

Revision 6

5 April 2025

### Air Traffic Services Personnel Licences and Ratings: General

#### General

Civil Aviation Authority (CAA) advisory circulars (ACs) contain information about standards, practices, and procedures that the Director has found to be an **acceptable means of compliance** with the associated rule.

Consideration will be given to other methods of compliance that may be presented to the Director. When new standards, practices, or procedures are found to be acceptable they will be added to the appropriate AC.

#### Purpose

This AC describes an acceptable means of compliance for standards related to air traffic services (ATS) personnel licences and ratings.

This material is intended for applicants for ATS personnel licences and ratings, holders of ATS personnel licences and ratings, ATS instructors, ATS examiners, ATS training organisations, and ATS organisations.

#### Related Rules

This AC relates specifically to Civil Aviation Rule Part 65, *Air Traffic Services Personnel Licences and Ratings*, Subpart A, *General*.

#### Change Notice

Revision 6 makes changes to align with redrafted rules under the Civil Aviation Act 2023 (CA Act 2023). Specific form numbers have been removed. It also updates the note on page 10 relating to applying online. Finally, we have made minor editorial changes.

**Version History**

## History Log

Revision No.	Effective Date	Summary of Changes
AC65-01, Rev 0	30 Apr 2001	Initial issue.
AC65-1, Rev 1	3 May 2007	Re-numbered this AC from AC65-01 to AC65-1 as part of a project to standardise the numbering of all ACs.
AC65-1, Rev 2	3 Aug 2007	Included details of the language proficiency assessment requirements to be introduced from 5 March 2008 to comply with changes to ICAO Annex.
AC65-1, Rev 3	4 Mar 2008	Included the following changes in respect of language proficiency assessments: <ul style="list-style-type: none"><li>• change of implementation date from 5 March 2008 to 28 days after the charges have been gazetted</li><li>• licence endorsement wording requirements; approved provider requirements</li><li>• clarification in the flow chart, and</li><li>• some minor editorial changes.</li></ul>
AC65-1, Rev 4	11 Nov 2015	Incorporated the changes to ATC rating terminology in accordance with Amendment 5 to Part 65.
AC65-1, Rev 5	29 January 2024	Added a note on the online application process.  Added a section on abbreviations and acronyms found in the AC65 series.  Standardised format and language to be consistent with current AC style.  Added a Version History.
AC65-1, Rev 6	5 April 2025	Updates to align with redrafted rules under the CA Act 2023.  Removes reference to form numbers.  Updates the note on page 10 relating to applying online.  Minor editorial changes.

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## Introduction

Part 65, *Air Traffic Services Personnel Licences and Ratings*, was issued on 1 April 1997 and amended most recently on 24 September 2015, Amendment 5. Part 65 prescribes rules governing the issue of ATS licences and ratings, the conditions to issue those licences and ratings, and the privileges and limitations of those licences and ratings.

### ACs in the 65 series

This AC forms part of a series of ACs that supports these rules – one for each required rating:

AC65–3	Air Traffic Services Personnel Licences and Ratings – Air Traffic Controller Licences
AC65–5	Air Traffic Services Personnel Licences and Ratings – Flight Service Operator Licences
AC65–6	Air Traffic Services Personnel Licences and Ratings – Flight Radiotelephone Operator Rating
AC65–7.1	Air Traffic Services Personnel Licences and Ratings – Air Traffic Controller Ratings – Aerodrome Control Rating
AC65–7.2	Air Traffic Services Personnel Licences and Ratings – Air Traffic Controller Ratings – Approach Control Procedural Rating
AC65–7.3	Air Traffic Services Personnel Licences and Ratings – Air Traffic Controller Ratings – Approach Control Surveillance Rating
AC65–7.4	Air Traffic Services Personnel Licences and Ratings – Air Traffic Controller Ratings – Area Control Procedural Rating
AC65–7.5	Air Traffic Services Personnel Licences and Ratings – Air Traffic Controller Ratings – Area Control Surveillance Rating
AC65–8.1	Air Traffic Services Personnel Licences and Ratings – Flight Service Operator Ratings – Oceanic Air-Ground Rating
AC65–8.2	Air Traffic Services Personnel Licences and Ratings – Flight Service Operator Ratings – Aerodrome Flight Information Rating
AC65–8.3	Air Traffic Services Personnel Licences and Ratings – Flight Service Operator Ratings – Area Flight Information Rating
AC65–9	Air Traffic Services Personnel Licences and Ratings – Air Traffic Service Instructor Ratings
AC65–10	Air Traffic Services Personnel Licences and Ratings – Air Traffic Service Examiner Ratings

### Other useful ACs

In addition to ACs that specifically cover Part 65, ATS personnel need to understand a range of other areas about the aviation system.

Though the list below is not exhaustive, the following ACs will be particularly useful:

#### For reporting accidents and incidents:

AC12-1	Mandatory occurrence notification and information
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AC12-2 Occurrence investigation

**For information on pilot licences:**

AC61-1 Pilot licences and ratings - General

**For safety management systems:**

AC100-1 Safety Management

**For information on aerodromes, ACs in the 139 series, including:**

AC139-3 Aerodrome inspection programme and condition reporting

AC139-9 Notification of aerodrome data and information

AC139-10 Control of obstacles

**For ATS:**

AC91-9 & 172-1 Radiotelephony manual

AC171-1 Aeronautical telecommunications services – operation and certification

AC175-1 Aeronautical Information Service organisations - certification

## Abbreviations and acronyms

The table below lists most of the acronyms and abbreviations found in the AC65 series for easy reference, even if they are not found in AC65-1.

While some abbreviations used in these ACs are standard abbreviations from [Part 1 - Definitions and Abbreviations](#), they have been listed here for convenience.

Please note that some full definitions do not exactly line up with the letters in the abbreviation.

Abbreviations/Acronyms	Meaning
AC	Advisory Circular
ACARS	Aircraft Communications Addressing and Reporting System
ACAS	Airborne collision avoidance system
ACC/FIC	Area Control Centre and Flight Information Centre
ADF	Automatic direction finder
AEP	Aerodrome emergency plan
AFTM	Air traffic flow management
AIDC	ATS Interfacility Data Communication
AIS	Aeronautical information service
AIP	Aeronautical Information Publication
AIREP	Air report
APA	Annual proficiency assessment
APL	Abbreviated flight plans
APU	Auxiliary power unit
ARS	Special air report

<b>Abbreviations/Acronyms</b>	<b>Meaning</b>
<b>ATC</b>	Air traffic control
<b>ATDS</b>	Aviation training devices
<b>ATIS</b>	Automatic terminal information service
<b>ATFM</b>	Air traffic flow management
<b>ATM</b>	Air traffic management
<b>ATS</b>	Air traffic services
<b>AWS</b>	Automatic weather station
<b>BWR</b>	Basic weather report
<b>CAA</b>	Civil Aviation Authority of New Zealand
<b>CNS</b>	Communications, navigation and surveillance
<b>COM</b>	Communications transceiver, Communications receiver, or Communications radio transmitter
<b>COP</b>	Current operating practice
<b>CPDLC</b>	Controller pilot data link communications
<b>CPL</b>	Current flight plan
<b>CWP</b>	Controller work position
<b>DA</b>	Decision altitude
<b>DME</b>	Distance Measuring Equipment
<b>ELT</b>	Emergency locator transmitter
<b>ETA</b>	Estimated time of arrival
<b>FANS 1/A</b>	Future air navigation system
<b>FDPS</b>	Flight data processing system
<b>FIR</b>	Flight information region
<b>FIS</b>	Flight information service
<b>FMS</b>	Flight management system
<b>FPL</b>	Filed flight plan
<b>GAA</b>	General aviation areas
<b>GEO</b>	Geographic display
<b>GMT</b>	Greenwich Mean Time
<b>GNSS</b>	Global navigation satellite system
<b>GPWS</b>	Ground proximity warning system
<b>HF</b>	High frequency
<b>ICAO</b>	International Civil Aviation Organization
<b>IFR</b>	Instrument flight rules
<b>ILS</b>	Instrument landing system
<b>IMC</b>	Instrument meteorological conditions
<b>Instructor (CHK)</b>	Instructor (Checking)
<b>Instructor (OJT)</b>	Instructor (On job training)

<b>Abbreviations/Acronyms</b>	<b>Meaning</b>
<b>KDR</b>	Knowledge deficiency report
<b>LDA</b>	Landing distance available
<b>LVO</b>	Low visibility operations
<b>METAR</b>	Aerodrome routine weather report
<b>METAR AUTO</b>	Automated METAR from an AWS
<b>MetService</b>	New Zealand Meteorological Service
<b>MDA</b>	Minimum descent altitude
<b>MEA</b>	Minimum enroute altitude
<b>MFA</b>	Minimum flight altitude
<b>MLAT</b>	Multilateration
<b>MRA</b>	Minimum reception altitudes
<b>MSA</b>	Minimum sector altitude (non-ICAO usage, based on Civil Aviation Rule 91.423)
<b>MSAW</b>	Minimum safe altitude warning
<b>MWARA</b>	Major World Air Route Areas (applies to HF Transmitters/Receivers)
<b>NAV</b>	Navigation
<b>NAVAID</b>	Navigation aid
<b>NBO</b>	National Briefing Office
<b>NDB</b>	Non-directional radio beacon
<b>NORDO</b>	Means a pilot is unable to communicate with other aircraft and/or ATC
<b>NOSS</b>	Normal operations safety survey
<b>NOTAM</b>	A notice filed with an aviation authority to alert aircraft pilots of potential hazards along a flight route or at a location that could affect the safety of the flight.
<b>NZQA</b>	New Zealand Qualifications Authority
<b>OCS</b>	Oceanic control system
<b>OJT</b>	On job training
<b>PAN PAN</b>	Radiotelephony urgency signal
<b>PANS</b>	Procedures for air navigation services (ICAO term)
<b>PAPI</b>	Precision approach path indicator
<b>PBN</b>	Performance-based navigation
<b>POB</b>	Person/s on board
<b>QFE</b>	Atmospheric pressure at aerodrome elevations or at runway threshold
<b>QNH</b>	Altimeter sub-scale setting to obtain elevation when on the ground
<b>RA</b>	Resolution advisory (TCAS abbreviation)

Abbreviations/Acronyms	Meaning
RCCNZ	Rescue Coordination Centre New Zealand
RFS	Rescue and firefighting service
RNAV	Area navigation
RNP	Required navigation performance
RNP AR	RNP Authorisation required (approach)
RPL	Repetitive flight plan
RTF	Radiotelephony
RVSM	Reduced vertical separation minima
SARPs	Standards and recommended practices (ICAO)
SARTIME	The time nominated by a pilot for the initiation of alerting action
SDPS	Surveillance data processing system
SELCAL	Selective calling system
SID	Standard instrument departure
SIGMET information	Information concerning enroute weather and other phenomena in the atmosphere that may affect the safety of aircraft operations
SN	Situation display <i>Note: This is the manufacturer's acronym.</i>
SPECI	Aerodrome special meteorological report
SRC	Standard Route Clearance
SSR	Secondary surveillance radar
STAR	Standard instrument arrival procedure
STCA	Short term conflict alert
SUA	Special use airspace
SVFR	Special visual flight rules
SWX	Space weather
TA	Traffic advisory (TCAS abbreviation)
TACAN	UHF tactical air navigation aid
TAF	Aerodrome forecast
TCAD	Traffic alert and collision avoidance device
TCAS	Traffic alert and collision avoidance system
TEM	Threat and Error Management
TODA	Take-off distance available
TORA	Take-off run available
UPS	Uninterruptible Power Supply
UTC	Co-ordinated Universal Time
VASI	Visual approach slope indicator



<b>Abbreviations/Acronyms</b>	<b>Meaning</b>
<b>VCS</b>	Voice communication system
<b>VDF</b>	VHF direction-finding
<b>VFR</b>	Visual flight rules
<b>VMC</b>	Visual meteorological conditions
<b>VOLMET</b>	Routine broadcast of meteorological information for aircraft in flight
<b>VOR</b>	VHF Omni-directional radio range
<b>VORTAC</b>	VOR and TACAN combination
<b>VRP</b>	Visual reporting point
<b>WPR</b>	Way point reporting

## AC Intent and Process

This AC provides guidance on how to comply with Part 65 Subpart A “General”.

**Note:** Applicants can now apply online for ATS licences and ratings through **MyAviation**, CAA’s online portal for licensing requests, instead of filling in paper forms. Click the ‘Online services’ button on the CAA home page to get started.

## Subpart A: General

### Rule 65.1 Applicability

Subpart A prescribes the general rules governing the issue of ATS licences and ratings, the conditions under which they are necessary, and privileges and limitations.

### Rule 65.3 Definitions

Definitions and abbreviations used in more than one Part are listed in Part 1 *Definitions and Abbreviations*, and rule 65.3 clarifies definitions for three terms specific to Part 65. Any technical term or ordinary word not explained in this rule or in Part 1 has the meaning given to it in the appropriate ICAO Annex or Document. If any ordinary word is not defined in the above documents, the dictionary meaning of the word applies.

The following definition is applicable to Part 65 ACs:

**Syllabus** – A syllabus describes the contents of the course and the minimum standards to be achieved.

### Rule 65.11 Application for licences and ratings

An applicant for the grant of an ATS licence, an ATS instructor rating, or an ATS examiner rating, or for the endorsement of a rating on that licence, can apply online using **MyAviation**, the Authority's online portal for licensing requests, instead of filling in paper forms.

**MyAviation** is CAA's preferred way to submit applications and is the equivalent of using the applicable paper form.

Applicants for an ATS examiner test should complete the applicable CAA form which is available from the CAA website. To find the applicable form, go to the 'Forms' tab on the CAA website, search under Part 65 and then 'Application for ATS examiner test'. Once CAA receives a form, they will organise a test with the candidate.

Where the AC specifies a syllabus, compliance with that syllabus will satisfy the applicable requirements of the appropriate rule. However, the Director may also accept compliance with an alternative syllabus, or may accept alternative credits, provided the Director is satisfied that those alternatives are of a standard at least equivalent to the AC syllabus and meets the rule requirements.

### Rule 65.13 Issue of licences and ratings

#### Language proficiency for air traffic controllers and flight service operators

ICAO Annex 1 Amendment 14 sets the English language proficiency standard for radiotelephony communications. CAA has developed testing requirements in conjunction with ASPEQ to meet these requirements.

Under rule 65.13(2) an applicant for an ATS licence must have sufficient ability in reading, writing, speaking, and understanding the English language to carry out their responsibilities as the holder of that licence.

Effective radiotelephony communication requires that ATS personnel strictly adhere to standard phraseology. Emergency or urgency situations, or non-routine, but not necessarily unusual circumstances, may need to be resolved through the use of plain English, which, in the past, has not been formally evaluated.

The acceptable means of compliance with rule 65.13(2) by an applicant for the issue of an air traffic controller (ATC) licence or a flight service operator licence is by demonstrating proficiency at least at Level 4 (Operational) of the ICAO language proficiency rating scale and the ability to:

- (a) communicate effectively in voice-only (telephone/radiotelephone) and in face-to-face situations
- (b) communicate on common, concrete and work-related topics with accuracy and clarity
- (c) communicate appropriately to exchange messages and to recognise and resolve misunderstandings (e.g. to check, confirm or clarify information) in a general or work-related context
- (d) handle successfully, and with relative ease, the linguistic challenges presented by a complication or unexpected turn of events that occurs within the context of a routine work situation or communicative task with which they are otherwise familiar, and
- (e) use a dialect or accent which is intelligible to the aeronautical community.

As a result of their participation in the New Zealand civil aviation system, ATS personnel who have been issued with an ATC licence or flight service operator licence before the ICAO Annex 1 Amendment 14 English language proficiency standard was implemented in 2022 are considered to have demonstrated sufficient English language ability to exercise the privileges of that licence. These persons do not need to be assessed unless they wish to have a language proficiency level endorsed on their licence.

If the Director believes on reasonable grounds that an ATS licence holder's English language proficiency is inadequate to safely exercise the privileges of that licence, then under rule 65.27(a) the Director may require the holder to take a language proficiency assessment within such period as the Director determines.

Applicants for an ATC licence or a flight service operator licence need demonstrated English language proficiency to at least Level 4 (Operational) in all language categories specified in the ICAO language proficiency rating scale, to be granted a licence or rating. Satisfactory evidence of such demonstration is an assessment credit issued by a delegated service provider.

Applicants for an ATC or flight service operator licence will have their language proficiency level endorsed on the new licence at no added charge. Holders of ATS licences who have demonstrated language proficiency may, upon application to the Director and payment of the applicable licence amendment fee, have their language proficiency level endorsed on their licence.

A current language proficiency endorsement held by a person applies to all ATS or pilot licences held by that person. A person who holds a current language proficiency endorsement and who applies for a different type of licence will have that language proficiency endorsed on the new licence for the remaining currency period.

Licences are to be endorsed as language proficiency Levels 4, 5 or 6. Language proficiency demonstration currency periods are as follows:

- (a) Level 6 (Expert) demonstrations are current for the lifetime of the holder of the ATS licence
- (b) Level 5 (Extended) demonstrations are current for six years from the date of assessment
- (c) Level 4 (Operational) demonstrations are current for three years from the date of assessment.

The licence endorsement is to be in the form below:

*“Demonstrated English language proficiency to Level \_\_ on \_\_ (date) \_\_”. (Then only for Level 5 and Level 4 respectively) Current for six years/Current for three years”.*

Language proficiency assessments are to evaluate the plain English language used in effective aviation radiotelephony and so are to be broader than standard phraseology. The assessments need to be set in a broad aviation-related context and the language is to cover that needed for common, concrete and aviation-related situations or tasks, including complications or unexpected turns of events.

The aviation context for the language proficiency assessments is to be appropriate for all trained ATS personnel. These assessments are not tests of theoretical knowledge, but candidates are to have demonstrated the ability to competently transmit and receive spoken messages, so should have a basic aviation awareness broadly covering the subject matter in the flight service operator licence theory syllabuses in Appendix A to AC65-5:

- (a) ATS general knowledge
- (b) operational procedures
- (c) air law
- (d) human factors, and
- (e) telecommunications equipment.

To take a language proficiency assessment under Part 65, a person needs to hold a flight radiotelephone operator rating, and:

- (a) have passed examinations required by rule 65.103 (a)(5), or
- (b) have passed examinations required by rule 65.203 (a)(4), or
- (c) hold an aeroplane or helicopter pilot licence issued in accordance with Part 61, or
- (d) hold a current foreign ATS licence.

A guide to the assessment and endorsement processes is contained at Appendix 2 to this AC. The language proficiency assessments are set, administered and conducted by the Director or a delegated service provider.

Licence applicants who are native or very proficient non-native English language speakers with a dialect or accent intelligible to the international aeronautical community may be issued with a language proficiency endorsement by clearly demonstrating language proficiency at Level 6 (Expert). A Level 6 proficiency demonstration should confirm that the speaker can communicate at Level 6 in at least pronunciation, structure, vocabulary, and fluency. The acceptable means of compliance with rule 65.13(2) for an applicant who does not meet the Level 6 criteria on the first attempt is to complete a Formal Language Evaluation.

A Formal Language Evaluation is to fully comply with all ICAO recommendations related to English language requirements, in particular Annex 1, and evaluate the applicant's proficiency in pronunciation, structure, vocabulary, fluency, comprehension and interactions. The evaluation is to record the overall level achieved plus the levels achieved in each language category. A Formal Language Evaluation may be taken by any applicant, who will be eligible for a language proficiency endorsement by demonstrating language proficiency at Levels 4, 5 or 6.

The language proficiency rating scale at Appendix 1 to this AC is from ICAO Annex 1. A person's proficiency in each language category is determined by the degree to which the person's demonstrated performance complies with the descriptor for the appropriate proficiency level. The overall proficiency rating is determined by the lowest rating level assigned in any particular category.

The Level 4 (Operational) descriptors are the minimum proficiency skill level determined necessary for aeronautical radiotelephony communications and the minimum required for a language proficiency level to be endorsed on a licence.

#### **Rule 65.17 Examinations**

Applicants need to produce written proof of their identity for all examinations. In the case of practical examinations the ATS examiner or instructor will also check the candidate's logbook record of any required training and experience before conducting the practical examination.

Applicants need to gain at least 70% to pass. Where a supplier of examination credits issues pass credits in the form of letter grades, those grades will have to be equivalent to at least 70%. Normally this would equate to a grade of at least B plus.

A pass in any theoretical examination is valid for life.

Applicants for practical examinations do not have to pass all the written examinations before taking the practical examination.

#### **Rule 65.21 Air traffic services (ATS) logbooks – general**

Each holder of an ATS licence needs to maintain a record in ink of their ATS training and experience time in a logbook acceptable to the Director.

Although the logbook may be provided by an organisation, it is the property of the individual whose name is entered in the logbook. That individual is responsible for ensuring all data and information entered is accurate and current.

No pages should be removed. An incorrect entry in a logbook should be altered by putting a line through the entry and by adding the correct information either beside the entry or on a new line.

Records of any ATS licences and ratings issued may only be made by an appropriately qualified person as prescribed by Part 65.

Proficiency assessment information, including for instructor and examiner assessments, should be entered on successful completion of assessments and signed by the examiner or instructor who conducted the assessment.

Training times should be recorded. Training times may be recorded daily or weekly or at the end of a shift cycle or at the end of an operational training module, whenever training is taken for the issue of a licence or rating. Simulator time may be credited to require training times at the rates specified in the exposition of the Part 172 organisation. Recurrent or cyclical training should be recorded.

Before performing a final performance assessment for the issue of a licence or rating, the logbook should be signed by the applicant to certify the correctness of the entries.

Aircraft flight deck experience entries should be completed as necessary to satisfy the requirements of an ATS licence, and certified by the applicant and pilot as being correct prior to the final performance assessment for the issue of a licence or rating.

Subsequent official flight deck experience should also be recorded.

### **Rule 65.23     ATS logbooks – crediting of time**

Rule 65.23 details the crediting of ATS time. ATS simulator time which an ATS trainee licence holder or an ATS licence holder wishes to claim towards a licence or rating should be logged in a similar manner. Other times, such as duty/rostered times, which are required for operational or other purposes, may also be logged, provided these additional times cannot be confused with the times required for Part 65.

When exercising the privileges of an instructor or examiner rating, a log entry should be made of each candidate and what was being assessed.

When exercising an instructor rating (delivering on-the-job instruction), at least one log entry should be made for each trainee being instructed.

The log entries should be a true reflection of annual operational work performed, including that as an instructor or examiner. Individual periods of work should be identified between significant absences from operational work (i.e. greater than four weeks). A minimum of one entry should be made annually. (This may be the case where an ATS licence holder is not exercising instructor or examiner ratings, and no break from duty greater than four weeks has occurred.)

Where entries are required, only the broad operating position and rating name need be recorded, e.g. aerodrome/location, approach/location.

### **Rule 65.25     Medical requirements**

There are a number of medical conditions that will cause either a temporary or permanent change in a person's health or fitness that renders them unfit to exercise the privileges of an ATS licence. These conditions are described in detail in Part 67, but for specific advice on whether a medical problem will result in that person being declared unfit for a period-or not, a licence holder should consult an Aviation Medical Assessor before using the licence.



## Appendix 1: ICAO Language Proficiency Rating Scale

LEVEL	<i>PRONUNCIATION</i> Assumes a dialect and/or accent intelligible to the aeronautical community.	<i>STRUCTURE</i> Relevant grammatical structures and sentence patterns are determined by language functions appropriate to the task.	<i>VOCABULARY</i>	<i>FLUENCY</i>	<i>COMPREHENSION</i>	<i>INTERACTIONS</i>
Expert 6	Pronunciation, stress, rhythm, and intonation, though possibly influenced by the first language or regional variation, almost never interfere with ease of understanding.	Both basic and complex grammatical structures and sentence patterns are consistently well controlled.	Vocabulary range and accuracy are sufficient to communicate effectively on a wide variety of familiar and unfamiliar topics. Vocabulary is idiomatic, nuanced, and sensitive to register.	Able to speak at length with a natural, effortless flow. Varies speech flow for stylistic effect, e.g. to emphasize a point. Uses appropriate discourse markers and connectors spontaneously.	Comprehension is consistently accurate in nearly all contexts and includes comprehension of linguistic and cultural subtleties.	Interacts with ease in nearly all situations. Is sensitive to verbal and non-verbal cues and responds to them appropriately.
Extended 5	Pronunciation, stress, rhythm, and intonation, though influenced by the first language or regional variation, rarely interfere with ease of understanding.	Basic grammatical structures and sentence patterns are consistently well controlled. Complex structures are attempted but with errors which sometimes interfere with meaning.	Vocabulary range and accuracy are sufficient to communicate effectively on common, concrete, and work-related topics. Paraphrases consistently and successfully. Vocabulary is sometimes idiomatic.	Able to speak at length with relative ease on familiar topics but may not vary speech flow as a stylistic device. Can make use of appropriate discourse markers or connectors.	Comprehension is accurate on common, concrete, and work-related topics and mostly accurate when the speaker is confronted with a linguistic or situational complication or an unexpected turn of events. Is able to comprehend a range of speech varieties (dialect and/or accent) or registers.	Responses are immediate, appropriate, and informative. Manages the speaker/listener relationship effectively.
Operational 4	Pronunciation, stress, rhythm, and intonation are influenced by the first language or regional variation but only sometimes interfere with ease of understanding.	Basic grammatical structures and sentence patterns are used creatively and are usually well controlled. Errors may occur, particularly in unusual or unexpected circumstances, but rarely interfere with meaning.	Vocabulary range and accuracy are usually sufficient to communicate effectively on common, concrete, and work-related topics. Can often paraphrase successfully when lacking vocabulary in unusual or unexpected circumstances.	Produces stretches of language at an appropriate tempo. There may be occasional loss of fluency on transition from rehearsed or formulaic speech to spontaneous interaction, but this does not prevent effective communication. Can make limited use of discourse markers or connectors. Fillers are not distracting.	Comprehension is mostly accurate on common, concrete, and work-related topics when the accent or variety used is sufficiently intelligible for an international community of users. When the speaker is confronted with a linguistic or situational complication or an unexpected turn of events, comprehension may be slower or require clarification strategies.	Responses are usually immediate, appropriate, and informative. Initiates and maintains exchanges even when dealing with an unexpected turn of events. Deals adequately with apparent misunderstandings by checking, confirming, or clarifying.
Pre-operational 3	Pronunciation, stress, rhythm, and intonation are influenced by the first language or regional variation and frequently interfere with ease of understanding.	Basic grammatical structures and sentence patterns associated with predictable situations are not always well controlled. Errors frequently interfere with meaning.	Vocabulary range and accuracy are often sufficient to communicate on common, concrete, or work-related topics, but range is limited and the word choice often inappropriate. Is often unable to paraphrase successfully when lacking vocabulary.	Produces stretches of language, but phrasing and pausing are often inappropriate. Hesitations or slowness in language processing may prevent effective communication. Fillers are sometimes distracting.	Comprehension is often accurate on common, concrete, and work-related topics when the accent or variety used is sufficiently intelligible for an international community of users. May fail to understand a linguistic or situational complication or an unexpected turn of events.	Responses are sometimes immediate, appropriate, and informative. Can initiate and maintain exchanges with reasonable ease on familiar topics and in predictable situations. Generally inadequate when dealing with an unexpected turn of events.
Elementary 2	Pronunciation, stress, rhythm, and intonation are heavily influenced by the first language or regional variation and usually interfere with ease of understanding.	Shows only limited control of a few simple memorized grammatical structures and sentence patterns.	Limited vocabulary range consisting only of isolated words and memorized phrases.	Can produce very short, isolated, memorized utterances with frequent pausing and a distracting use of fillers to search for expressions and to articulate less familiar words.	Comprehension is limited to isolated, memorized phrases when they are carefully and slowly articulated.	Response time is slow and often inappropriate. Interaction is limited to simple routine exchanges.
Pre-elementary 1	Performs at a level below the Elementary level.	Performs at a level below the Elementary level.	Performs at a level below the Elementary level.	Performs at a level below the Elementary level.	Performs at a level below the Elementary level.	Performs at a level below the Elementary level.

## Appendix 2: Language Assessment Guide

