

**ADVISORY CIRCULAR**

No. : AC-28-01-013

Date : 1 March 2016

**A. SUBJECT.**

**Flight Dispatcher Training and Checking Program**

**B. PURPOSE.**

This Advisory Circular (AC) provides guidance for Air Operator Certificate (AOC) holder/applicant for flight dispatcher training and checking program.

**C. STATUS.**

This is the third edition of AC - 28 - 01 - 013, dated 1 March 2016, and it will remain current until withdrawn or superseded

**D. CONTENTS.**

- 1.0 Background.
- 2.0 Flight dispatcher licensing.
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- 6.0 Training and checking program.
- 7.0 Examination.

Appendix A - Flight dispatcher conversion training and checking program

Appendix B - Flight dispatcher recurrent training and checking program

**E. REFERENCES.**

The following documents were used as reference material:

- ICAO Annex 1- Personnel Licensing.
- ICAO Doc. 7192-Part D-3.
- ICAO Annex 6 - Operations of Aircraft, Parts 1.

## **Flight Dispatcher Training and Checking Program**

### **1.0 Background.**

- 1.1 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.
- 1.2 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.
- 1.3 The principal duties of the flight dispatcher as specified in Annex 6 - Part I are:
  - a. Assist the pilot-in-command in flight preparation and provide the relevant information required.
  - 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.
  - 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; and
  - d. In the event of an emergency, initiate such procedures as may be outlined in the operations manual.

### **2.0 Flight Dispatcher Licensing.**

- 2.1 **Requirement.** Flight dispatcher shall hold a valid JCAR flight dispatcher license or equivalent validation to operate as flight dispatcher for AOC holder and shall complete conversion training program as detailed in operations manual part D.

**2.2 Foreign Operator Contracted to Dispatch Jordanian Aircraft Overseas.** If Jordanian AOC holder/applicant contracted foreign operator to dispatch Jordanian aircraft overseas, the Jordanian operator is responsible to ensure that, the flight dispatchers training and qualification are in accordance with ICAO Doc. 7192-Part D-3.

### **3.0 Training and Checking Staff.**

3.1 Persons employed by the AOC holder/applicant with qualifications, experiences and authorization appropriate for delivering instructions to flight dispatchers trainees.

3.2 The required instructors and examiners are:

- a. Flight dispatcher instructors (FDI).
- b. Flight dispatcher examiner (FDE).

### **4.0 Training Records.**

4.1 AOC holder/applicant shall:

- a. Maintain records of all training, checking and qualification.
- b. Make the records of all conversion courses and recurrent training and checking available, on request, to the flight dispatcher concerned.
- c. Maintain records of the qualifications and training of the instructional and examining staff.

4.2 The flight dispatcher training records must be retained by the AOC holder for:

- a. Conversion training including 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.

4.3 Flight dispatcher training record shall include:

- a. The individual's name.
- b. The training duration and completion date.

- c. Reference of training materials used to meet the training requirements.
  - d. Evidence which shows that training has been completed.
  - e. Evidence which shows that examinations has been completed satisfactorily.
  - f. The name and address of the AOC holder/applicant providing the training.
- 4.4 The format of the training records shall be specified in the operations manual part D - training.

## **5.0 Training Facilities.**

### **5.1 Classrooms.**

- a. The classroom should be such that each trainee is allowed reasonable working area. The overall size of the classroom shall be determined by multiplying the expected number of trainees by 1.4 square meters.
- b. The maximum permissible number of trainees in a class room shall be a ratio of 15 trainees for one instructor and 25 trainees for 2 instructors.
- c. At least one class room shall be available with:
  - (1) The furniture needed like white board, a desk or table and chair for each trainee. The classroom should have required training aids like projection media (Power point, slides, overheads, TV, etc.).
  - (2) The material needed for the conduct of the training and examination:
    - (a) Aircraft flight manual.
    - (b) Operations manual part A.
    - (c) Operations manual part C.
    - (d) En-route low / high altitude chart.
    - (e) Standard instrument departure.
    - (f) Standard instrument arrival routes.
    - (g) Standard instrument approach procedures chart.
    - (h) Flight plan form.
    - (i) Load manifest form.
    - (j) Dispatch release form.
    - (k) Computer and plotter.

**5.2 The Learning Environment.** The key to a good learning environment is the elimination of discomforts and other undesirable characteristics:

- a. The climate must be comfortable.
- b. Lighting must be of adequate level for work or viewing.
- c. Distracting sounds must be kept to a minimum.
- d. Work areas must be aesthetically pleasing.
- e. Training equipment must be adequate.

**6.0 Training and Checking Program.** For AOC holder/applicant flight dispatcher training refers to:

- 6.1 Appendix A - Flight dispatcher conversion training and checking program.
- 6.2 Appendix B - Flight dispatcher recurrent training and checking program.

## **7.0 Examinations.**

- 7.1 The operator shall ensure that, following the completion of conversion and recurrent training, flight dispatcher undergoes written examination and competency check.
- 7.2 The competency check is conducted by AOC holder/applicant to ensure competence of their flight dispatchers. Flight dispatchers are required to demonstrate both knowledge and ability to a flight dispatcher examiner during a competency check. The competency check must be a comprehensive evaluation in which the flight dispatcher examiner observes all aspects of the dispatch function. A portion of the competency check must consist of the flight dispatcher candidate releasing actual flights.
- 7.4 Flight dispatcher failing written examination or competency check shall undergo at least 1 day corrective training and assessment by flight dispatcher instructor with a recommendation for each re-sit.
- 7.5 AOC holder/applicant shall prescribe the unsatisfactory performance procedure in the operations manual part - D, flight dispatcher training and checking program.

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**Acting Chief Commissioner**

## **Appendix A**

### **Flight Dispatcher Conversion Training and Checking Program**

- 1.0** The flight dispatcher conversion training and checking program is applicable for flight dispatcher:
  - a. When first assigned by the operator.
  - b. When assigned by the operator to dispatch a new airplane type.
- 2.0** The minimum standards of qualification and experience required of flight dispatcher before undertaking conversion training are specified in the Operations Manual.
- 3.0** The amount of training required by the conversion course is determined after due note has been taken of the flight dispatcher previous training as recorded in his training records.
- 4.0 Training Checking and Program.** The conversion training checking and program shall be conducted in accordance with the AOC holder/applicant operations manual part - D, the course shall at least include:
- 4.1 Induction Training.**
  - a. Civil aviation regulatory commission (CARC) civil aviation law, including applicable regulation JCAR OPS 1, FCL 1 etc.
  - b. Operator policies, rules and regulations.
  - c. Provisions and limitation of the air operator certificate issued to the operator including operations specification.
  - d. Familiarization with operator operations manuals structure and contents to include operations manual part A - General/Basic, operations manual part B - aircraft operating matters - type related, operations manual part C - route and aerodrome instructions and information and operations manual part D - training and checking program.
- 4.2 Aviation Security Training.** In accordance with JCAR OPS 1.1240.
  - a. Principles and philosophy of aviation security.
  - b. Threats to civil aircraft.
  - c. Security procedures in relation to safeguarding aircraft and passengers.

- d. Managing an act of unlawful interference so as to minimize the risk and/or effect of such an act.
- e. Terrorism, acts of unlawful interference and the history of aviation security incidents.
- f. Aviation legislation and security programs, including international, national, airport and aircraft operator requirements.
- g. Restricted articles, including dangerous goods, prohibited items, weapons, explosives and other sabotage devices.
- h. Procedures for aircraft security checks and/or searches.
- i. Procedures for handling unruly and disruptive passengers.
- j. Procedures for responding to acts of unlawful seizure and hostage situations.
- k. Determining the seriousness of any occurrence.
- l. Appropriate self-defense responses.
- m. Use of non-lethal protective devices, such as handcuffs, assigned to crew members or any restraint techniques, the use of which is authorized by the State of the Operator.
- n. Characteristics and behavior of perpetrators, coping with such behavior and passenger response.
- o. New terrorist profiles.
- p. Situational training exercises regarding various threat conditions.
- q. Protection of aircraft.
- r. Flight deck procedures, including crew communication and coordination through a locked flight crew compartment door.
- s. Response to bomb threats in flight; and
- t. On-the-ground including post flight and aircraft search procedures, including guidance on least-risk bomb locations.

**4.3 Dangerous Goods Training.** In accordance with JCAR OPS 1.1220 to include:

- a. Training program contents for operator without dangerous goods transport by air approval - Category 16 :
  - (1) General philosophy.
  - (2) Limitations.
  - (3) Labeling and marking.
  - (4) Recognition of undeclared dangerous goods.
  - (5) Provisions for passengers and crew.
  - (6) Emergency procedures.
  
- b. Flight dispatcher training program contents for operator with dangerous goods transport by air approval - Category 10 :
  - (1) General philosophy.
  - (2) Limitations.
  - (3) List of dangerous goods.
  - (4) Labeling and marking.
  - (5) Recognition of undeclared dangerous goods.
  - (6) Storage and loading procedures.
  - (7) Pilots' notification.
  - (8) Provisions for passengers and crew.
  - (9) Emergency procedures.

**4.4 Quality System Awareness Training.** In accordance with AMC OPS 1.035 to include:

- a. Terminology.
  - (1) Accountable manager
  - (2) Quality assurance
  - (3) Quality manager
  
- b. Quality policy.
  
- c. Purpose of a quality system.
  
- d. Quality assurance program.
  - (1) Quality inspection.
  - (2) Audit.
  - (3) Auditors.
  - (4) Auditor's independence.

- (5) Audit scope.
  - (6) Audit scheduling.
  - (7) Monitoring and corrective action.
  - (8) Management evaluation.
- e. Quality assurance responsibility for sub-contractors.

**4.5 Safety Management System Training.** In accordance with ICAO Doc 9859 to include:

- a. Organization's safety policy.
- b. Safety roles and responsibilities.
- c. SMS principles related to safety risk management and safety assurance.
- d. Organization's safety reporting system(s).

**4.6 Special Approvals Training.** As applicable based on operator approvals:

**a. PBN, MNPS, RVSM, EFBs and AWO Training:**

- (1) Specific equipments.
- (2) Flight plan.
- (3) MEL requirements.
- (4) Normal procedures.
- (5) Contingency procedures.

**b. ETOPS Training:**

- (1) ETOPS Regulations/Operations Approval.
- (2) Airplane performance/Diversion procedures.
- (3) Area of Operation.
- (4) Fuel Requirements.
- (5) Dispatch Considerations MEL, CDL, weather minima, and alternate airports.
- (6) Documentation.

**4.7 Supplementary Training.**

- a. Terrain awareness / CFIT avoidance.
- b. TCAS/ACAS.
- c. Cold weather operations.

- d. Adverse flight condition training. Contaminated runway operations, thunderstorm avoidance, hot weather operations, operations near volcanic ash, wind shear avoidance and recovery and upset recovery.

#### **4.8 Operations Manual Part A – General/Basic.**

- a. Chapter 1 - Organization and responsibilities.
- b. Chapter 2 - Operational control and supervision.
- c. Chapter 4 - Crew composition.
- d. Chapter 5 - Qualification requirements.
- e. Chapter 6 - Crew health precautions.
- f. Chapter 7 - Flight time limitations.
- g. Chapter 8 - Operating procedures.
- h. Chapter 9 - Dangerous goods and weapons.
- i. Chapter 10 - Security.
- j. Chapter 11 - Handling, notification and reporting occurrences.
- k. Chapter 12 - Rules of the air.
- l. Chapter 13 – Leasing.

#### **4.9 Operations Manual Part C Route and Aerodrome Instructions and Information and Jeppesen.**

#### **4.10 Initial CRM Training.**

- a. Human error and reliability, error chain, error prevention and detection - in depth.
- b. Company safety culture, Sops, organizational factors - in depth.
- c. Stress, stress management, fatigue & vigilance - in depth.
- d. Information acquisition and processing situation awareness, workload management - in depth.

- e. Decision making - in depth.
- f. Communication and coordination inside and outside the cockpit - in depth.
- g. Leadership and team behavior synergy - in depth.
- h. Automation, philosophy of the use of automation (if relevant to the type) - as required.
- i. Specific type-related differences – as required.
- j. Case based studies - in depth.

#### **4.11 Airplane Type Related Training - OM B.**

- a. Airplane Systems.
- b. Performance.
- c. Mass and Balance.
- d. Loading.
- e. Configuration Deviation List Training.
- f. Minimum Equipment List.

#### **4.12 Flight Planning and Monitoring.**

- a. Flight Planning.
- b. Flight planning system.
- c. Flight Monitoring.

**5.13 Practical Training.** Flight planning and monitoring on job training under the supervision of a flight dispatcher.

**5.14 Qualification Flight.** Qualification flight on the area of operations applicable to the air plane type.

**5.15 Competency Check.** Flight planning and monitoring of a flight to the satisfaction of flight dispatcher examiner.

**Appendix B****Flight Dispatcher Recurrent Training and Checking Program**

- 1.0 An operator shall ensure the each flight dispatcher undergoes recurrent training and checking and that all such training and checking is relevant to the flight dispatcher duties.
- 2.0 Recurrent training and checking program is established in the Operations Manual and approved by the CARC.
- 3.0 **Training and Checking Program.** The recurrent training and checking program shall include at least the following:
  - 3.1 **Recurrent Training and Checking - 12 Calendar Months.** The 12 months recurrent training and checking program include:
    - a. Flight dispatcher annual qualification flight.
    - b. Flight dispatcher annual competency check.
    - c. Aviation security recurrent training in accordance with JCAR OPS 1.1240.
    - d. CRM recurrent training - 12 months recurrent training of the 3 years recurrent training cycle to include:
      - (1) Human error and reliability, error chain, error prevention and detection – *overview*.
      - (2) Company safety culture, Sops, organizational factors – *overview*.
      - (3) Stress, stress management, fatigue & vigilance – *overview*.
      - (4) Information acquisition and processing situation awareness, workload management – *overview*.
      - (5) Decision making – *overview*.
      - (6) Communication and coordination inside and outside the cockpit – *overview*.
      - (7) Leadership and team behavior synergy – *overview*
      - (8) Automation, philosophy of the use of automation (if relevant to the type) – *as required*.
      - (9) Specific type-related differences – *as required*.
      - (10) Case based studies – *as appropriate*
  - 3.2 **Recurrent Training - 24 Calendar Months.** The 24 calendar months recurrent training includes Dangerous Goods Training in accordance with JCAR OPS 1.1220 to include:

- a. Training program contents for operator without dangerous goods transport by air approval - Category 16 :
  - (1) General philosophy.
  - (2) Limitations.
  - (3) Labeling and marking.
  - (4) Recognition of undeclared dangerous goods.
  - (5) Provisions for passengers and crew.
  - (6) Emergency procedures.
  
- b. Flight dispatcher training program contents for operator with dangerous goods transport by air approval - Category 10 :
  - (1) General philosophy.
  - (2) Limitations.
  - (3) List of dangerous goods.
  - (4) Labeling and marking.
  - (5) Recognition of undeclared dangerous goods.
  - (6) Storage and loading procedures.
  - (7) Pilots' notification.
  - (8) Provisions for passengers and crew.
  - (9) Emergency procedures.

**3.3 Recurrent Training – 3 Years Cycle.** The 3 years recurrent training and checking cycle include:

- a. Quality system awareness recurrent training in accordance with AMC OPS 1.035 to include:
  - (1) Terminology.
    - (a) Accountable manager
    - (b) Quality assurance
    - (c) Quality manager
  - (2) Quality policy.
  - (3) Purpose of a quality system.
  - (4) Quality assurance program.
    - (a) Quality inspection.
    - (b) Audit.
    - (c) Auditors

- (d) Auditor's independence
    - (e) Audit scope
    - (f) Audit scheduling
    - (g) Monitoring and corrective action
    - (h) Management evaluation
  - (5) Quality assurance responsibility for sub-contractors.
- b. Safety management system recurrent training in accordance with ICAO Doc 9859 to include:
  - (1) Organization's safety policy.
  - (2) Safety roles and responsibilities.
  - (3) SMS principles related to safety risk management and safety assurance.
  - (4) Organization's safety reporting system(s).
- c. Special approvals recurrent training as applicable based on operator approvals:
  - (1) PBN, MNPS, RVSM, EFBs and AWO Training:
    - (a) Specific equipments.
    - (b) Flight plan.
    - (c) MEL requirements
    - (d) Normal procedures.
    - (e) Contingency procedures.
  - (2) ETOPS Training:
    - (a) ETOPS Regulations/Operations Approval.
    - (b) Airplane performance/Diversion procedures.
    - (c) Area of Operation.
    - (d) Fuel Requirements.
    - (e) Dispatch Considerations MEL, CDL, weather minima, and alternate airports.
    - (f) Documentation
- d. Supplementary recurrent training.
  - (1) Terrain awareness / CFIT avoidance.
  - (2) TCAS/ACAS.

- (3) Cold weather operations.
- (4) Adverse flight condition training. Contaminated runway operations, thunderstorm avoidance, hot weather operations, operations near volcanic ash, wind shear avoidance and recovery & upset recovery

e. **Airplane Type Related Training - OM B.**

- (1) Airplane Systems.
- (2) Performance.
- (3) Mass and Balance.
- (4) Loading.
- (5) Configuration Deviation List Training
- (6) Minimum Equipment List.

f. Operational procedures recurrent training

- (1) Operations Manual Part A – General/Basic.
  - (a) Chapter 2 - Operational control and supervision.
  - (b) Chapter 7 - Flight time limitations.
  - (c) Chapter 8 - Operating procedures.
- (2) Operations Manual Part C Route and Aerodrome Instructions and Information and Jeppesen.