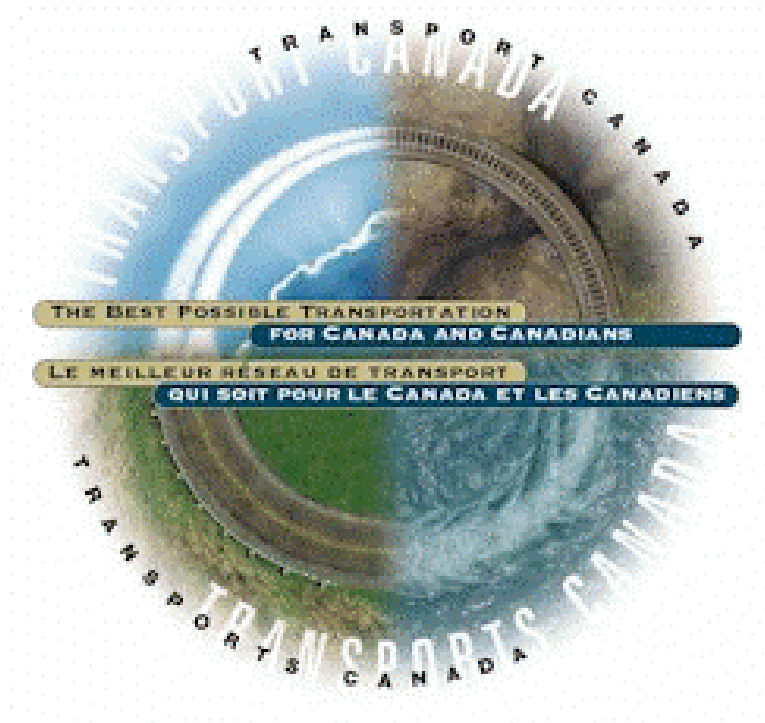




Transport
Canada

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TP 14216E
(11/2003)



Inspector Quick Guide for Approvals & Inspections of Operational Control Systems

**Second edition
October 2003**

**OPERATIONAL CONTROL SYSTEM (OCS)
FLIGHT DISPATCHER
705**

This document is intended as an aid for inspectors and should be used as guidance only.

Note: Inspectors must check for revisions to CARs and CASS.

APPLICABLE CARs:

705.20	Requirement to have an Operational Control System (OCS) that meets CASS and under control of Operations Manager
705.110(1)	Flight Dispatcher qualifications - must fulfill requirements of training program and holds a Dispatchers Certificate
705.110(2)	Air Operator to notify Minister when Dispatcher certificate issued or becomes invalid
705.113(3)	Competency check expires on 1st day of 13th month
705.113(4)	Flight dispatcher competency check renewal within 90 days, validity period extended or 12 months
705.113(5)	Minister may extend competency check by up to 60 days
705.113(7)	Where competency check or annual training expired for 12 months or more, must re-qualify.
705.124(2)(c)	Air operators training program for flight dispatchers - initial and annual aircraft type training, OJT, A/C cockpit fam training
705.124(3)	Include detailed syllabus of training program in COM
705.125 (1)	Minister may give conditional approval to a training program when copy training syllabus provides enough info for prelim evaluation
705.125(2)	Conduct of training under conditional approval
705.125(3)	Minister to give final approval of conditionally approved training program
705.127(1)	Training and Qualifications Records

APPLICABLE STANDARDS:

725.20	Operational Control System Definitions, Application, Description Type A, B, C, D
725.22(29)	Operational Flight Plan - PIC and Dispatcher signature required
725.124(4)	Training Personnel
725.124(4)(f)	Qualifications of Flight Dispatcher Instructors and Check Flight Dispatchers
725.124(21)	Flight Dispatcher Training
725.124(22)	Flight Follower Training
725.125	Conditional Approval of Training program
725.135(g)	COM shall contain description of OCS

**CANADIAN AVIATION REGULATIONS
(CARs)**

705.20 Operational Control System

No air operator shall operate an aircraft unless the air operator has an operational control system that meets the Commercial Air Service Standards and is under the control of its operations manager.

705.110 Flight Dispatcher Qualifications

(1) No air operator shall permit a person to act and no person shall act as a flight dispatcher unless the person has fulfilled the requirements of the air operator's training program and, after June 1, 1998, holds a flight dispatcher certificate.

(2) An air operator shall notify the Minister whenever a flight dispatcher certificate is issued or becomes invalid.

705.113 Validity Period

- (3) The validity period of a flight dispatcher competency check expires on the first day of the thirteenth month following the month in which the check was completed.
- (4) Where a pilot proficiency check, a flight dispatcher competency check, a line check or training is renewed within the last 90 days of its validity period, its validity period is extended by six or 12 months, as appropriate.
- (5) The Minister may extend the validity period of a pilot proficiency check, a flight dispatcher competency check, a line check or any training by up to 60 days where the Minister is of the opinion that aviation safety is not likely to be affected.
- (7) Where the validity period of a flight dispatcher competency check or annual training has been expired for 12 months or more, the person shall re-qualify by meeting the training requirements specified in the Commercial Air Service Standards.

705.124 Training Program

- (2) An air operator's training program shall include...
 - (c) for flight dispatchers:
 - (i) initial and annual aircraft type training,
 - (ii) on-the-job training, and
 - (iii) aircraft cockpit familiarization training;
- (3) An air operator shall
 - (a) include a detailed syllabus of its training program in its company operations manual;
 - (b) ensure that adequate facilities and qualified personnel are provided for its training program, in accordance with the Commercial Air Service Standards; and
 - (c) establish and maintain a safety awareness program concerning the adverse effects of aircraft surface contamination and provide the program to all flight operations personnel who are not required to undergo the training described in paragraph (2)(d).

705.125 Conditional Approval of Training Program

- (1) The Minister may give conditional approval to a training program where an air operator submits to the Minister a copy of a syllabus of its training program that provides enough information for a preliminary evaluation of the training program in light of the Commercial Air Service Standards.
- (2) An air operator may conduct training under a training program that has received conditional approval until the Minister has evaluated the effectiveness of the training program and has informed the air operator of any deficiencies that must be corrected.
- (3) The Minister shall give final approval to a conditionally approved training program when the air operator demonstrates that the training conducted under that program is adequate to permit the persons who receive it to safely perform their assigned duties and when any identified deficiencies have been corrected.

705.127 Training and Qualification Records

- (1) Every air operator shall, for each person who is required to receive training under this Subpart, establish and maintain a record of
 - (a) the person's name and, where applicable, personnel licence number, type and ratings;
 - (b) if applicable, the person's medical category and the expiry date of that category;
 - (c) the dates on which the person, while in the air operator's employ, successfully completed any training, pilot proficiency check or examination required under this Subpart or obtained any qualification required under this Subpart;

- (d) information relating to any failure of the person, while in the air operator's employ, to successfully complete any training, pilot proficiency check or examination required under this Subpart or to obtain any qualification required under this Subpart; and
- (e) type of aircraft or flight training equipment used for any training, pilot proficiency check, line check or qualification required under this Subpart.

STANDARDS

725.20 Operational Control System Definitions, Application, Description Type A, B, C, D

725.22 Operational Flight Plan

The minimum required content of an Operational Flight Plan is:...

- (29) signature of pilot-in-command and the flight dispatcher or alternate means of certifying acceptance...

Refer to CASS

725.124(4) Training Program - Training Personnel

The air operator training program syllabus shall include all applicable subsections of this standard.

(4) Training Personnel

(a) Qualifications of Training Personnel - General

(i) All training personnel shall have been briefed on:

- (A) the objectives and standards of the air operator's training program;
- (B) the effective use of training devices used in the program;
- (C) safety in the training environment; and
- (D) pertinent Canadian Aviation Regulations and Commercial Air Service Standards;

(ii) All training personnel shall have demonstrated, to the satisfaction of the air operator, a proficient level of practical and theoretical knowledge of:

- (A) the subject the instructor is to teach;
- (B) the aeroplane type, the instructor is to teach;
- (C) the basic principles of learning and techniques of instruction;
- (D) preparation and use of lesson plans;
- (E) briefing and debriefing techniques relative to the exercises; and
- (F) all associated training devices.

725.124(4)(f) Flight Dispatcher Instructors and Check Flight Dispatchers

(i) Flight Dispatcher Instructors

- (a) Flight dispatcher specific training instructors shall be knowledgeable and able to present their subject in an effective manner.
- (b) Where the instructors used to teach specific course material are not themselves qualified flight dispatchers, a qualified flight dispatcher shall be available for coordinating and answering questions relating to the practical application of the course material.

(ii) Check Flight Dispatchers

A check flight dispatcher nominated by the air operator and acceptable to Transport Canada-Civil Aviation may conduct initial and recurrent competency checks for flight dispatchers.

725.124(21) Flight Dispatcher Training

Generic Training 725.124(21)(a)

- Training programs/organizations not approved by Transport Canada
- Contact local Colleges/Universities for courses or Self Study
- Two (2) generic Transport Canada exams (closed - book) verifies candidates knowledge (3.5 hrs each)
- Meteorology and Operations (various subjects)
- See Study and Reference Guide - Flight Dispatchers (T12513E)
- Pass 70%; Failure - 14 day wait before rewrite
- No fee (at this time)
- Must pass both exams before commencing Air Operator Specific training
- Valid for 2 years

Specific Training 725.124(21)(a)

- Training provided by Air Operator that employs flight dispatch candidate
- Training required in subjects that apply specifically to air operator's flight operations and operational control system
- Must commence Air Operator specific training within 24 months of passing 1st generic exam
- Training Syllabus including any revisions must be approved by TC and be included in Company Ops Manual or separate Approved Training Manual and include Class review, exam and review of exam times
- Training consists of
 - Course
 - OJT
 - Cockpit Familiarization
 - Exam
 - Competency Check

Course

- Training must be per standards in CARS listed in Table under 725.124 and meet proficiency level and subjects listed
- See Appendix B

OJT 725.124(21)(g)

- Candidate must have passed both generic exams before OJT commences
- Must be under direct Supervision of qualified flight dispatcher employed by Air Operator
- Must specify minimum duration of OJT in COM or other approved training document

Cockpit Familiarization 725.124(21)(h)

- Required for Initial and Recurrent
- Occupy jump seat during a revenue flight
- Duration of flight must be specified in the Airport Operator training program - submitted to TC for approval

Exam 725.124(21)(d)

- Contents is up to discretion of Operator (Operator must prepare 2 exams - One in the event of failure)
- Given at end of specific training
- Validity of test shall be periodically monitored by and be acceptable to T.C.
 - Closed book - 75%
 - Open book - corrected to 100%

Competency Check 725.124(21)(i)

- Administered by Check Flight Dispatcher following OJT for initial certification

Flight Dispatcher Certification 725.124(21)(r)

- Flight Dispatcher Certificate (which is a **CAD**) issued following successful completion of Air Operators Specific training program
- Candidate must also hold valid radio telephone Operators restricted Certificate
- Certificate issued by authorized person appointed by Minister
- Specific Training with Air Operator
- Valid only when: all training and competency check completed with previous 12 months
- Dispatcher continues to be employed by operator named on Flight Dispatch Certificate and
- Minimum age 21

Annual Recurrent Training 725.124(21)(j)

- Program must be approved by TC and cover all subjects listed in CASS 725.124(21)(s) over a 3 year period
- Some subjects require more frequent training - i.e. deicing
- Maintains validity of Flight Dispatch Certificate
- Annual competency check required - no later than first day of thirteenth month following date of certification
- Check takes place during operating shift and shall consist of evaluation of items listed in CASS 725.124(21)(i) (i-xxii)
- Competency check revalidates generic exams for 2 years
- Annual cockpit familiarization required
- Check conducted by check flight dispatcher

Requalification training 725.124(21)(k)

- Previously qualified dispatchers who have not actively dispatched for period in excess of 90 days, shall pass a Competency Check prior to returning to work
- Previously qualified dispatchers who have not actively dispatched for period in excess of 12 months, shall undergo refresher training that includes recurrent training, and generic training considered appropriate, cockpit familiarization training and a competency check

New Dispatch Sector Training 725.124(21)(l)

Where a new sector requires different procedures, training is required as follows:

- Period of familiarization training on facilities and type of a/c types
- Monitoring during an operating shift by a qualified flight dispatcher on that sector for each new area of responsibility
- Certification of competency on dispatchers training record by person conducting the monitor

Aeroplane Type Transition Training 725.124(21)(m)

- Training syllabus to be submitted to TC for approval

Contracted Flight Dispatch and Flight Watch Services 725.124(21)(n)

- Where contracted from on outside organization, flight dispatchers must be trained and certified according to CASS and subject to same competency checks as if they were direct employees of contractor. Must be familiar with operating rules, COM, A/C types and SOPs of contracting air operator.
- Competency of each flight dispatcher shall be certified by an authorized person from the contractor, and the performance shall be subject to monitoring and inspection by TC

Credit for Related Experience 725.124(21)(o)

- Credit given for experience as pilot, ATC, Meteorologist etc. on case by case basis.
- No credit given for generic exams
- Qualified dispatcher who changes air operator required taking specific training of new operator.
- Differences training approved where ops similar in nature.
- Subjects to be covered require TC approval
- Must write and pass specific training exam
- OJT required under direct supervision of qualified flight dispatcher
- Competency check required

Training Syllabus (Specific Training Course) 725.124(21)(b)

- Copy of syllabus for each specific training course to be submitted to TC for approval, and each approved syllabus to be included in COM OR separate approved training manual
- Subjects to be covered and proficiency level as listed in CASS 725.124(21)(s) which are applicable to air operator - See **Appendix B**
- Each syllabus to specify time allotted for:
- Class review, exams, review of exams, and total time for delivery of course.
- All course material to relate to operational control procedures, a/c types, route structure of operator.
- Revisions to syllabus - requests for revision to syllabus, OR to facilities or equipment shall be submitted to TC for approval.
- Shall be submitted so entire page can be removed and replaced.

Training Records 725.124(21)(e)

The Air Operator shall keep records for each dispatcher, including:

- All training completed
- Results of TC generic exams
- Copies of all other exams taken in past 3 years
- Records of OJT
- All certifications of competency

Flight Dispatcher Organization Under Contract: Training records may be located at the flight dispatch Organization, but Air Operator is responsible for training given (completeness and accuracy of record)

725.124(22) Flight Follower Training

Persons assigned the duties of the flight follower, permitted when utilizing a Type C operational control system, shall receive initial training in at least the following:

- (a) company indoctrination;
- (b) applicable regulations and standards;
- (c) company operations manual as applicable;
- (d) providing meteorological information without analysis or interpretation;
- (e) procedures in the event of an emergency; and
- (f) incident/accident reporting.

725.125 Conditional Approval of Training Program

The intent of a conditional approval of training program is to permit an air operator, when introducing a new type of aeroplane, to begin training of crew members while having in hand a proposed training program from the aircraft manufacturer or a contracting training agency. In most cases the training program is adequate to initiate the training and it will be used as a basis for an approved training program.

A training program will receive conditional approval when the following conditions are met:

- (1) a training syllabus and a complete training program for initial training will have to be submitted;
- (2) the training program shall include as a minimum the following, as applicable:
 - (a) an overview of the training program showing the requirements for initial training;
 - (b) a detailed content of the proposed ground training, including individual items covered in each training period in regards of technical aeroplane training, cockpit procedure training, FTD training, emergency procedures training or Flight Attendant Training Standard requirements;
 - (c) a detailed content of the proposed simulator and/or aeroplane training, including individual items covered in each training session;
 - (d) a description of the proposed training aids and training facilities; and
 - (e) a copy of the proposed manuals and handouts to be provided to the trainees.

725.135(g) Contents of Company Operations Manual

The Company Operations Manual shall contain at least the following, as applicable to the operation:

- (f) description of operational control system including:
 - (i) flight authorization and flight preparation procedures;
 - (ii) preparation of operational flight plan and other flight documents;
 - (iii) procedures to ensure the flight crew are advised, prior to dispatch, of any aeroplane defects that have been deferred, (by Minimum Equipment List or any other means);
 - (iv) flight watch, flight following and communication requirements;
 - (v) dissemination procedures for operational information and acknowledgment;
 - (vi) fuel and oil requirements;
 - (vii) weight and balance system;
 - (viii) accident/incident reporting procedures and procedures for reporting overdue aircraft;
 - (ix) use of checklists;
 - (x) maintenance discrepancy reporting and requirements of completion of flight; and
 - (xi) sample of operational flight plan and retention period;

NEW DISPATCH CERTIFICATE CHECK LIST

	YES	NO
1. Receive Applications from Air Operator -. Cover letter and copy of training records submitted - Initial Training Record including generic exam and specific training dates and copy of Flight Dispatchers Competency Check Form		
2. Check FTAE by file number (5802) to ensure generic exams passed within previous two-year period.		
3. Check that training record form is complete and that specific training and cockpit familiarization is complete IAW TC approved training program (Cockpit fam form may also be attached)		
4. Check that Dispatcher Competency Check has been successfully completed		
5. Sign bottom of training record page		
6. Complete Flight Dispatcher Certificate large form and wallet size copy. Template on g drive: Pax/Paxc/Dispatch/Dispatch Certificate Templates Date on certificate is Competency Check date. Valid to date is 1 st day of 13 month h Print on COLOR Printer		
7. Advise Jim King (AARXB 613 9901081) by email that certificate has been issued for updating NACIS.		
8. Prepare cover letter to Air Operator and fax. Send hard copy in the mail. Template on g drive: x/Paxc/Dispatch		
9. PA to Company file copy of cover letter, certificate, and application w/ paperwork from Air Operator (i.e. - 5258-107 - 9)		

ANNUAL RECURRENT TRAINING

	YES	NO
1. Receive notification from Air Operator Check Dispatcher that: Annual Training, Competency Check and Familiarization flight completed		
2. Usually accompanied by: copy of Dispatcher Competency Check Form and Dispatchers Competency Check Report - (See Section A for form)		
3. Send email to Jim King advising of candidates name and 5802 file #, date of Competency Check for inclusion in NACIS		
4. Air Operator will sign for Minister of Transport under Annual Requalification on Flight Dispatchers Certificate. Input Date and Valid to date. Date = "Competency Check" date, and Valid to is: 1 st day of 13 month. Normally we will not get copy. You can ask for one. Item to be checked during inspection/audit.		

SCHEDULE OF FLIGHT DISPATCHER COMPETENCY CHECKS

	YES	NO
1. Air Operator should submit "Schedule of Flight Dispatcher Competency Checks" form each month to TC so inspector can plan monitor as required and ensure comp check completed in time.		
2. Information available from NACIS. Check schedules maybe sent from HQ.		

FLIGHT DISPATCHER EXTENSION REQUEST

	YES	NO
1. Receive request from Air Operator for extension per "Flight Dispatcher Extension Request/Approval" form		
2. Complete form, prepare cover letter, mail out to Air Operator		
3. File correspondence		
4. Email Jim King AARXB to update NACIS kingje@tc.gc.ca		

CERTIFICATE CANCELLATION

	YES	NO
1. Receive written notification from Air Operator Check Dispatcher of candidates date of leaving their employ		
2. Air Operator to return Dispatch Certificate		
3. Advise Jim King by email of cancellation date including candidates name and 5802# to update NACIS		
4. File information to Air Operator's file -		

CHECK DISPATCHER CERTIFICATION

	YES	NO
1. Receive Air Operator request with completed nomination form "Nomination and Acceptance for Check Flight Dispatchers Position" OR the "Nomination for ACFD" form and resume from Air Operator		
2. Check validity of candidates Flight Dispatch Certificate - i.e. Competency Check dates etc.		
3. Conduct dispatch monitor of candidate and complete "Dispatchers Competency Check Report" and "Check Flight Dispatchers Monitoring Report".		
4. Prepare Check Dispatcher Authority and cover letter for PAX signature		
5. Fax/mail authority letter to Air Operator		
6. PA all correspondence. Put copy of authority in Check Dispatcher Binder		
7. Email Jim King in HQ to update NACIS		

CHECK DISPATCHER ANNUAL RENEWAL

	YES	NO
1. Review Check Dispatcher and Candidates training file for completion of annual training		
2. Review candidates Flight Dispatcher Certificate for validity		
3. Brief Check Dispatcher		
4. Conduct Monitor		
5. Debrief Check Dispatcher		
6. Complete Check Dispatch Monitor paperwork and file. Email Jim King AARXB to update NACIS		

WITHDRAWAL

	YES	NO
1. Receive notification from Air Operator that candidates ACFD is to be withdrawn, or upon TC recommendation		
2. Prepare form "Withdrawal ACFD Approval" for signature and cover letter		
3. file correspondence and have authority removed from NACIS		
4. Email Jim King in HQ to update NACIS		

Forms

The following forms are intended for the inspectors and air operator use.
Modifications to the forms to better suit the needs of Transport or the air operator is permitted.
The forms are available electronically for use by inspectors or the air operator.



Dispatcher's Competency Check Report

1. Name	2. 5802
3. Certificate Valid to	4. Date (YY/MM/DD)

Required Standards

Note: Clarify SB or U assessment with comments.

S	Satisfactory	SB	Satisfactory with Briefing	U	Unsatisfactory (Fail)
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*Use check marks for items observed

		S	SB	U		S	SB	U
1.	Reporting for Duty				27.			
2.	Knowledge of Air Operator Manuals				28.			
3.	Knowledge of Air Regulations				29.			
4.	Knowledge of Air Operator Policies and Procedures				30.			
5.	Aeroplane Performance Analysis				31.			
6.	Flight Procedures				32.			
7.	TC & Air Operator emergency procedures				33.			
8.	Use of PIREPS				34.			
9.	Weather Analysis				35.			
10.	Abnormal Operations (gear down etc.)				36.			
11.	NOTAMS				37.			
12.	Communications				38.			
13.	OFP preparation fuel requirements				39.			
14.	Flight Watch				40.			
15.	Departure and Arrival times of flights				41.			
16.	Knowledge of Dangerous Goods				42.			
17.	Shift Change briefings				43.			
18.	A/C Systems/ Surface Contamination				44.			
19.	A/C Performance/ Aerodrome/ Route Analysis				45.			
20.	Minimum Equipment Lists (MELs)				46.			
21.					47.			
22.					48.			
23.	ETOPS (if applicable)				49.			
24.								
25.								
26.								

General Assessment Passed Failed Next Competency Check Due: _____

Comments: (use reverse side for additional comments)

Signatures: _____

(Check Flight Dispatcher for the Minister)

(Dispatcher Checked)

(This form is generic and can be expanded by the air operator)



Operational Control Inspection Report

Air Operator: _____ **File 5258** _____

Type of Operational Control System: A B C **Date:** _____

(yy/mm/dd)

Name of Inspector:

5802-

S – Satisfactory SB - Satisfactory with briefing U – Unsatisfactory N/O - Not observed

1. Flight Dispatch Centre	S	SB	U	N/O
• Dispatch Centre publications library				
• COM/AOM/MEL/AIP/CAP/Jeppesen/MANOPS/Emergency Manuals etc.				
• Operations/Safety Bulletins				
• Operational /Saftey bulletins (signed off)				
• Abnormal Incidents				
• Weather Analysis				
• PIRPES				
• NOTAMs				
• Communications Capability: VHF, HF, SECAL, ACARS Other				
• OFP Preperations/Fuel Requiremnts				
• Flight Crew Breif/Debreif				
• Inflight Advisories				
• Flight Watch				
• Departure/Arrival Messages				
2. Flight Dispatchers Training Program				
• Initial specific				
• Cockpit Familiarization				
• Competency Check				
• Flight Dispatcher Certificate				
• Recurrent				
• Radio License				
3 Flight Dispatch Name:	5802-			
• Shift Change Brief				
• Knowledge: COM/AOM/MEL/AIP/CFS/Jeppesen/MANOPS/Airport Emergency /CARs/AOC/Ops Specs				
• OFP Preperation				
• Fuel Requiremnts				
• Weather/NOTAM/PIREPS				
• Flight Crew Briefing				
• Flight Watch/Abnormal Ops				
• Dangerous Goods				
• A/C System/Surface Contamination				
• A/C Performance/Aerodrome/ Route analysis				
• Knowledge of Operator Emergency Response Plan				
4. Check Dispatcher/Monitor Name	5802-			
• Briefing				
• Scope of competency Check				
• Conduct of Competency Cehck				
• De-Briefing				
• Competency Check Report				
5. Comments:	(please write comments on reverse side)			

(This form is generic and can be expanded by the air operator)



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Schedule of Flight Dispatcher Competency Checks

To: Transport Canada Regional Office

Dear Sir/Madam:

In accordance with the requirements of the *ACI Manual* TP 3783E Chapter 8, the following is the list of Dispatcher Competency Checks scheduled for the month of _____ of 20__.

Please Type or Print

Candidate's Name	5802 Number	Date of proposed check (YY/MM/DD)

Signature of ACFD or Manager Dispatch (Date - YY/MM/DD)
 1 Indicate if Initial or annual Competency check

(This form is generic and can be expanded by the air operator)



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Dispatchers Competency Check Form

Date

Dispatchers Name 5802 -.

Name of Operator 5258 -

Recurrent Date yy/mm/dd

Date of competency Check

Original Valid to Date: yy/mm/dd

Re qualification Date: yy/mm/dd

Check completed by 5802 -

Competency Check Removal Illness Re Qualify

Comments

(This form is available electronically and used to update Transport Canada's computer data base)



CHECK FLIGHT DISPATCHER MONITORING REPORT RAPPORT DE CONTRÔLE DU DISPATCHER VÉRIFICATEUR

- Dispatcher Proficiency Check
 Vérification de vol pour compétence dispatcher
 Initial Monitor/Check
 Recurrent Monitor

Company - Compagnie 5258-
Check Date - Date de la verification
Location- Location

Company Check Dispatcher	5802-
Candidate - Candidate(e)	5802-
TC Inspector - Inspecteur TC	5802 nr

MARKING GUIDE S Satisfactory SB Satisfactory with Briefing U Unsatisfactory N/O Not Observed
GUIDE D'ÉVALUATION Satisfaisant SC Satisfaisant avec conseils I Insatisfaisant Non observé

Comments required for each "SB" and "U" assessment - Commentaires nécessaires pour chaque évaluation "SC" et "I"

PRE-SIFT BRIEFING EXPOSÉ AVANT LE VOL	a. Content Adequacy Contenu adéquat		
	b. Clarity Clarté		
	c. Rapport with Candidate Rapport avec le/la candidat(e)		
SCOPE OF CHECK PORTÉE DE LA VÉRIFICATION	a. Use of Questions Recours aux questions		
	b. Required Items Covered Détails nécessaires couverts		
	c. Relative to Briefing Concernant l'exposé		
CONDUCT OF CHECK CONDUITE DE LA VÉRIFICATION	a. Standard Procedures Procédures normales		
	b. Relative to Briefing Concernant l'exposé		
	c. Rapport with Candidate Rapport avec le/la candidat(e)		
POST BRIEFING COMPTE RENDU	a. Content Adequacy Contenu adéquat		
	b. Relative to Flight Check Concernant la vérification en vol		
	c. Coverage - Errors/Weaknesses Rapport des erreurs ou faiblesses		
CHECK REPORT RAPPORT DE LA VÉRIFICATION	a. Coverage - Errors/Weaknesses Rapport des erreurs ou faiblesses		
	b. Content - General Contenu général		
	c. Assessment - Validity Validité de l'évaluation		

GENERAL COMMENTS - COMMENTAIRE GÉNÉRAL

GENERAL ASSESSMENT - ÉVALUATION GÉNÉRALE

- S SB SB U
 SC I

Inspector's Signature - Signature de l'inspecteur



Transport Canada Transports Canada

330 Sparks Street, 4th Flr
 Tower C, Place de Ville
 Ottawa, Ontario
 K1A 0N8

www.tc.gc.ca

Your file Votre référence

Our file Notre référence

(AARX) (Air Operator Nr.)

Captain
 Director, Flight Operations
 Air Operator
 Address

Dear Captain _____,

This letter refers to the nomination of Mr./Ms. _____ for the position of (*Air Operator*) Check Flight Dispatcher.

Mr./Ms. _____ recently received his/her interview and initial monitor and Transport Canada finds him/her to be an acceptable Check Flight Dispatcher in accordance with subparagraph 725.124 (4)(f)(ii) of the Commercial Air Services Standards.

In this capacity, Mr./Ms. _____ has been informed he/she may administer flight dispatcher competency checks as a delegate of the Minister of Transport. Attached for your information and records, is a copy of the letter of authority forwarded to Mr./Ms. _____ .
 If you have any questions please do not hesitate to contact (*POI's Name* _____) at (_____).

Sincerely,



Your file *Votre référence*

Our file *Notre référence*

Mr./Ms. (name of candidate)
(address of candidate)

Dear Mr./Ms. (name of candidate):

This is to inform you that you have met the standards required for a Check Flight Dispatcher as delineated in subparagraph 725.124(4)(f)(ii) of the Commercial Air Services Standard.

You are hereby delegated the authority, in accordance with section 4.3(1) of the Aeronautics Act, to administer flight dispatcher competency checks for (name of air operator), pursuant to Canadian Aviation Regulations and Chapter 8 of the Air Carrier Inspector Manual. Transport Canada reserves the right to withdraw, revoke or suspend this approval at any time in whole or in part for:

1. cause; or
2. withdrawal of the Check Flight dispatcher nomination by (name of air operator)

Dated at Ottawa, Canada this day of (month year).

Congratulations on your achievement and your undertaking of this important responsibility.

Original signed by

Superintendent, Airline Inspection
for the Minister of Transport

cc: (names of company personnel)



FLIGHT DISPATCHER EXTENSION REQUEST/APPROVAL

You may wish to copy onto your letterhead, then use as your FAX cover

To: <small>(name of Inspector)</small>	From:
Title:	Title:
Phone:	Phone:
FAX:	FAX:
Company:	File #5258-
Dispatcher Name: <small>(please use full legal name, per certificate)</small>	File #5802- <small>(Dispatcher cert. Nr.)</small>

Reason for extension:

Type of Extension	Current Expiration	Planned Competency Check Date	Requested
Dispatcher Certificate 30 day <input type="checkbox"/> 60 day <input type="checkbox"/>	/ / year month day	/ / year month day	/ / year month day

All extension requests should be received at least 4 days prior to the date of expiry.

Submitted by: _____

Title: _____

Signature _____ Date _____

EXTENSION REQUEST HAS BEEN APPROVED BY

This constitutes a Competency Check extension in accordance with CASS 725.124 (21) (l). For

_____ to _____
(Name of Air Operators) (Name of dispatcher & 5802) (Date shown above), or to the next Competency Check, whichever is earlier)

Please note that the currency provisions of CASS 725.124 (21)(k) still apply.

A copy of this approval should be attached to the flight dispatcher's file.

Signature: _____

Title:

Dated:



Inspectors Operational Control Inspection Report

1. Air Operator	2. File Number
	4. Date (YY/MM/DD)

Operational Control System Type: A Type B Type C (use check mark for appropriate system)

	Flight Dispatch Centre	Satisfactory (s)	Briefing (b)	Unsatisfactory
1.	Dispatch Centre Publications			
2.	Operational/Safety manuals			
3.	Abnormal Incidents			
	Company Operations manual			
	Aircraft Operating Manual AOM			
	Minimum Equip List MEL			
	Aeronautical Information Publication AIP			
	Canada Flight Supplement CFS & CAP			
	Route Manuals			
	Airport Emergency manuals			
	Dispatcher /Crew Briefing			No Briefing Performed*
	Flight Plan	Signatures	Signatures	
6	Captain	YES	NO	
7	Dispatcher	YES	NO	
8	Signed Prior to Release	YES	NO	
9	Signed Copy Left Behind	YES	NO	
10	Minimum Equipment List (MEL)	Appended to OFP	Separate Message	
11	Enroute Reserves	Appended to OFP	On Separate Form	
12	Contingency Fuel	ATC	Weather	Other
13	Alternates (including take off)			
14	Take off restrictions (MTOW)	Temp Rstricted	Altitude restricted	Pressure Restricted
	Weather			
24	Wx Seq & NOTAMS	Destination	Arrival	Enroute
25	DeIcing	Gate Deicing	Central Deicing Facility	Required & Inspected
26	Rwy Conditions	JB1 reading	Type of Condition Snow <input type="checkbox"/> , Ice <input type="checkbox"/> , Water <input type="checkbox"/> Other <input type="checkbox"/> Explain	
	Flight Watch			
	Communications	Direct	Indirect	
	Flight Movement Messages	Dep. Sent YES NO	Arr. Sent YES NO	During Flt Yes No
	Enroute Information sent to DXR	Yes	No	
	OFP Changes Communicated to DXR	Yes	No	
	PIREPS	Sent by Crew	Received from DXR	
	OFP Changes Communicated to DXR	Yes	No	
	Flight Dispatchers Training Program			
27	Initial specific	Yes	No	
28	Cockpit familiarization	Yes	No	
29	Competency checks	Yes	No	
30	Flight dispatcher Certificate	Yes	No	
31	Recurrent Training	Yes	No	
32	Wind Comp Avg. as planned	Rwy conditions	JB1 Reading	Type of Contamination

(* Give reason for no Crew briefing) (** Electronic signatures are acceptable) (Use reverse side for comments)

Name of Inspector: _____ Date: _____

Signature: _____



Flight Dispatcher Training & Proficiency Record

Dispatcher Name _____ 5802 Nr. _____

Date of Hire _____

Initial Competency Check date: _____

Year #1	Annual Recurrent Training	Subjects Covered
Spring Date		
Fall Date		
Instructor		
Total Hours		Date annual competency check completed:
<i>Familiarization</i>		
Date Completed		
Hours/ Legs		
Year #2	Annual Recurrent Training	Subjects Covered
Spring Date		
Fall Date		
Instructor		
Total Hours		Date annual competency check completed:
<i>Familiarization</i>		
Date Completed		
Hours/Legs		
Year #3	Annual Recurrent Training	Subjects Covered
Spring Date		
Fall Date		
Instructor		
Total Hours		Date annual competency check completed:
<i>Familiarization</i>		
Date Completed		
Hours/Legs		



Generic Route Familiarization Report

Dispatchers Name					
Captains Name					
Flight Number	Route Legs and Hours	Date	Aircraft Type	Jump Seat Occupied Yes No	
Reason for Not Occupying Jump Seat:					
Event	Comments				
Pre-Planning	Crew Briefing flight plan preparation:				
Cockpit	Aircraft Walk-around cockpit set up:				
Operating Procedures	Confirm Operating Procedures conform to Company Standards				
Performance	Calculation of Load Information MEL, abnormal operations, take off calculations				
Communication	Interaction with ATC, and company personnel: forwarding PIREPS to or from dispatch				
Emergency & Abnormal Procedures	Record any abnormal procedures:				
General	Recommendations for improved operations				
Facility Liaison	Note visits to station offices (operations or marketing)				
Additional Comments	Use other side of sheet for further information				

Dispatchers Signature: _____

Captains Signature: _____

(This form is generic and suggested for air operator use)



Approved Check Dispatcher (ACD) Application Form

Initial
 Revision

 Date (yy/mm/dd)

ACD Nominee Name

5802-

ACD Authority Requested:

Type "A" Operational Control System Type "B" Operational Control System
 Functional Areas and or Equipment CAR (to be operated under)
 All areas and Equipment Domestic only International Only 704 705
 Specific Equipment (list equipment types):

Approved Check Dispatcher Briefing & Course (if applicable)

completed Briefing N/A
 Location(s) Date (s)
 _____ (yy/mm/dd) _____

Declarations

for **CCD** (to be signed by the Air Operator)

This certifies that the nominee named above meets all requirements of the Approved Check Dispatcher Manual (TP 14114) for the ACD authority requested, except as otherwise indicated on this form or attached resume.

 Name Position

 Signature Air or Private Operator

for **Contract CACD** (to be signed by the contracting Air Operator)

This application is made for the purpose of obtaining authority for the ACD nominee to conduct DCCs on dispatchers employed by our company on a recurring basis.

 Name Position

 Signature Air or Private Operator

This certifies that the nominee named above meets all requirements of the Approved Check Dispatcher Manual (TP 14114) for the ACD authority requested, except as otherwise indicated on this form or attached resume.

 Name

 Signature

Sponsoring Air/Private Operator's Acknowledgement

This acknowledges and confirms our agreement for the ACD nominee named herein to obtain authorization to conduct competency checks as a Contract CACD

Name

Position

Signature

Air or Private Operator

ACD Nominee

This certifies that the information provided in this application and the attached resume (for initial applications only) is accurate and that I will abide by the policies and procedures specified in the Approved Check Dispatcher Manual (TP 14114).

Signature

Date (yy/mm/dd)

For Transport Canada use only

Inspector Verification:

Initial Authority:

The ACD Nominee named above

- meets all applicable requirements of the ACD Manual, or deviations from the required qualifications and experience are justified.
- has been briefed on competency check procedures, and
- has successfully completed an initial ACD monitor where applicable.

Revised Authority

- meets all applicable requirements of the ACD Manual for the revised authority.

Recommendation for Approval

Yes No

as requested

recurrent DPC only

Comments:

Inspector's Name

Signature

Date (yy/mm/dd)

ACD Authority Approval:

Yes No

as requested

recurrent DCC only

Comments:

Issuing Authority

Signature

Date (yy/mm/dd)

Revised Authority

This approval supersedes and cancels the approval dated

Date (yy/mm/dd)



Approved Check Dispatcher (ACD) Delegation of Authority

Initial
 Revision

File # 5258 - _____

ACD Approval

_____ Name _____ Certificate # _____
 is hereby approved as a Approved Check Dispatcher (ACD) Type A operational control system
 Type B operational control system

and is accorded the following privileges for the Operators indicated:

- Company Check Dispatcher (CCD) for _____ (Operator)
- Contract Approved Check Dispatcher (CACD) for: _____ (Operator)

Authority

The Check Dispatcher referred to above is authorised to conduct the following on behalf of the Minister:

DCC (initial, upgrade, recurrent)

<input type="checkbox"/> DCC (specific functional areas and/or equipment)	List functional areas and /or equipment
--	---

Conditions of Issuance

The ACD referred to herein shall

- a) abide by the policy and procedures specified in the Approved Check Dispatcher (ACD) Manual, TP14114E, and continue to meet the qualifications, training and currency requirements established therein, and
- b) conduct competency checks in accordance with the requirements of the Canadian Aviation Regulations.

Validity

Failure to meet any conditions of issuance is grounds for suspension pursuant to section 7 or paragraph 7.1(1) of the *Aeronautics Act* or revocation pursuant to subsection 2.5.1 of the Approved Check Dispatcher (ACD) Manual (TP 14114E).

This authority supersedes and revokes all previously issued like authorities and shall remain valid until the earliest of:

- a) the date on which any condition of issuance is breached; or
- b) the date on which this authority is revoked in writing by the Minister pursuant to section 7 or paragraph 7.1(1) of the *Aeronautics Act*

Dated at _____ Canada, this _____ day of _____, 20 _____	
Issuing Authority _____ <input type="checkbox"/> <i>This approval supersedes and cancels the previous approval dated _____</i>	Signature _____ Date (yy/mm/dd) _____

This form is used by Transport Canada and is intended to show what the air operator should receive following an approval of a Company Check Dispatcher approval

Intentionally Blank

Check List for Operational Control Manual

REF FOM = indicates the reference where information can be found in the Flight Operations Manual/Company Operations Manual

REF OCM= indicates the reference where information can be found in the Operational Control Manual/Dispatch Manual

Doc Ref= If information resides in another manual include that manual reference

N/A= not applicable to the air operator

Manual Area	Comments	YES	NO	REF/FOM	REF/OCM	Doc Ref	N/A
Introduction	If air operator uses an MEL mention in the introduction <i>(make sure they state when the days begins example: for ABC airlines operation a day being at 0000Z)</i>						
List of effective pages							
Revision page							
Manual Control	Is it clear who has control over manual <i>(normally the DFO or delegate and includes a brief outline of the manual organization)</i> .						
Bulletins, Notices Information circulars	Is there clear direction for dispatchers to acknowledge and indicate understanding of operational bulletins etc, <i>CASS 725,135 (v)</i>						
MEL Procedures	Ensure procedures of how MEL items are forwarded to flight crews through dispatcher <i>(CASS 725.135 (g) this should also indicate how maintenance advises dispatch of MEL items)</i>						
Property	There should be an indication that the manual is the property of the air operator. <i>(This is not required but suggested for air operator protection)</i>						
MEL	Does the air operator clearly indicate when their day begins in relation to MEL items						
Flight Safety Program	Is there reference or procedures for the dispatcher to take advantage of the flight safety program? <i>(725.135 (oo)</i>						

Manual Area	Comments	YES	NO	REF/FOM	REF/OCM	Doc Ref	N/A
Org Chart	Is there a clear and strong line from the dispatcher to the DFO) <i>(be careful that the marketing division is NOT involved in operational control)</i>						
Disagreement Policy	Ensure the disagreement policy in the dispatch manual is exactly the same as that in the FOM						
Duties & Responsibilities	Is it clear who reports to whom? <i>(Example: Manager Dispatch reports to DFO, Dispatchers report to Manage Dispatch etc.)</i> It is also important to indicate if the person holds a Dispatcher Certificate.						
Check Dispatcher	If the air operator has a dispatcher approved by Transport to conduct Dispatch Competency Checks make sure it is clear the person reports to TC with communication to Manager Dispatch. <i>(Transport Canada must approve nomination with letters of approval CASS 725.124(4) (f)(ii)</i>						
Qualifications	Has the air operator indicate if individuals are qualified dispatchers or not. <i>(Some upper organization chart personnel may not be certified dispatchers)</i>						
Shared Responsibility	Is it clearly stated in both dispatch manual and FOM that the Flight Dispatcher and PIC shall share pertinent and related flight information and any proposed changes to the Operational Flight Plan during flight watch <i>(see 725.20 (1) General (ii)</i>						
Operational Control Begins	Indicate when operational control begins. <i>(Usually the air operator will indicate a specific time example 3 hours prior to scheduled departure).</i>						
Operational Control Ends	The air operator must indicate that operational control ends with the termination of the flight.						
Multiple Flights	If the operational control system provides for the planning of multiple flight legs there must be a process for verifying the down line legs <i>(see 725.20 (1) General (iii) & (v).</i>						
Dispatch Log	Clearly indicate the procedure and process for entering information in a dispatch log <i>(see 725.20.(2) (b)</i>						

Manual Area	Comments	YES	NO	REF/FOM	REF/OCM	Doc Ref	N/A
Acceptance of Flight Plan	Is there a clear process of how the formal acceptance of the flight plan is recorded? <i>(CASS 725.20 (1) General (iii))</i>						
Commencement of Flight	Does the manual clearly indicate commencement of flight occurs after brake release for take-off? <i>CASS 725.20 (1) General (v)</i>						
On Ground Communication	Are the procedures and equipment available for the dispatcher to contact flights in a timely manner <i>(CASS 725.20 (1) (c) (ii) (the manual should indicate the systems available and their use)</i> . There must be approval from Transport Canada requirements have been waived.						
In flight Communications	Is there direct and timely communication available as per CASS 725.20 (1)(c) (i) Has Transport Canada permitted any deviations from the standard?						
Communications	Has Transport Canada waived any on ground communications requirements? <i>CASS 725.20 (1)(c) Communications (ii)</i>						
Departures	Are the limits for early and late departure clearly defined? <i>(see 725.20 (5))</i>						
Arrivals	Are the limits for early or late arrivals clearly defined?						
Enroute	Are the limits for enroute information clearly defined? <i>(Example: flights 10 min early or later than flight planned must advise dispatch)</i>						
Alternates	Is it clear how alternates are assigned and how revisions to alternates are handled?						
Take-Off Alternates	How are take-off alternates assigned? <i>(if assigned at flight planning, how are they assigned after the PIC has signed the flight plan and is taxing for take-off)</i>						
Fuel Policies	Is the company fuel policy clearly stated? <i>(What is their tankering policy?)</i>						
Fueling	Is it clearly stated how much additional fuel can be loaded before dispatch is advised?						

Manual Area	Comments	YES	NO	REF/FOM	REF/OCM	Doc Ref	N/A
Types of Flights	Are all flights under the co-dispatch system (<i>are ferry flights, test flight and training flights under the co-dispatch system?</i>)						
ATC /Curfew	Are there clear procedures outlining how flight plans filed with ATC?						
Curfew	Are there clear instructions for dispatchers outlining curfew restrictions are handled by the dispatcher (<i>example delaying departures enroute holds etc.</i>)						
Crew briefing	Is there a clear outline of what items the dispatcher covers with the PIC during a briefing? (<i>The dispatcher should cover the items to which the crew is entitled to receive.</i>)						
Co-Authority Dispatch	Is there a clear definition of co-authority? Is it clear that co-authority is in effect until brake-release?						
Flight Watch	Is it clear when flight watch begins?						
Personal Manuals	If the air operator provides individual manuals, is it clear that they must be maintained and updated?						
Base Manuals	Are copies of the Dispatch Manuals available at pilot bases?						
Reporting for Duty	Does the manual clearly indicate duties required when reporting for duty?						
Shift Change Over	Are the requirements for shift change over and briefing outlined in the manual?.						
Dispatch Library	Is there a list of manuals use in the dispatch office library?						
Workload Management	Is there a clear directive indicating the priority of workload including a priority list? (<i>Example airborne flight emergencies take preference etc.</i>)?						
Fuel Requirements	Is there a clear directive indicating how much additional fuel can be boarded without consent of PIC and dispatcher?						
Performance	Are there clear directives on use of performance data and runway analysis information?						

Manual Area	Comments	YES	NO	REF/FOM	REF/OCM	Doc Ref	N/A
Weather	Are there clear procedures for obtaining weather information and any back up procedures?						
NOTAMS	Are there procedures and backup for receiving NOTAM information?						
Flight Planning	Are there clear procedures regarding the flight planning system used by the air operator. (if a computer flight plan system is used there is normally a reference to the manual.)						
Flight Watch	Are there clear guidelines outlining the responsibilities of the dispatcher and PIC during flight watch?						
Operational Emergency Procedures	Usually this is a separate document referenced in the dispatch manual						
Evacuation	Are there directives and procedures written if an evacuation of the operational control facility is required? (some air operators have evacuation bags with vital manuals etc. to be taken to the evacuation sight location)						

Records & Training	Comments	YES	NO	REF/FOM	Ref/ OCM	Doc Ref	N/A
<i>The list below can be in a separate section or separate manual. If in a separate manual then clear references are required.</i>							
1	Is initial and recurrent training separated in the air operators training section of the manual?						
2	Does the manual specify the length of initial training? <i>CASS 725.124 (21) (a)</i>						
3	Does the air operator have two specific examinations and are they acceptable to Transport Canada <i>CASS 725/124 (21) (d)</i>						
4	Does the manual specify the length of time for recurrent training? <i>CASS 725.124 (21) (j)</i>						
5	Is there a specified allotted time for on-job-training? <i>CASS 725.124 (21) (g)</i>						
6	Does the manual specify the number or time allotted for initial Familiarization time? <i>CASS 725.124 (21) (a)</i>						
7	Does the manual specify the number or time allotted for annual Familiarization flights? <i>CASS 725.124 (21) (h) (has this been approved by TC)</i>						
8	Does the manual indicate the total time for initial training?						
9	Does the manual indicate to amount of time allotted to annual recurrent training?						
10	Do all qualified dispatchers meet the requirements of <i>CASS 725.124 (21) (k) the 90 day or 12 month requirement?</i>						
11	Does the manual indicate clearly the requirements to maintain dispatcher records?						
12	Does the training section cover new sector or aircraft transition training? <i>CASS 725.124 (21) (l) (m)</i>						
13	Does the air operator have records for all dispatchers?						
14	Are there records of annual competence checks?						
15	Have all dispatcher obtained restricted radio licenses?						