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# C O N T E N T

# FLIGHT DISPATCHERS

## 1.   GENERAL PROVISIONS

### 1.1   REGULATORY FRAMEWORK

(a)   Paragraph 4.2.1.3 of ICAO Annex 6 - Operation of Aircraft, Part I - International Commercial Air Transport -Airplanes, requires that operators demonstrate an adequate organization, method of control and supervision of flight operations, training program and maintenance arrangements consistent with the nature and extent of the operations specified. A flight dispatcher is normally employed to provide supervision of flight and to act as a close link between aircraft in flight and the ground services, and also between the air crew and the operator's ground staff.

(b)   Also Chapter 10 of ICAO Annex 6 – Operation of Aircraft, Part I - International Commercial Air Transport -Airplanes, prescribes the Flight Dispatchers standards and recommended practices for air operators.

(c)   The successful application of regulations concerning the safety and regularity of aircraft operation and the achievement of regulatory objectives are greatly dependent on the appreciation by all individuals concerned of the risks involved and on a detailed understanding of the regulations. This can only be achieved by properly planned and maintained initial and recurrent training programs for all persons involved in aircraft operation. Flight dispatchers play a significant role in the safe operation of an aircraft, and international regulations require that they be appropriately trained.

### 1.2   REFERENCES:

The following documents were used as reference material:

- JAR OPS 1 1.1045;
- ICAO Annex 6 - Operations of Aircraft, Part 1, Chapter 4; 10;
- ICAO Doc. 7192-Part D-3;
- ICAO, Doc 9376-AN/914, chapter 4 Training;
- RAC-APL Chapter 5.

### 1.3   APPLICABILITY. This publication provides acceptable method of compliance, requirements, responsibilities and technical instructions for the implementation of flight dispatch / operational control system into the AOC holders operations.

## 2. **FLIGHT DISPATCHER DUTIES**

2.1 A flight dispatcher, in conjunction with a method of control and supervision of flight operations shall:

(a) assist the pilot-in-command in flight preparation and provide the relevant information;

(b) assist the pilot-in-command in preparing the operational and ATS flight plans, sign when applicable and file the ATS flight plan with the appropriate ATS unit; and

(c) furnish the pilot-in-command while in flight, by appropriate means, with information which may be necessary for the safe conduct of the flight.

2.2 In the event of an emergency, a flight dispatcher shall:

(a) initiate such procedures as outlined in the operations manual while avoiding taking any action that would conflict with ATC procedures; and

(b) convey safety-related information to the pilot-in-command that may be necessary for the safe conduct of the flight, including information related to any amendments to the flight plan that become necessary in the course of the flight.

*Note.— It is equally important that the pilot-in-command also convey similar information to the flight dispatcher during the course of the flight, particularly in the context of emergency situations.*

## 3. APPLICABLE REGULATIONS

3.1     A person shall not act as a flight dispatcher without a valid CAA RM certificate or, in the case of contracted foreign operator dispatching registered aircraft of the Republic of Moldova overseas, an approval letter issued by CAA RM.

3.2     Operators shall not conduct training for Flight Dispatchers unless it has been accepted and approved in Operational Manual, Part D by CAA RM. The approval shall specify the type of training with regard to conversion, difference, recurrent training and initial for ETOPS operations (if applicable).

3.3     Flight Dispatcher courses shall be provided only by a Flight Dispatcher Instructor which have appropriate qualifications in his respective subjects.

3.4     A person shall not act as a flight dispatcher instructor for AOC holders unless the person is not nominated as a flight dispatcher instructor in the operations manuals and is not acceptable to CAA RM.

3.5     A flight dispatcher shall not be assigned to duty unless that person has:

   (a)     satisfactorily completed an operator-specific training course that addresses all the specific components of its approved method of control and supervision of flight operations;

   (b)     made, within the preceding 12 months, at least a one-way qualification flight in the flight crew compartment of an airplane over any area for which that individual is authorized to exercise flight supervision. The flight should include landings at as many aerodromes as practicable;

   (c)     demonstrated to the operator a knowledge of:

      (1)     the contents of the operations manual;
      (2)     the radio equipment in the airplanes used;
      (3)     the navigation equipment in the airplanes used;

   (d)     demonstrated to the operator a knowledge of the following details concerning operations for which the flight dispatcher is responsible and areas in which that individual is authorized to exercise flight supervision:

      (1)     the seasonal meteorological conditions and the sources of meteorological information;
      (2)     the effects of meteorological conditions on radio reception in the airplanes used;

(3)     the peculiarities and limitations of each navigation system which is used by the operation;

(4)     the airplane loading instructions;

(e)     demonstrated to the operator knowledge and skills related to human performance relevant to dispatch duties;

(f)     demonstrated to the operator the ability to perform the duties specified in Chapter 2 of this publication;

(g)     A flight dispatcher assigned to duty should maintain complete familiarization with all features of the operation which are pertinent to such duties, including knowledge and skills related to human performance.

(h)     A flight dispatcher should not be assigned to duty after 12 consecutive months of absence from such duty, unless the provisions of recurrent training are met. In case of 36 consecutive months of absence from duty, an initial training shall be met.

# 4. AOC HOLDERS FLIGHT DISPATCHER TRAINING COURSES

## 4.1 FLIGHT DISPATCHER INSTRUCTOR

### 4.1.2 Acceptance requirements:

(a) Hold valid flight dispatcher certificate, issued or validated by CAA RM, or hold a TRI/TRE certificate.

(b) Have a minimum of three (3) years working experience as a flight dispatcher in commercial air transport with a valid flight dispatcher 12 month recurrent training.

(c) Successfully completed a familiarization course on instructional techniques.

(d) Successfully completed skill level assessment through demonstration lecture and interview by CAA RM (if necessary).

(e) Be supervised by a suitably qualified flight dispatcher instructor when conducting his first flight dispatcher training course lectures.

### 4.1.3 Privileges. Exercise the privilege of conducting flight dispatcher conversion training, differences training; ETOPS initial training, requalification and the annual recurrent training and checking.

## 4.2 CONVERSION TRAINING COURSE

### 4.2.1 Requirements. Applicable for flight dispatcher when first assigned by the operator or when changing operator with same airplane type.

### 4.2.2 Course Duration. At least three (5) working days / 35 programmed hours.

### 4.2.3 Course Training Program. The conversion training shall be conducted in accordance with the AOC holder Operations Manual, Part D, Chapter 2.4 "Flight Dispatcher Training Program", the course shall at least include:

(a) Aviation indoctrination – Aircraft system;

(b) Navigation;

(c) Meteorology;

(d) Air Traffic Management;

(e)     Communications - Radio;

(f)     Mass (weight) and balance control;

(g)     Flight Planning;

(h)     Flight Monitoring.

For further guidance refer to ICAO Doc 7192 - D3.

4.2.4     Examination. Written, Oral / practical examination and competency check.

## 4.3     DIFFERENCES TRAINING COURSE

4.3.1     Requirements. Applicable for flight dispatcher when assigned to dispatch new airplane type.

4.3.2     Course Duration. At least two (2) working days / 14 programmed hours.

4.3.3     Course Training Program. The differences training shall be conducted in accordance with the AOC holder Operations Manual, Part D, Chapter 2.4 "Flight Dispatcher Training Program", the course shall at least include:

(a)     Aviation indoctrination – Aircraft system;

(b)     Aircraft Mass (weight) and Performance;

(c)     Navigation;

(d)     Mass (weight) and balance control;

(e)     Flight Planning.

For further guidance refer to ICAO Doc 7192 - D3.

4.3.4     Examination. Oral / practical examination and competency check.

## 4.4     FLIGHT DISPATCHER ANNUAL RECURRENT TRAINING COURSE

4.4.1     Requirements. Applicable for all flight dispatchers within a period of 12 consecutive months. Operator must ensure that each flight dispatcher is adequately trained and currently proficient with the type airplane including differences training if applicable.

4.4.2    Course Duration. At least three (3) working days / 21 programmed hours.

4.4.3    Course Training Program. The annual recurrent training shall be conducted in accordance with the AOC holder Operations Manual, Part D, Chapter 2.4 "Flight Dispatcher Training Program", the course shall at least include:

   (a)    Basic Dispatcher Training Subjects Recurrent Training.

      (1)    Civil Air Law and Regulations
      (2)    Aviation Indoctrination
      (3)    Aircraft Mass (weight) and Performance
      (4)    Navigation
      (5)    Air Traffic Management
      (6)    Meteorology
      (7)    Mass (weight) and balance control
      (8)    Transport of Dangerous Goods by Air
      (9)    Flight Planning
      (10)   Flight Monitoring
      (11)   Communications - Radio
      (12)   Human Factors
      (13)   Security (emergencies and abnormal situations).

      For further guidance refer to ICAO Doc 7192 - D3.

   (b)    Special Approvals Recurrent Training – As applicable.

      (1)    ETOPS. To include:

         •    Introduction to ETOPS regulations
         •    Routes and aerodromes intended to be used in the ETOPS area of operations
         •    Performance
         •    Procedures.

      (2)    PBN, MNPS, RVSM and AWO. To include:

         •    Requirements
         •    Flight plan
         •    MEL
         •    Normal procedures
         •    Contingency procedures.

(c) At least a one way qualification flight within each 12 month's period, on the flight deck of an airplane over any area in which that individual is authorized to exercise flight supervision.

4.4.4    Examination. Written, Oral / practical examination and competency check.

## 4.5    ETOPS TRAINING COURSE

4.5.1    Requirements. Applicable for Flight dispatcher when assigned to dispatch airplane with ETOPS operations.

4.5.2    Course Duration. At least two (1) working days / 8 programmed hours.

4.5.3    Course Training Program. The ETOPS Initial training shall be conducted in accordance with the AOC holder Operations Manual, Part D, Chapter 2.4 "Flight Dispatcher Training Program", the course shall at least include:

(a)    Introduction to ETOPS regulations;

(b)    Routes and aerodromes intended to be used in the ETOPS area of operations;

(c)    Performance;

(d)    Procedures.

4.5.4    Examination. Written, Oral / practical examination and competency check.

## 4.6    FAILURE IN WRITTEN, ORAL / PRACTICAL EXAMINATION

Flight dispatcher must pass operator examinations (passing mark 75%). Flight dispatcher failing in any operator examinations shall undergo at least one (1) days corrective training and assessment by the instructor with a recommendation for each re-sit.

## 4.7    TRAINING RECORDS

The AOC holders shall maintain the following Flight dispatcher training records:

(a) Conversion training, Difference training and ETOPS initial training includes checking (as long as the flight dispatcher is employed by the operator).

(b) Recurrent training including checking (until 12 months after the flight dispatcher has left the employ of the operator).

(c) Dangerous goods training (2 years after the initial and recurrent training).