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1. Objective

- 1.1. This section contains information, direction and guidance to be used by POIs for the evaluation of aircraft dispatcher qualification curriculum segments for all categories of training and for the content of aircraft dispatcher recurrent and requalification training curriculums.

2. General

2.1. Initial Qualification.

ANR.OPS. 446 requires that the aircraft dispatcher qualification curriculum segment of all initial qualification categories of training (initial new hire, initial equipment, and transition) must contain a competency check. Operating familiarization, however, is only required in the qualification curriculum segment of the initial new-hire or initial-equipment category of training. In addition, ANR.OPS 466 requires that an aircraft dispatcher be familiar with the essential operating procedures for each segment of the operation, such as area or desk, in which the aircraft dispatcher exercises jurisdiction. One means an operator may use to comply with this rule is to conduct a competency check on a representative area of the operation in which the aircraft dispatcher is qualified.

2.2. Currency.

ANR.OPS. require that aircraft dispatchers complete both an annual competency check and an operational familiarization flight and that they maintain a familiarity with the operating procedures for the operational segment over which they exercise jurisdiction.

2.2.1. ANR.OPS. 466 requires that each aircraft dispatcher complete recurrent training and a competency check every 12 calendar months.

2.2.2. ANR.OPS. 466 requires that each aircraft dispatcher complete recurrent operational familiarization every 12 calendar months in one type of aircraft from each aircraft group in which the aircraft dispatcher is qualified to dispatch.

2.2.3. ANR.OPS. 466 requires that each aircraft dispatcher be “familiar with all essential operating procedures for that segment of the operation over which he exercises dispatch jurisdiction.”

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2.3. Requalification

ANR.OPS. Chap. 13 does not specifically address dispatcher requalification . When aircraft dispatchers lose qualification in accordance with ANR.OPS. Chap. 13 , they must requalify prior to operating as an aircraft dispatcher. ANR.OPS. 440 requires that, in addition to initial, transition, and recurrent categories of training, each aircraft dispatcher be provided with the necessary training for maintaining proficiency on each airplane and operation in which the dispatcher serves. It is the operator's responsibility to develop the requalification training curriculum to restore a previously qualified dispatcher to a qualified status. The direction and guidance of this section is provided to standardize POI approval of requalification training curriculums.

3. Reference Material, Forms & Job-Aids

3.1. Reference Material

3.1.1. OPS 1.1.005

4. Process

4.1. COMPETENCY CHECKS.

ANR.OPS. 446 requires that an aircraft dispatcher demonstrate both knowledge and ability to a supervisor or ground instructor during a competency check. A supervisor is defined as any person that the operator has designated to conduct the competency check. A supervisor does not necessarily have to be a person with a management title. ANR.OPS. 446 authorizes a supervisor or an approved ground school instructor 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 qualifying.

4.2. Conduct of Check.

The competency check must be a comprehensive evaluation in which the supervisor observes all aspects of the dispatch function. A portion of the competency check must consist of the aircraft dispatcher candidate releasing actual flights. If the candidate is not currently qualified, all required paperwork must be reviewed and signed by a fully-qualified aircraft dispatcher. The remaining portion of the competency check may be conducted in a classroom or other environment that enables the candidate to demonstrate knowledge and ability in those areas that may not occur during a routine duty period.

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NOTE: Flight releases under the special fuel reserves and planned inflight releases should be observed under actual conditions if possible.

4.2.1. Differences in Competency Checks for Each Category.

Inspectors should use the following guidance when evaluating competency checks in the following training categories:

4.2.1.1 Initial New-Hire.

Aircraft dispatcher initial new-hire competency checks should include all of the types of airplanes the aircraft dispatcher will be qualified to dispatch. The POI may approve a competency check of representative types when, in the POI's judgment, a check including all types is impractical or unnecessary. Operators must make initial new-hire competency checks comprehensive enough to allow the aircraft dispatcher candidate to adequately demonstrate knowledge and ability in normal and abnormal situations.

4.2.1.2 Initial Equipment and Transition.

Aircraft dispatcher initial-equipment checks and transition checks may be limited solely to the dispatch of the types of airplanes on which the aircraft dispatcher is qualifying (unless the check is to simultaneously count as a recurrent check).

4.2.1.3 Recurrent and Requalification

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

4.2.1.4 Special Operations.

When an aircraft dispatcher is qualified in extended, twin-engine, overwater procedures (ETOPS), these functions shall be observed and evaluated by an appropriately qualified supervisor or inspector.

4.2.2. Required Proficiency Level.

The aircraft dispatcher candidate must be able to successfully dispatch all flights in the time the operator normally allows a fully-qualified aircraft dispatcher

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candidate to accomplish the same amount of work. Evaluators must determine that the candidate's proficiency is of a level that the successful outcome of the dispatch work is never in doubt.

4.3. OPERATIONAL FAMILIARIZATION FLIGHTS.

ANR.OPS provide little guidance for the accomplishment of operational familiarization flights.

4.3.1. Training Objectives.

POIs shall ensure that operators make effective use of initial and recurrent familiarization flights to achieve valid training objectives as follows.

4.3.1.1 The flights selected should take the aircraft dispatcher candidate through the representative areas in which the candidate is to be qualified. The flights should transit a major terminal area within the region. For operational familiarization flights in succeeding years, the operator should have a plan to systematically expose an aircraft dispatcher to different routes and terminal areas in the aircraft dispatcher's area of responsibility.

4.3.1.2 POIs should ensure that aircraft dispatchers responsible for extended overwater routes are provided operational familiarization with those routes and with flightcrew procedures, as well as with domestic routes. Aircraft dispatchers with responsibility for ETOPS should observe these operations.

4.3.2. Operational Familiarization in a Simulator.

Aircraft dispatchers may accomplish operational familiarization in a simulator. POIs should encourage operators to take advantage of this provision (after the aircraft dispatcher is qualified) to allow dispatchers to observe line-oriented flight training (LOFT) and cockpit resource management training of flight crewmembers. This training relates directly to aircraft dispatcher duties. POIs shall ensure, however, that approval is not given for operational familiarization repeatedly conducted in a simulator in lieu of actual line flights. POIs must not approve use of a simulator in lieu of actual flights in the initial new-hire or initial equipment categories of training. ANR.OPS. do not allow for the reduction of hours in a simulator.

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4.4. **QUALIFICATION CURRICULUM SEGMENTS OF INITIAL NEW-HIRE AND INITIAL EQUIPMENT CATEGORIES OF TRAINING.**

The events of an aircraft dispatcher initial training qualification curriculum segment are clearly specified in the ANR.OPS. Inspectors should ensure that the operator's course outline submitted for initial approval contains at least each required module and the regulatory citation. Before granting final approval, POIs shall ensure that supervisors are requiring adequate standards of proficiency on aircraft dispatcher competency checks and that valid training objectives are being met on aircraft dispatcher operational familiarization flights.

4.5. **QUALIFICATION CURRICULUM SEGMENTS IN THE TRANSITION CATEGORY OF TRAINING.**

The events of a transition training qualification curriculum segment are clearly specified in ANR.OPS. 446 . The operator's course outline submitted for initial approval only has to contain the specified aircraft dispatcher competency check. Operational familiarization is not required in the aircraft dispatcher transition category of training. If the competency check is to be simultaneously counted as a recurrent check, however, operational familiarization is required as a training module of the recurrent category of training. Before granting final approval, POIs shall ensure that supervisors are requiring an adequate standard of proficiency on aircraft dispatcher competency checks.

4.6. **RECURRENT TRAINING.**

ANR.OPS. 450 and ANR.OPS. 440 require that operators conduct aircraft dispatcher recurrent training to ensure that each dispatcher remains adequately trained and proficient in assigned duties and responsibilities in relation to each assigned airplane and type of operation. ANR.OPS. 440 also requires aircraft dispatcher training in new equipment, facilities, procedures, and techniques.

4.6.1. **Training Requirement.**

ANR.OPS. 466 requires that each aircraft dispatcher complete recurrent training every 12 calendar months. Operators are also required to conduct a competency check of each aircraft dispatcher and to ensure that each aircraft dispatcher completes operational familiarization flights every 12 calendar months, as required by ANR.OPS. 466 . The preferred procedure is for the operator to align the month in which the aircraft dispatcher training, the

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competency check, and the operational familiarization flight are due.

4.6.2. Programmed Hours.

ANR.OPS. 450 specifies the minimum programmed hours of instruction for recurrent training curriculum segments. The objective of aircraft dispatcher recurrent training is to ensure that aircraft dispatchers remain proficient in assigned duties and responsibilities. This objective has been met when an aircraft dispatcher can perform at an acceptable level of proficiency immediately before entering the next cycle of recurrent training, which may require more training hours than specified by the regulation. The minimum required hours are as follows:

- Group I reciprocating airplanes - 8 hours
- Group I turbopropeller airplanes - 10 hours
- Group II turbojet airplanes - 20 hours

4.6.3. Recurrent Training Course Content.

ANR.OPS. 450 requires that recurrent training be given in each ground training subject required for initial qualification. This requirement does not mean that each training module required for initial training curriculum must be covered during each annual training cycle, but that sufficient training must be conducted to assure continual proficiency in each specified area of training. Operators may choose to provide in-depth coverage of selected subjects on any one cycle of training. In such cases, the operator's training program must cover all of the subjects required for initial qualification within three years. Inspectors must ensure that operators have a means of surveying and detecting deficiencies in each aircraft dispatcher's knowledge and proficiency in each of the required areas.

4.6.3.1 ANR.OPS. 440 requires training in new equipment, facilities, procedures, and techniques. Operators should allot a block of time in recurrent or specialized training each year for such topics. Current problems and concerns should also be addressed. This block of recurrent training should be revised on an annual cycle.

4.6.3.2 Recurrent training on each aircraft type, including differences training, must be conducted for aircraft dispatchers every year. This training must be directly and specifically related to aircraft dispatcher duties and may not be simply a repeat of the training given to flight crewmembers. The amount of training given to the aircraft

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dispatcher must ensure the aircraft dispatcher's continued proficiency in duties relative to each airplane. Airplane training, however, cannot be given to the exclusion of the other required training.

4.6.4. **Approval.**

The operator should prepare a course outline for initial approval which contains details of the proposed training hours and an outline of the broad topic areas to be covered. The POI shall evaluate the course content by using the job aids in directive OPS 1.1.005.

4.6.4.1 The training hours proposed for each year in the course outline should initially meet or exceed regulatory specifications, when required. Usually, the required recurrent training must be accomplished in the minimum hours specified by regulation for simple operations of one or two types of aircraft. When complex operations and several different airplane types are involved, more hours are normally required. Operators and POIs can only determine the actual training hours required by observing and assessing the effectiveness of the training provided.

4.6.4.2 After final approval, the operator may vary the content of the blocks of training which are designated for current topics.

4.7. **AREA FAMILIARIZATION.**

Operators typically assign aircraft dispatchers to exercise authority over a particular geographic area, but may require that the aircraft dispatcher maintain familiarity over additional areas. ANR.OPS. 446 and 466 requires operators to ensure that each aircraft dispatcher is familiar with all essential operating procedures in a particular segment or geographic area before assigning the dispatcher jurisdiction over revenue flights through that area.

4.7.1. **Criteria.**

Operators must develop the criteria that identifies when an aircraft dispatcher is not current to work a segment and to develop the necessary procedures for familiarization. The means the operator may use to identify when a dispatcher is not current depends on many factors. These factors can include the complexity of the particular segment's operation, the experience of the dispatcher, and the dispatcher's length of time away from the position.

4.7.2. **Refamiliarization**

Depending on the situation, the method the operator uses to re-establish familiarization may be as simple as a briefing

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by a qualified dispatcher or as involved as a competency check by a supervisor.

4.8. REQUALIFICATION TRAINING.

Aircraft dispatchers that fail to complete recurrent training, a competency check, or operating familiarization within the eligibility period must complete requalification training before they can perform unsupervised in revenue service. The content and length of the requalification curriculum depends on the length of time the aircraft dispatcher has been unqualified. POIs must ensure that requalification curriculum segment outlines contain specific program training hours and events for approval (see table 1 for guidelines to be used by POIs for this purpose). Operators and POIs should understand that requalification is based on an aircraft dispatcher’s demonstration of individual proficiency through a competency check and through the accomplishment of delinquent training and checking events. An aircraft dispatcher must be given the amount of training required to reach an acceptable state of proficiency. The amount of hours for requalification training can never be less than the time required for annual recurrent training. If an aircraft dispatcher reaches a state of proficiency in fewer hours than programmed, the aircraft dispatcher does not have to complete the remaining programmed hours.

Table 1, REQUALIFICATION TRAINING

Time Past Month Due	Ground Training Segment	Qualification Segment
Up to 3 calendar months	Recurrent training (if not accomplished in eligibility period)	Any module not accomplished in eligibility: CC or OF
More than 3 and less than 6 months	8 hours remedial and (if not accomplished in eligibility period) recurrent training	CC and (if not accomplished in eligibility) OF
More than 6 and less than 12 months	8 hours remedial, recurrent training, and OJT to proficiency	CC and OF
More than 12 and less than 36 months	16 hours remedial, recurrent training, and OJT to proficiency	CC and OF
More than 36 months	Initial training	CC and OF
KEY: CC = Competency Check OF = Operational Familiarization		

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5. Task Outcomes

- 5.1. The dispatcher training program is part of the operator's approved training program.
- 5.2. The approval of the dispatcher training program is done in the same method as normal training program.