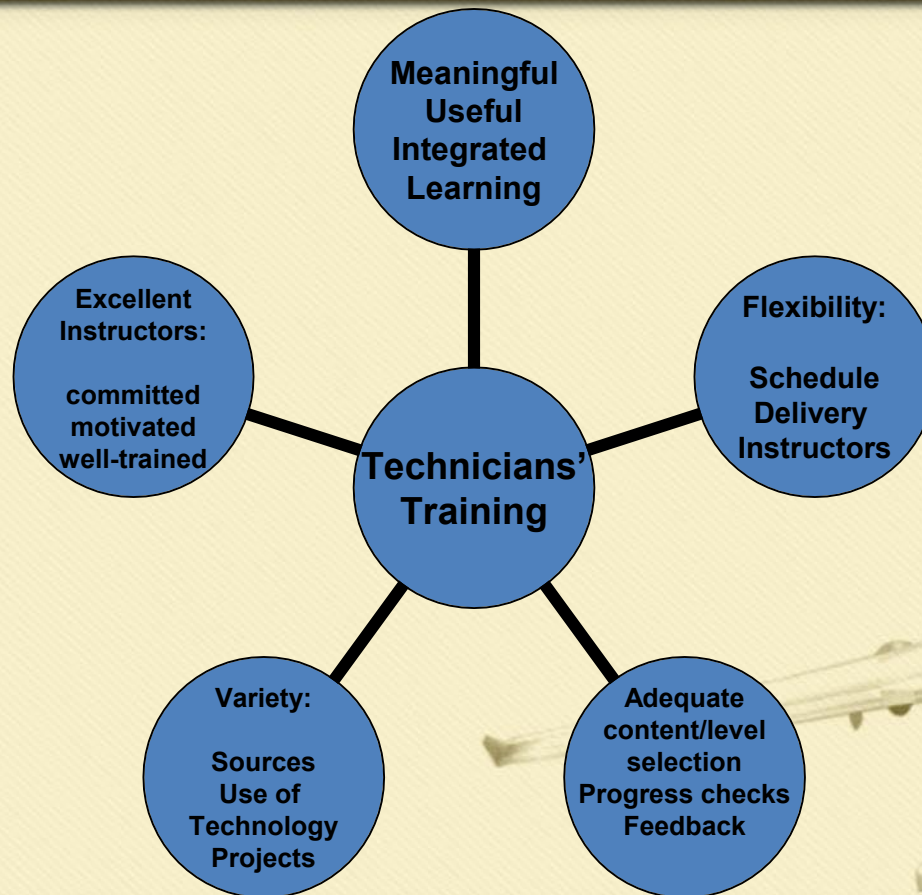


Ideal Training

Ideal Training Courses according to Maintenance Technicians



Highlights



Thank you!

Any questions?

If you light a lamp for someone else,
it will also brighten your own path.



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