

# Aviation English Participant Workbook

Practice pages for realistic field-specific meetings, pushback, documentation, and role-play preparation

**Audience: aviation operations managers, airline staff, maintenance coordinators, safety teams, dispatchers, airport operations staff, ground handlers, and aviation-adjacent professionals**

Focus: An aviation English curriculum for safety culture, operations control, maintenance coordination, irregular operations, ground handling, compliance, passenger escalation, and incident reporting.

Designed for advanced ESL learners who already use professional English and need industry-specific terminology, realistic meetings, role-play pressure, careful pushback, and polished workplace outputs.

Teaching stance: this is language and workplace-communication training, not legal, medical, financial, safety, or regulatory advice. Instructors should connect every scenario to the learner's current company policies, local rules, and approved procedures.

# How to Use This Workbook

For each module, define the terms, identify the decision pressure, write a careful response, and practice the conversation aloud. Strong answers are specific, calm, evidence-aware, and tied to owner and next step.

## Module 1. Safety Culture and Stop-Work Authority

### Situation

Ground staff notice a possible fuel leak during a turnaround.

Stakeholder pressure: Continue boarding to avoid delay.

Constraint: Safety, inspection, documentation, and operational control override schedule pressure.

### Terms to use

- safety management system
- hazard
- stop work
- reporting culture

### Evidence, owner, or policy boundary

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### Pushback sentence

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### Draft the safety stop-work call

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## Module 2. Operations Control and Dispatch Coordination

### Situation

A crew legality issue appears before departure.

Stakeholder pressure: Ask the crew to continue anyway.

Constraint: Duty limits, passenger impact, aircraft routing, and recovery options need review.

### Terms to use

- dispatch
- crew legality
- aircraft routing
- delay code

### Evidence, owner, or policy boundary

### Pushback sentence

### Draft the dispatch coordination update

## Module 3. Maintenance Deferrals and MEL Language

### Situation

A component issue may be deferrable.

Stakeholder pressure: Tell the gate it is fine.

Constraint: MEL conditions, logbook entry, placarding, and operational limitations must be confirmed.

### Terms to use

- MEL
- logbook
- deferred maintenance

- airworthiness

**Evidence, owner, or policy boundary**

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**Pushback sentence**

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**Draft the maintenance status brief**

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**Module 4. Irregular Operations and Passenger Communication**

**Situation**

Weather causes cancellations across the network.

Stakeholder pressure: Say flights are canceled due to weather and stop there.

Constraint: Rebooking, hotel policy, crew, aircraft, and safety rationale need clear messaging.

**Terms to use**

- IROP
- reaccommodation
- misconnect
- weather delay

**Evidence, owner, or policy boundary**

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**Pushback sentence**

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## Module 6. Security and Access Control

### Situation

A vendor arrives without proper badge access.

Stakeholder pressure: Escort them informally because the work is urgent.

Constraint: Access rules, escort requirements, identity checks, and audit risk apply.

### Terms to use

- secure area
- badge
- escort
- audit

### Evidence, owner, or policy boundary

### Pushback sentence

### Draft the access-control response

## Module 7. Incident Reporting and Investigation

### Situation

A baggage vehicle clips aircraft equipment.

Stakeholder pressure: Describe it as minor and continue.

Constraint: Damage assessment, reporting, evidence preservation, and accountability are required.

### Terms to use

- incident report
- damage assessment

- root cause
- corrective action

**Evidence, owner, or policy boundary**

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**Pushback sentence**

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**Draft the incident report summary**

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**Module 8. Regulatory Audits and Readiness**

**Situation**

An auditor asks for training records for ground staff.

Stakeholder pressure: Say everyone is trained.

Constraint: Records, currency, scope, and corrective action must be documented.

**Terms to use**

- audit
- training record
- compliance
- corrective action

**Evidence, owner, or policy boundary**

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**Pushback sentence**

### **Draft the audit response plan**

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## **Capstone Simulation**

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Lead a cross-functional meeting in aviation. Choose four modules from this workbook, connect the risks, and prepare a five-minute update with decision, evidence, constraint, owner, and next step.

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