

**SKILLS FRAMEWORK FOR AIR TRANSPORT  
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Aircraft Operations					
<b>TSC</b>	Flight Deck Communications					
<b>TSC Description</b>	Communicate with Air Traffic Control (ATC), flight crew members and ground personnel using Crew Resource Management (CRM) techniques					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
				<b>ATP-ACO-4008-1.1</b>		
				Communicate with Air Traffic Control (ATC), flight crew members and ground personnel using standard actions, callouts and responses		
<b>Knowledge</b>				<ul style="list-style-type: none"> <li>Roles and responsibilities of ATC personnel</li> <li>Crew Resource Management (CRM) techniques</li> <li>Standard actions, callouts and responses</li> <li>Usage of Flight Management Computer (FMC)</li> <li>Radiotelephony (RTF) systems, procedures and phraseology</li> <li>Transponder and squawk codes</li> <li>Languages and cultures of overflight regions</li> <li>Local and international guidelines such as Air Operator Certificate Requirements (AOCR), Air Navigation Regulations (ANR) and Airline Operations Manual (AOM)</li> </ul>		

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<b>Abilities</b>				<ul style="list-style-type: none"> <li>• Verify ATC clearance using standard communication callouts</li> <li>• Ensure FMC, automation modes panel set-up, transponder squawk codes and ground crew read-back comply with ATC clearance</li> <li>• Monitor and manage communication systems</li> <li>• Employ CRM techniques to provide and receive updates on flight progress from ATC and flight crew to maintain optimal flight environments</li> </ul>		
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