



CIVIL AVIATION ADVISORY PUBLICATION

CAAP 17

(Revised on 28th October 2010)

FLIGHT DISPATCHER LICENCE, TRAINING, TESTS AND FLIGHT DISPATCH TRAINING ORGANIZATION

INFORMATION AND POLICY REGARDING THE GCAA FLIGHT DISPATCH LICENCE, TRAINING AND TEST

1. PURPOSE

This Civil Aviation Advisory Publication (CAAP) provides information and GCAA policy regarding Flight Dispatcher's applicable regulations, licence, training and qualification requirements. This CAAP also explains the schedule of fees.

Note: The terms 'Flight Dispatcher' and 'Flight Operations Officer' shall have the same meaning in this CAAP.

2. STATUS OF THIS CAAP

This is the second edition of CAAP 17 and is dated 28th October 2010. It will remain current until withdrawn or superseded.

3. APPLICABILITY

This guidance and policy material applies to all UAE operators, foreign operators based in the UAE, Aviation Training Organisations and holders of GCAA Flight Dispatch Licences. This CAAP will also apply to applicants who hold foreign flight dispatch licence seeking reciprocal recognition in the UAE.

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5. REFERENCES

This CAAP should be read in conjunction with the following documents used as reference material:

- (a) ICAO Annex 1- Personnel Licensing
- (b) ICAO Doc. 7192-Part D-3
- (c) ICAO Annex 6- Operations of Aircraft, Parts 1 & 3 - International Commercial Air Transport

6. BACKGROUND AND OBJECTIVES.

A Flight Dispatcher or Flight Operations Officer is normally employed to provide supervision of flights and act as a close link between aircraft in flight and the ground services and also between the aircrew and the operator's ground staff. The GCAA CAR Part IV, Subpart D and ICAO Annex 6- Operations of Aircraft, Parts 1 & 3 - International Commercial Air Transport, require that operators only assign or use authorised and licensed Flight Dispatchers to exercise operational control over its flights. To fulfil these requirements, operators and training organisation's Flight Dispatcher training and qualification programmes for the issuance of Flight Dispatch's licence must be approved by the GCAA. The requirements in respect of knowledge, experience and skill and age limits, for the certification of flight dispatcher are in accordance with ICAO, Annex 1.

The ICAO Annex 6 specifications will be used as a basis for approving the operator's flight watch systems. Listed below are the regulatory, licensing, training and test requirements.

7. APPLICABLE REGULATIONS

- (a) An organization shall not conduct training for flight dispatchers unless an appropriate approval for the conduct of training has been issued by the GCAA Licensing department. The approval shall specify the type of training with regard to initial, recurrent and On Job Training.
- (b) A person shall not act as a Flight Dispatcher without a valid and appropriate UAE licence/ validation/temporary authorisation, or, in the case of foreign operator, dispatching UAE registered aircraft overseas, an approval letter issued by the GCAA. Licence holders cannot exercise the privileges of their licence if that licence has not been renewed prior to the expiry date.

8. LICENSING POLICY

8.1 Eligibility

Except for UAE and GCC nationals, a UAE Flight Dispatch licence is issued only to persons who are employed by an Operator which operates UAE registered aircraft. The only exception to this is for non national who undergo the complete training at an approved GCAA Flight Dispatch Training Organisation and meets the knowledge, skill and experience requirements as given in this CAAP.

8.2 Age

The applicant shall be not less than 21 years of age.

8.3 Knowledge

The applicant shall have demonstrated a level of knowledge appropriate to the privileges granted to the holder of a flight operations officer licence, in at least the following subjects:

Air law

- a. rules and regulations relevant to the holder of a flight operations officer license; appropriate air traffic services practices and procedures;

Aircraft general knowledge

- b) principles of operation of aeroplane powerplants, systems and instruments;
- c) operating limitations of aeroplanes and powerplants;
- d) minimum equipment list;

Flight performance calculation, planning procedures and loading

- e) effects of loading and mass distribution on aircraft performance and flight characteristics; mass and balance calculations;

- f) operational flight planning; fuel consumption and endurance calculations; alternate aerodrome selection procedures; en-route cruise control; extended range operation;
- g) preparation and filing of air traffic services flight plans;
- h) basic principles of computer-assisted planning systems;

Human performance

- i) human performance relevant to dispatch duties;

Meteorology

- j) aeronautical meteorology; the movement of pressure systems; the structure of fronts, and the origin and characteristics of significant weather phenomena which affect take-off, en-route and landing conditions;
- k) interpretation and application of aeronautical meteorological reports, charts and forecasts; codes and abbreviations; use of, and procedures for obtaining, meteorological information;

Navigation

- l) principles of air navigation with particular reference to instrument flight;

Operational procedures

- m) use of aeronautical documentation;
- n) operational procedures for the carriage of freight and dangerous goods;
- o) procedures relating to aircraft accidents and incidents; emergency flight procedures;
- p) procedures relating to unlawful interference and sabotage of aircraft;

Principles of flight

- q) principles of flight relating to the appropriate category of aircraft; and

Radio communication

- r) procedures for communicating with aircraft and relevant ground stations.

8.4 Experience

The applicant shall have gained the following experience:

8.4.1 Satisfactorily completed a course of approved training.

8.4.2 The following experiences may be accepted by GCAA with or without additional requirements and limitations. When accepted and approved, an applicant shall be required to appear in the final examination (written and oral/practical).

8.4.2.1 a total of two years of service in any one or in any combination of the capacities specified below, provided that in any combination of experience the period serviced in any capacity shall be at least one year:

8.4.2.1.1 a flight crew member in air transportation; holding or have held a pilot's licence with verifiable experience; a valid and current CPL with IR or ATPL may be

accepted for the final examination (written and oral/practical). Applicants with a CPL with IR or ATPL that is not current and valid shall be required to undergo an abridged course followed by the final examination (written and oral/practical) or;

- 8.4.2.1.2 a meteorologist in an organization dispatching aircraft in air transportation. Such applicant shall be required to undergo an abridged course followed by the final examination (written and oral/practical) or;
- 8.4.2.1.3 an air traffic controller (licensed); or a technical supervisor of flight operations officers or air transportation flight operations systems. Such applicant shall be required to undergo an abridged course followed by the final examination (written and oral/practical) or;
- 8.4.2.1.4 at least one year as an assistant in the dispatching of air transport. Such applicant shall be required to undergo an abridged course followed by the final examination (written and oral/practical).

8.4.3 On Job Training

The applicant shall have served under the supervision of a flight operations officer for at least 90 working days within the six months immediately preceding the application for a flight dispatch licence.

8.5 Skill

The applicant shall have demonstrated the ability to:

- a) make an accurate and operationally acceptable weather analysis from a series of daily weather maps and weather reports; provide an operationally valid briefing on weather conditions prevailing in the general neighborhood of a specific air route; forecast weather trends pertinent to air transportation with particular reference to destination and alternates;
- b) determine the optimum flight path for a given segment, and create accurate manual and/or computer generated flight plans; and
- c) provide operating supervision and all other assistance to a flight in actual or simulated adverse weather conditions, as appropriate to the duties of the holder of a flight operations officer license.

Privileges of the holder of the license and the conditions to be observed in exercising such privileges shall be to serve in that capacity with responsibility for each area for which the applicant meets the requirements specified in Appendix A.

8.5 Issue

A licence shall only be issued when the following conditions are met;

8.5.1 The applicant has successfully completed a course of approved training (initial) and passed the appropriate knowledge and practical tests conducted by the GCAA or the GCAA Designated Flight Dispatcher Examiner or

8.5.2 Has successfully completed a course of approved training (abridged / refresher) and passed the appropriate competency check. This is applicable only to applicants who meet the experience requirements stated at 8.4 above. The GCAA Licensing department shall decide if the experience of an applicant can be considered for an abridged or refresher course.

8.5.3 Has successfully completed the 90 days on the job training before applying for the issue of a flight dispatch licence.

8.5.4 The applicant meets the minimum age requirements for the initial issue of the licence which is 21 years.

8.5.5 The applicant must provide a certificate issued by the GCAA approved flight dispatch training organization declaring the successful completion of the applicable course. The certificate must include the dates of the course, the venue and the applicable GCAA regulations.

8.5.6 A temporary authorization shall be issued to applicants successfully completing a GCAA Approved flight dispatch course. The temporary authorization shall permit the applicant to undergo the 90 days on the job training before the issue of the flight dispatch licence.

8.5.7 The applicant provides an OJT Completion Certificate as per the criteria given at 9.1.4 & 9.1.5.

8.5.7 The applicant holds an acceptable valid foreign licence for which reciprocal recognition applies, passed a GCAA examination or has successfully attended a recurrent course followed by a competency test conducted by a GCAA approved training organization. GCAA Licensing department shall be the only authority to declare if a foreign licence is eligible for foreign recognition.

8.5.8 For foreign nationals besides GCC nationals, the applicants must hold a valid resident visa. Visit or temporary visas are not acceptable; however a licence may be processed, upon request, if evidence is provided from the Ministry of Interior that a residence visa is being processed normally. This foreign applicants undergoing a complete course (initial/abridged) at GCAA approved training organizations based in UAE will be required to have an appropriate visa.

8.5.9 The initial application must be made using Form 8 and accompanied by one passport size (minimum of 3.0 x 3.5 cm) colour photograph – no headwear or glasses permitted.

8.5.10 The requirements concerning renewal process, lapsed/expired licence procedures, lost or stolen licence and carriage of licence are the same as flight crew licences requirement as stated in CAAP 4. The validity of the licence however will remain valid until UAE midnight of the date stated on the licence. The maximum period of validity for a Flight Dispatch licence is 2 years from the date of issue or renewal.

8.6 Reciprocal Recognition

8.6.1 Eligibility.

The holder of a foreign licence may be granted reciprocal recognition of that licence provided;

- (a) The foreign country is an ICAO Contracting State.
- (b) The license holder must provide a verification letter from the country of origin of license.
- (c) The license holder has successfully passed a GCAA examination or attended a recurrent training course followed by a competency test conducted by a GCAA approved training organization.
- (d) Provide copy of passport and visa.
- (e) The applicant can read, write, speak and understand the English language.

8.6.2 Validation and Approval Letter.

To permit a foreign licence holder to exercise the privileges of their licence in the UAE without holding a UAE licence or for a foreign operator to dispatch UAE aircraft overseas, a letter of validation or approval may be issued by the GCAA. The maximum validity for validation is 60 days whilst for a letter of approval will be normally 24 months. A validation may be further extended under extenuating circumstances. Operator requiring a validation for longer than 60 days should apply for a UAE licence. It is the responsibility of the operator and foreign licence holder to ensure the licence and recurrent training requirements remain valid. A validation and letter of approval will automatically be cancelled when either of these requirements are no longer met, or when a UAE licence is issued, or the holder fails the written examination.

8.7. Schedule of Fees

Application for		UAE Dirham
(a)	Initial Issue ..	900
(b)	Reissuance, lost or destroyed ..	900
(c)	Licence Renewal ..	800
(d)	Additional Qualifications ..	100
(e)	Examinations ..	200

9. FLIGHT DISPATCHER TRAINING ORGANIZATIONS

9.1.1 An organization shall not engage in the conduct of training of flight dispatchers for the issue of a flight dispatch licence unless the same has been approved by the GCAA Licensing department. The organization shall properly apply to the GCAA for establishing an approved flight dispatch training organization. The GCAA shall provide guidance for the proposed training organization followed by series of audits and inspections as required. The organization shall require approval for the following:

- (a) Training centre approval
- (b) Training and Procedures manual approval
- (c) Syllabus approval
- (d) Training equipment or device approval
- (e) Post holder's approval

9.1.2 A part approval shall not be granted. An organization shall be expected to be able to apply for required approvals in a proper sequence and shall be ready for inspections and audits as per the schedule provided by the GCAA. The training operations certificate shall only be issued when the GCAA is satisfied and all the underlying approvals are already in place.

9.1.3 Organizations requiring or applying for approval of their foreign based training organizations shall be required to provide the approvals granted by the foreign aviation authorities. The GCAA shall evaluate the scope of the approvals already granted by the foreign aviation authorities. In case an organization does not hold a foreign approval; the GCAA shall proceed with an in depth approval process as given above. In any case a foreign approval applicant shall be required to comply with all the requirements for the approval of an aviation training organization that includes the inspections and audits of the facility. The foreign organization when approved shall be under the surveillance of the GCAA for all its training activities in the similar or more stringent manner as it is for the UAE based organizations.

9.1.4 For the conduct of on job training, a training organization may apply for the approval provided it is engaged in the actual dispatch of aircraft in commercial air transport operations. A dispatch manual approved by the GCAA for the flight dispatch services may also be considered necessary for approving an organization for OJT. Such approval shall be based on the work load of the dispatch centre and the supervisory staff experience level. GCAA may come up with additional requirements to ensure effectiveness of the training. All UAE based passenger scheduled airlines having a valid and current Air Operator Certificate and Ops Specifications are considered appropriate for the OJT of the flight dispatchers. GCAA would require an OJT completion certificate from the Head of the Flight Operations department of the respective airline. Such certificates must accompany the duty rosters, details of the duties and at least four copies of operational flight plans prepared by the applicant.

9.1.5 For the conduct of OJT in foreign countries; GCAA shall only accept the OJT completed by applicants at the dispatch centres of recognized and regular scheduled foreign airlines. The OJT completion certificate shall be accepted only if issued by the Head of Flight Operations of the foreign airline providing details of the foreign AOC. Such certificates must accompany the duty rosters, details of the duties and at least four copies of operational flight plans prepared by the applicant. The applicant shall be required to provide the contact details to the GCAA for the verification of the OJT from the foreign airline.

9.2 Training and procedures manual

The training organization shall provide a GCAA approved training and procedures manual for the use, compliance and guidance of personnel concerned. Flight dispatch training shall not be allowed to commence unless this manual has been approved by the GCAA Licensing department. This manual may be issued in separate parts and shall contain at least the following information:

- a) a general description of the scope of training authorized under the organization's terms of approval;
- b) the contents of the training programs offered including the courseware and equipment to be used;
- c) a description of the organization's quality assurance system;
- d) a description of the organization's facilities;
- e) the name, duties and qualification of the person designated as responsible for compliance with the requirements of the approval;
- f) a description of the duties and qualification of the personnel designated as responsible for planning, performing and supervising the training;
- g) a description of the procedures used to establish and maintain the competence of instructional personnel ;
- h) a description of the method used for the completion and retention of the training records ;
- i) a description, when applicable, of additional training needed to comply with an operator's procedures and requirements; and
- j) when GCAA has authorized an approved training organization to conduct the testing required for the issuance of the flight dispatch license, a description of the selection, role and duties of the authorized personnel, as well as the applicable requirements established by the Licensing Authority.

The training organization shall ensure that the training and procedures manual is amended as necessary to keep the information contained therein up to date. Copies of all amendments to the training and procedures manual shall be furnished promptly to all organizations or persons to whom the manual has been issued.

9.3 Training programs

GCAA Licensing Department may approve a training program that allows an alternative means of compliance with the experience requirements established, provided that the approved training organization demonstrates to the satisfaction of the Licensing Authority that the training provides a level of competency at least equivalent to that provided by the minimum experience requirements for personnel not receiving such approved training.

The training program shall be devised and documented subject wise as given in ICAO Document 7192 D3 providing details with respect to training objectives with reference to conditions, performance and standards of accomplishment. Each lesson plan shall identify the goal of the particular lesson with defined and documented required knowledge, skill and attitude.

In case an organization intends to conduct the on job training; GCAA approval shall be required before any such OJT is conducted.

9.4 Personnel

The training organization shall nominate a person responsible for ensuring that it is in compliance with the requirements for an approved organization. The organization shall employ the necessary personnel to plan, perform and supervise the training to be conducted.

The competence of instructional personnel shall be in accordance with procedures and to a level acceptable to the Licensing Authority. The training organization shall ensure that all instructional personnel receive initial and continuation training appropriate to their assigned tasks and responsibilities. The training program established by the training organization shall include training in knowledge and skills related to human performance. Organizations running only dispatch training shall be required to have the following post holders approved by the GCAA:

(a) **Accountable Manager**

A person with an appropriate background employed by the organization considered to be accountable to the GCAA for regulatory compliance. The post requires approval by the GCAA and shall be evaluated against the details and requirements as given in the approved training and procedures manual.

(b) **Chief Ground Instructor**

A person employed by the organization with qualifications licenses and experiences as a flight dispatcher. He must have or have held a flight dispatcher license with proven experience in the capacity of a flight dispatcher. The post requires approval by the GCAA and shall be evaluated against the details and requirements as given in the approved training and procedures manual.

GCAA may require the proposed post holder for a demonstration lecture on a prepared subject and on a subject given by the GCAA at the time of interview.

(c) **Instructors**

Persons employed by the organization with qualifications, licenses and experiences deemed appropriate for delivering instructions to student flight dispatchers. Instructors covering core flight dispatch subjects shall be required to have or have held a flight dispatch license with experience in the actual dispatch of aircraft engaged in air transport operations. Subject instructors shall be required to have qualifications in their respective subjects acceptable to the GCAA. The post requires approval by the GCAA and

shall be evaluated against the details and requirements as given in the approved training and procedures manual.

GCAA may require the proposed instructor for a demonstration lecture on a prepared subject and on a subject given by the GCAA at the time of interview.

9.5 Quality assurance system

The training organization shall establish a quality assurance system, acceptable to the Licensing Authority granting the approval, which ensures that training and instructional practices comply with all relevant requirements. Organizations running only dispatch training may not establish a complete quality system. Such organizations shall be required to have a documented and approved system for quality auditing of their facility by external auditors. The organization shall be required to maintain all the quality reports, and the actions taken to maintain the quality of the training and the training organization.

9.6 Records

8.1 The training organization shall retain detailed student records to show that all requirements of the training course have been met as agreed by the Licensing Authority. The training organization shall maintain a system for recording the qualifications and training of instructional and examining staff. The student records shall be kept for a minimum period of three years after completion of the training. The staff records shall be retained for a minimum period of two years after the instructor or examiner ceases to perform a function for the training organization.

9.7 Evaluation and checking

Approved training organization conducting the testing required for the issuance of a license shall ensure that the testing is conducted only by personnel authorized by the Licensing Authority in accordance with approved criteria.

When an organization is approved for conducting the examinations on behalf of the GCAA, an organization shall not conduct an examination unless specific approval has been sought from the GCAA for each session of the examination. The application for the approval of the examination shall always accompany the question papers prepared for the proposed examination. The GCAA reserves the right to be present at any examination being conducted and may ask for the conduct of the examination by the GCAA. The checked papers shall be submitted to the GCAA for random checking.

9.8 Categories of Training

The categories of training applicable to Flight Dispatchers are as follows:

- (a) Initial Training**
- (b) Recurrent Training**
- (c) Abridged Training**

9.8.1 Initial Training: Training required on candidates who do not have previous Flight Dispatch experience, for the issuance of a Flight Dispatch's licence. This training shall be divided into phase one and two. For further guidance please consult ICAO Doc 7192 D3. The On Job Training shall be part of initial training to be completed after the initial training and before an application is made for issue of a flight dispatch licence.

9.8.2 Recurrent Training: Training required for licensed Flight Dispatcher who has been trained and qualified and who must receive recurrent training and a competency test within the appropriate period to maintain currency. Recurrent training should be a complete cycle covering all of the initial subjects over a period of three years.

9.8.3 Abridged Training: Training required on candidates with aviation experiences other than flight dispatch, aspiring to be issued with Flight Dispatch Licence. The experiences as mentioned above in 8.4 may be accepted and approved by GCAA for an abridged course. The On Job Training shall be part of training to be completed after the abridged training and before an application is made for issue of a flight dispatch licence.

9.9 Initial Ground Training Curriculum

9.9.1 The initial ground training curriculum for Flight Dispatchers is listed in Appendix A. It is recommended that the training be divided into two phases namely phase one (Basic) and phase two (Advance) as per the said appendix.

The initial Flight Dispatcher training must consist of a minimum of 260 hours of instruction. Additional subjects may also be included, however the hours proposed for any subject must be in addition to the minimum of 260 hours.

The applicant to conduct initial training approval must have facilities, equipment and material to provide each student the theoretical and practical aspects of aircraft dispatching. Each room, training booth or other space used for instruction must be temperature controlled, lighted and ventilated to conform to local building, sanitation and health codes. In addition, the training facility must be so located that the students are not distracted by the instruction conducted in other room.

The training organisation of the Flight Dispatcher initial training must maintain a record for each student, including a chronological log of all instructors; subjects covered and course examination and result. The record must be retained for a minimum of 3 years after graduation.

9.10 Recurrent training Curriculum

9.10.1 Flight Dispatchers shall undergo recurrent training every 12 calendar months. Recurrent training is to be conducted by the respective operator or by an approved training organisation and

must ensure that each Flight Dispatcher is adequately trained and currently proficient with the type airplane including differences training if applicable. A valid recurrent certificate will be required for the renewal of a UAE Flight Dispatch Licence. The recurrent course conducted by an operator shall be accepted only if the operator has employed the services of a designated flight dispatch examiner. The recurrent training for Flight Dispatchers must include at least the following;

- (a) Question and answer or other review to determine the state of the Flight Dispatcher's knowledge with respect to the aircraft.
- (b) Instruction as necessary in the subjects required for initial ground training.
- (c) The recurrent ground training must also consist of at least 10 programmed hours

9.10.2 A Flight Dispatcher shall be given at least a one way qualification flight within each 12 months period, on the flight deck of an aeroplane over any area in which that individual is authorised to exercise flight supervision. The flight should include landings at as many aerodromes as practicable. This requirement is applicable to flight dispatchers employed with operators in the UAE.

9.11 Abridged training Curriculum

9.11.1 A candidate may substitute previous experience or training for a portion of the minimum 260 hours of training. The reduced training hours shall not be less than 130 hours. The Training Organization shall apply to the GCAA for consideration of the experience of such candidates. The credit given, including the total hours and the basis for it shall be forwarded to the GCAA Licensing department for approval and shall be recorded in the student's record.

9.12 Other Ground Training

Operators and training organisation are to submit to the GCAA for approval of the proposed curriculum for training involving re-qualification, transition and differences. Once approved, the curriculum has to be incorporated in the operator's training manual.

10 EXAMINATIONS AND TESTS

10.1 General.

All applicants for the initial issue of a UAE Flight Dispatch's licence shall pass the following examination and test;

- (a) Written examination.
- (b) Oral and Practical examination.

The applicant must pass applicable written knowledge examination conducted by the GCAA or approved training organisation prior to attempting the oral and practical test examination. To register for the examination, the applicants must present documentary evidence satisfactory to the GCAA that the applicant has successfully completed an approved aircraft dispatch initial or abridged (as applicable) training.

10.2 Examination - Written

(a) Examination validity.

Written knowledge ground examination result for the issuance of a Flight Dispatcher's licence shall be valid for 6 months from the date of the examination. Candidates must also be scheduled for the oral and practical test within 7 working days after passing the written examination. The written examination shall be conducted immediately after the completion of the approved course. The result for the examination shall be announced within 07 working days after the conduct of the examination.

The time table for the examinations (written & oral/practical) shall be submitted to the GCAA Licensing department.

(b) Failure

Applicants who fail the ground examination may sit the examination again after 2 working days provided the applicant has received further instruction. In the application for the first re-sit, a letter stating that the candidate is prepared is also required from the Training Organization. Applicants failing the written examination thrice shall wait a minimum of 30 days after the last failure (maximum of 90 days) before becoming eligible to re-sit for the exam. The training organization shall certify extra coaching provided to the failing candidate. A fee is required to be paid on each attempt.

10.3 Examination – Oral / Practical

(a) General.

An applicant for an oral and practical examination is required to have passed the knowledge examination. The oral examination shall be conducted by the GCAA or a designated examiner within 07 working days after the applicant has been declared successful in the written examination. The final result shall be announced within 03 working days after the oral examination. GCAA may ask to be present during the oral examination or may conduct the oral examination itself.

The time table for the examinations shall be submitted to the GCAA Licensing department.

(b) Required material for the test.

The Flight Dispatch examiner is responsible for supplying weather data for the test when current weather information is not available. The applicant shall be required to

be in possession of the following material for the conduct of the oral / practical examination:

- (i) Company aircraft operating manual or flight manual
 - (ii) General operations manual and operations specification.
 - (iii) Enroute low/high altitude chart
 - (iv) Standard instrument departure
 - (v) Standard instrument arrival routes
 - (vi) Standard instrument approach procedures chart
 - (vii) Flight plan form.
 - (viii) Load manifest form
 - (ix) Dispatch release form.
 - (x) Airman and international information manuals.
 - (xi) Computer and plotter.
- (c) Test areas.

Applicant must demonstrate competency in the following area of operations.

- (i) Dispatch exercise (Flight Planning)
 - (ii) Aircraft
 - (iii) Air routes and airports
 - (iv) Airman's information manual
 - (v) Dispatch and operation control
 - (vi) Emergency procedures
- (d) Designated Flight Dispatch Examiner.
- The GCAA may designate persons to act as a representative of the GCAA in conducting the practical test standard. The appointment is effective for 2 years and may be renewed for additional periods.

A Designated Flight Dispatch Examiner must concentrate on items as given in phase I and phase II of Appendix 'A' when conducting a test.

11. COMPETENCY CHECKS

11.2 General

This relates to the checks conducted by an operator to ensure competence of their licenced flight dispatchers. Flight dispatchers are required to demonstrate both knowledge and ability to a Check Dispatcher during a competency check. A Check Dispatcher is defined as any person that the operator has designated to conduct the competency check. A Check Dispatcher does not necessarily have to be a person with a management title. A ground school instructor may be authorised to conduct a competency check. The instructor must, however, be currently qualified

as an aircraft dispatcher for the operator. During the competency check, the candidate only has to demonstrate knowledge and ability concerning those geographic areas for which the candidate is qualified.

The competency check must be a comprehensive evaluation in which the Check Dispatcher observes all aspects of the dispatch function. A portion of the competency check must consist of the aircraft dispatcher candidate releasing actual flights.

11.2. Competency Checks for Each Category of Training

(a) After Initial Training.

Aircraft dispatcher first competency check after initial training should include all of the types of aircraft the aircraft dispatcher will be qualified to dispatch.

Operators must make sure that this competency check is comprehensive enough to allow the aircraft dispatcher to adequately demonstrate knowledge and ability in normal and abnormal situations.

(b) Recurrent and Re-qualification Training.

Aircraft dispatcher recurrent and re-qualification competency checks must encompass a representative sample of aircraft and routes for which the aircraft dispatcher maintains current qualification.

12. LICENCE APPLICATION PROCESS

For details please see the applicable portions of this CAAP.

12.1 Issue of licence – initial training applicants

- Certificate of initial course completion
- Certificate of OJT Completion
- Application form and applicable fee

12.2 Issue of licence – abridged training applicants

- Certificate of abridged course completion
- Certificate of OJT Completion
- Application form and applicable fee

12.2 Issue of licence – foreign licence recognition

- Certificate of recurrent course and /or GCAA examination result
- Application form and applicable fee

12.2 Renewal of licence

- Certificate of recurrent course from approved training organization or recurrent training & competency check from the operator
- Application form and applicable fee

Appendix A

PHASE ONE – BASIC KNOWLEDGE

Subject Matter	Recommended Duration (hours)		Degree of Expertise
	Trainees without previous aviation experience	Trainees with previous aviation experience	
Civil Air Law and Regulations	30	18	
Certification of Operators			2
The Convention on International Civil Aviation (The Chicago Convention)			2
International air transport issues addressed by the Chicago Convention			2
The International Civil Aviation Organization (ICAO)			2
Responsibility for aircraft airworthiness			3
Regulatory provisions of the flight manual			3
The aircraft minimum equipment list (MEL)			3
The operations manual			3
Aviation Indoctrination	12	6	
Regulatory			3
Aviation terminology and terms of reference			3
Theory of flight and flight operations			2
Aircraft propulsion systems			2
Aircraft systems			2
Aircraft Mass (weight) and Performance	27	15	
Basic principles for flight safety			3
Basic mass (weight) and speed limitations			3
Take-off runway requirements			3
Climb performance requirements			3
Landing runway requirements			3
Buffet boundary speed limitations			3
Navigation	24	12	
Position and distance; time			3
True, magnetic and compass direction; gyro heading reference and grid direction			2

Introduction to chart projections: The gnomonic projection; the Mercator projection; great circles on Mercator charts; other cylindrical projections; Lambert conformal conic projection; the polar stereographic projection		2
ICAO chart requirements		3
Charts used by a typical operator		3
Measurement of airspeeds; track and ground speed		3
Use of slide-rules, computers and scientific calculators		3
Measurement of aircraft altitude		3
Point of no return; critical point; general determination of aircraft position		3
Introduction to radio navigation; ground-based radar and direction-finding stations; relative bearings; VOR/DME - type radio navigation; instrument landing systems		2

Navigation procedures			3
ICAO CNS/ATM systems (an overview)			1
Air Traffic Management	39	21	
Introduction to air traffic management			2
Controlled airspace			3
Flight rules			3
ATC clearance; ATC requirements for flight plans; aircraft reports			3
Flight information service (FIS)			3
Alerting service and search and rescue			3
Communications services (mobile, fixed)			3
Aeronautical information service (AIS)			3
Aerodrome and airport services			3
Meteorology	42	21	
Atmosphere; atmospheric temperature and humidity			2
Atmospheric pressure; pressure-wind relationships			2
Winds near the Earth's surface; wind in the free atmosphere; turbulence			3

Vertical motion in the atmosphere; formation of clouds and precipitation			2
Thunderstorms; aircraft icing			3
Visibility and RVR; volcanic ash			3
Surface observations; upper-air observations; station model			3
Air masses and fronts; frontal depressions			2
Weather at fronts and other parts of the frontal depression; other types of pressure systems			2
General climatology; weather in the tropics			1
Aeronautical meteorological reports; analysis of surface and upper-air charts			3
Prognostic charts; aeronautical forecasts			3
Meteorological service for international air navigation on			4
Field trip to local meteorological office			2
Mass (weight) and balance control	27	15	
Introduction to mass and balance			3
Load planning			3
Calculation of payload and loadsheet preparation			3
Aircraft balance and longitudinal stability			3
Moments and balance			3
The structural aspects of aircraft loading			3
Dangerous goods and other special cargo			3
Issuing loading instructions			3
Transport of Dangerous Goods by Air	9	9	
Introduction			
Dangerous goods, emergency and abnormal situations			3
Source documents			3

Responsibilities			3
Emergency procedures			3
Flight Planning	18	9	
Introduction to flight planning			2
Turbo-jet aircraft cruise control methods			3
Flight planning charts and tables for turbo-jet aircraft			3

Calculation of flight time and minimum fuel for turbo-jet aircraft			3
Route selection			3
Flight planning situations			3
Reclearance			3
The final phases			3
Documents to be carried on flights			3
Flight planning exercises			3
Threats and hijacking			3
ETOPS			2
Flight Monitoring	16	16	
Position of aircraft			3
Effects of ATC reroutes			3
Flight equipment failures			3
En-route weather changes			3
Emergency situations			3
Flight monitoring resources			3
Position reports			3
Ground resource availability			3
Communications - Radio	18	6	
International aeronautical telecommunications service			2
Elementary radio theory			2
Aeronautical fixed service			2
Aeronautical mobile service			2
Radio navigation service			2
Automated aeronautical service			2
Human Factors	15	15	
The meaning of Human Factors			3
Dispatch resource management (DRM)			4
Awareness			3
Practice and feedback			3
Reinforcement			3
Security (emergencies and abnormal situations)	8	6	
Familiarity			3
Security measures taken by airlines			3
Procedures for handling threats, bomb scares, etc.			3

Emergency due to dangerous goods		3
Hijacking		3
Emergency procedures		3
Personal security for the Flight Dispatcher		3

PHASE TWO – ADVANCED TRAINING

Subject Matter	Recommended Duration
Applied Practical Training	
Applied practical flight operations	25 hours
Simulator LOFT observation and synthetic flight training	4 hours
Flight dispatch practices (on-the-job training)	13 weeks
Route familiarization	1 week