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TP 13498E
(10/1999)

*Generic Dispatchers Training Manual
for
Air Operators*

Edition 1999

Canada

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Use of this Manual

The (Name of Air Operator) Dispatcher Training Program applies, and is designed to be comprehensive in content, yet flexible in presentation. This training program incorporates the regulatory requirements of CASS 725.20 and CASS 725.124 in order to qualify individuals as *(Name of Air Operator) Flight Dispatcher* and to maintain qualification in that position.

This GENERIC DISPATCHERS TRAINING MANUAL incorporates curriculum for the various categories of Dispatcher training, specific curriculum segments and various subject modules supporting those segments. The definitions for curriculum segments and subject modules, as used in this manual, may be found under the title definitions in this Section. While the curriculum gives guidance as to the general areas of study required by the Dispatcher, the subject modules provide detailed information on the subjects to be presented. Modular Training is the concept of program development in which logical subdivisions of training programs are developed, reviewed, approved, and modified as individual units. Curriculum segments and modules may be used in multiple curriculums. The modular approach allows great flexibility in program development and reduces the administrative workload in the development and approval of these programs.

This GENERIC DISPATCHERS TRAINING MANUAL a framework for standardization of the Dispatcher Training Program as required by CASS 725.124. Instructors will make and follow their lesson plans based on the approved Transport Canada syllabus CASS 725.124 (21) (b). [A copy of the syllabus for each flight dispatcher specific training course shall be submitted to Transport Canada Civil Aviation by *(name of air operator)* for approval, and each approved syllabus shall be included in the appropriate Section of the company operations manual or in a separate approved training manual. Specific training courses shall consist of instruction in at least those subjects listed in this Standard which are applicable to the air operator and shall provide each flight dispatcher candidate with the level of proficiency specified for each applicable subject. Each specific training syllabus shall specify the time allotted for class review, examinations, and the review of examinations as well as the total time allotted to the delivery of the course. All course material shall relate to operational control procedures, aeroplane types, and the route structure of the air operator.]

Each training curriculum lists the Curriculum Segments that must be completed prior to Dispatcher qualification. Within the Curriculum Segments are Subject Modules containing the descriptive information to be covered.

Initial approval of this manual and program will be indicated by letter and signed by Transport Canada Operations Inspector. Final approval of this manual and program must be obtained within 6 months from the date of initial approval and will be indicated by an appropriate stamp on each numbered page signed by Transport Canada Principal Operations Inspector.

Record keeping is an integral part of training. Without adequately documented records, training never took place. This manual has one chapter devoted to the records needed to properly document all phases of this Dispatcher training program. Record keeping is the responsibility of the air operator CASS 725.124. (21) (e). [A training record shall be kept for each flight dispatcher who exercises operational control on behalf of an air operator. This record shall contain information on all the training completed by the flight dispatcher, including the results of Transport Canada - Civil Aviation's generic examinations, copies of all other examinations taken in the previous three years, records of on-the-job training, familiarization flights and all certifications of competency.]

Requests for revising a specific training course syllabus or for making significant changes to facilities or equipment shall be submitted to Transport Canada for approval CASS 725.124 (21) (c). [Requests for revising a specific training course syllabus or for making significant changes to facilities or equipment shall be submitted to Transport Canada - Civil Aviation for approval. These revisions shall be submitted in such form that the entire page or pages of the existing syllabus can be removed and replaced.]

It will be the responsibility of each individual to keep his/her manual current and record any revisions.

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Applicability

This document sets forth the standards and requirements for the establishment and maintenance of an approved training program for Aircraft Dispatchers employed by *(Name of Air Operator)*.

Training Objective

At the conclusion of any training curriculum, the individual involved will be able to successfully demonstrate his knowledge of the regulations, policies, and procedures applicable to specific block of instruction by correctly answering 70 percent of the questions. All open book tests must be corrected to 100 percent. Following the completion of the air operators specific training candidates must satisfactorily complete the specified on-job training requirements set out in the operations manual followed by a Flight Dispatcher Competence check.

Facilities

Training will be conducted in a facility which can comfortably seat students and is equipped with and will be maintained at a comfortable temperature.

Training Aids

Training aids include: (Include all training aids, some examples are: a 16 mm film projector; a slide projector, a VCR with a 25" color Television monitor, etc.)

Courseware

A listing of training materials made available to each student can be found in the appendix A under, Training Materials. Specific lesson plans are contained in this manual in (Appendix). All instructors will review the pertinent lesson plan prior to giving instruction. A reference library is maintained by *(flight operations)* located *(where)*.

Policies and Facilities

The training curricula outlined in this manual cover Transport Canada's requirements for dispatcher training as per CASS 725.124. Presentation will be completed through lectures, classroom technique, video tape and slide programs, static aircraft display and operational experience.

Revisions

Upon receipt of a revision, replace or insert pages as required, and enter the revision number, date, and insertion date, along with your initials, on the Record of Revisions page.

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Definitions

Checking and Qualification Module

Qualification curriculum segments containing the competence check are covered in CASS 725.124 (21) (i). [After completion of on-the-job training, each flight dispatcher shall undergo a competency check administered by a check flight dispatcher. In addition, no later than the first day of the thirteenth month thereafter, each flight dispatcher must pass an annual competency check to be conducted after successful completion of recurrent training.]

Courseware

Instructional material developed for each curriculum must be used. This information is contained in lesson plans, instructor guides, computer software programs, audiovisual programs, workbooks, aircraft dispatcher manuals, and handouts. Courseware must accurately reflect curriculum requirements, be effectively organized, and properly integrate with instructional delivery methods. Courseware information must be revised as regulations, policies, procedures and aircraft systems/procedures change.

Currency & Validity Period

Currency pertains to maintaining qualification within the eligibility period as defined under CASS 725.124 (j) (k) [Recurrent Training Recurrent training shall cover those subjects specified in this Standard for recurrent training at least once every three years, and it shall including annual cockpit familiarization. The syllabus must be approved by Transport Canada-Civil Aviation, and satisfactory completion of recurrent training, followed by a successful annual competency check, are required in order to maintain the validity of a Flight Dispatcher Certificate. Where other aviation regulations or standards require that recurrent training be completed more frequently than every three years, that training shall be conducted in accordance with applicable requirements. (ie - security measures and aeroplane de-icing/anti-icing procedures.)

Requalification Training

Where a previously qualified flight dispatcher has not actively dispatched with an air operator for a period in excess of 90 days, that flight dispatcher shall pass a competency check prior to returning to work as a flight dispatcher at the same air operator. Where a previously qualified flight dispatcher has not actively dispatched with an air operator for a period in excess of

12 months, that flight dispatcher shall undergo a course of refresher training that will include recurrent training, any generic training considered appropriate by the air operator, and cockpit

familiarization training. Requalification training shall be followed by a successful competency check.

The validity period as per CASS 705.113(3)(4)."

Curriculum

A complete training agenda for the (air operators aircraft); for example, a B-727 transition curriculum. Each curriculum consists of several curriculum segments.

Curriculum Segment

An integral phase of training which can be separately evaluated and individually approved, but does not by itself qualify a person for a dispatcher duty position. The three curriculum segments relevant to aircraft dispatcher training are: basic indoctrination, ground training, and qualification. Each curriculum segment consists of one or more training modules.

Element

The element of the subject matter in a training, checking, or qualification module that is subject-oriented. For example, a module of a basic indoctrination curriculum segment may include such elements as aircraft nomenclature and organization of the operator's operations manual.

Eligibility Period: As per CASS 705.113.(2)(b)

NOTE: If the competency check occurs during the eligibility period, the "training/checking month" remains the same. A request to change the competency check month to balance the training workload, must be coordinated with the principal operations inspector (POI) and annotated in the individual dispatcher's training record. This change must occur before the eligibility period.

Event

The element of the subject matter in a training, checking, or qualification module that is task oriented. An event encompasses the use of a specific procedure or procedures. During a training event, a student has the opportunity for instruction, demonstration, and/or practice using specific procedures. During a checking or qualification event, the evaluator has the opportunity to determine a student's ability to correctly accomplish a specific task without instruction or supervision.

Final Approval

The authorization of an operator to continue training in accordance with a specific curriculum or curriculum segment .

Initial Approval

The conditional authorization of an operator to begin instruction to qualify personnel under a specific curriculum or curriculum segment pending an evaluation of training effectiveness. This authorization is given in the form of an initial approval letter and must contain a specific expiration date for the conditional authorization.

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Instructional Delivery Methods

Methodology for conveying information to (*name of the Air Operator*) students. For example, this may include lectures, demonstrations, simulations, audiovisual presentations, programmed instruction, workshops, and drills. Training devices, aircraft, and computer work stations are also considered to be instructional delivery methods.

Sessions

Are units of instruction which contain descriptive information, elements, or events related to the curriculum segment. Each session has prescribed training hours in order to adequately familiarize the trainee and to satisfy minimum program hours for the particular curriculum segment. (NOTE CASS only requires total time of course)

Cockpit Familiarization

Each Dispatcher must complete Cockpit Familiarization as part of Initial New-hire, or Recurrent training to either establish or maintain qualification. Cockpit Familiarization consists of (HOURS) observing from the flight deck, operations. Flights selected as part of training under this Section will expose the Dispatcher to the geographic areas of jurisdiction, including routes and terminal areas. CASS 725.124 (21)(h)

Testing, Examining and Checking

Methods for evaluating applicants as they demonstrate a required level of knowledge in a subject, and as they apply the knowledge and skills learned in instructional situations to practical situations. CASS 725.124 (21)(d).

Training Hours

The total amount of time necessary to complete the air operator's specific training required. Training hours must provide opportunity for instruction, demonstration, practice, examinations and review examinations CASS 725.124.(21)(b).

Training Module

A self-contained unit of instruction within a curriculum segment which contains descriptive information, elements, or events which relate to a specific subject. For example, an initial new hire ground training curriculum segment must contain a training module (composed of "elements") pertaining to meteorology. The basic indoctrination curriculum must include a module pertaining to appropriate provisions of the CASS. A training module includes an outline, appropriate courseware, and instructional delivery methods.

Training Program

A system of instruction which includes curriculums, facilities, instructors, supervisors, courseware, instructional delivery methods, and testing and checking procedures. A training program must satisfy CASS 725.124 training program requirements and ensure that each flight dispatcher remains adequately trained and current for each aircraft and kind of operation which the operator conducts.

Certification

Allows the Dispatcher to exercise authority as directed by the company, and it is granted after successfully completing the Transport Canada generic examinations and the approved air operator's specific training program, on-job-training, cockpit familiarization and a competency check.

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Categories of Training

A classification of training is based on who will receive the training and the purpose of the training. There are seven categories of training that apply to aircraft dispatchers: Flight Dispatcher Specific, Recurrent, Requalification, Aeroplane Type Transition, Cockpit Familiarization On-the-Job, and New Dispatch Sector Training. CASS 725.124 (21)(g)(h)(j)(k)(l)(m)

Flight Dispatcher Specific Training

The Transport Canada approved training applies specifically to the individual air operator's flight operations and operational control system. CASS 725.124 (21). This category is for personnel who have not had previous experience with the operator (newly-hired personnel). The specific training includes basic indoctrination training and training for the air operator's operational control system. Since specific training is usually the employee's first exposure to specific company methods, systems, and procedures, it must be the most comprehensive of the seven categories of training. For this reason, initial new-hire training is a distinct separate category of training and should not be confused with other categories.

New Dispatch Sector Training

This category of training is for current and qualified dispatchers who are assigned by (*name of the Air Operator*) to a different aircraft group for the first time or area of responsibility.(example a dispatcher changing form domestic operations to Atlantic or Pacific operations)

Aeroplane Type Transition

This category of training is for currently qualified dispatchers of (*name of the Air Operator*) who are assigned to a different type of aircraft (for which they have not been previously qualified)

Recurrent Training

All currently qualified aircraft dispatchers must complete recurrent training during the eligibility period. CASS 725.124 (21) (j)

Requalification Training

This category of training is for an Aircraft Dispatcher who has been trained and qualified by (*name of the Air Operator*), but has become unqualified to serve as an Aircraft Dispatcher due to not having received recurrent training, a competency check, or Operational Familiarization within the appropriate eligibility period. CASS 725.124 (21)(k).

Cockpit Familiarization Training

Cockpit familiarization is part of the initial and recurrent training program. During familiarization training the dispatcher shall occupy a jump seat during a revenue flight. The duration of the familiarization training shall as specified in the company manual. CASS 725.124 (21) (h)

On-The-Job Training

On-job training is a specified length of time a dispatch candidate will spend under the direct supervision of a fully qualified dispatcher. CASS 725.124 (21) (g)

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Air Operator Flight Dispatcher Specific Training

Curriculum

(Note these sessions can be expanded or reduced depending on the air operator and are intended only as a guide)

- Basic Indoctrination
- Initial Ground Training-General
- Initial Ground Training-Aircraft Characteristics
- Qualification

Dispatcher Specific Training Curriculum

Basic Indoctrination	Hours
Session #1: Introduction and Orientation	XX
Session #2: Air Law CARs	XX
Session #3: Provisions of Air Operator Certificate	XX
Session #4: Publications	XX
Session #5: Company Operations Manual	XX
Session #6: Theory of Meteorology	XX
Session #7 Meteorological Information	XX
Session #8 Applied Meteorology	XX
Session #9 Facilities	XX
Session #10 Communications	XX
Session #11 Aeroplanes	XX
Session #12 Air navigation	XX
Session #13 ATC Procedures	XX
Session #14 Dispatch Procedures	XX
Session #15 Emergency Procedures	XX
Session #16 Review and Examination	XX

Comprehension check

Total Hours: xx

The times listed above are minimum completion times for each module of training. The actual length of time required for each subject may be greater than those approved, depending on the aptitude and experience level of the students and the size of the class.

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Initial New-hire qualification is completed after the following has been successfully completed

- Generic Examinations
- Specific air operator training
- On Job Training
- Cockpit familiarization

Session #1 - Introduction And Orientation

- Company Welcome, Course Contents, Schedules, and Materials.
- Company Orientation
- Record keeping Requirements.
- Identification Badges.
- Company History.
- Organizational Structure
- Standards of Conduct
- Company Publications
- Communications.
- Personal Performance
- Schedule

Dispatch Supervisor's Duties and Responsibilities

Session #2 - Air Law

- Canadian Aviation Regulations
- Commercial Air Services Standards (CASS) for Airline Operations
- FAR's (if applicable)
- Foreign Regulations (if applicable)

Session #3 - Provisions of Air Operator Certificate

- Operations Specifications

Session #4 - Publications

- Canadian AIP
- Canada Flight Supplement
- Flight Information Publications
- MANOPS
- Foreign AIP's (if applicable)
- MMEL/MEL
- Foreign Operations specifications (if applicable)
- Air Almanac (sunrise sunset)

Session #5 - Company Operations Manual

- Design of the Operations Manual
- Company Organization and Responsibilities
- General Policies and Procedures.
- Non-Scheduled Operations
- Dispatching and Operational Control, Duties, and Responsibilities
- Additional Crew members Policy
- Communications Policy and Procedures
- Departure, Enroute and Terminal Procedures
- Airport Weather Requirements
- Winter Operations
- Anti or de-icing Program
- Severe Weather Avoidance
- Weight and Balance
- Airport Analysis.
- Aircraft Refueling
- Flight Control
- Maintenance Procedures
- Hazardous Materials
- Emergency Procedures
- Bulletins
- Carry-on Baggage Program
- Security Program

Session #6 - Theory of Meteorology

- Low Level Wind Shear/Microbursts
- Thunderstorms
- Tropical Weather (if applicable)
- Desert Weather (if applicable)
- Volcanic Activity

Session#7 - Meteorological Information

- Satellite Imagery
- Radar Meteorology
- Drawing a Weather map
- Weather Nomenclature and Terms

Session #8 - Applied Meteorology

- Briefing flight Crews
- Destination and Alternate Weather Minima
- Take-off restrictions

Session #9 - Facilities

- Air Operator's Facilities
- Security
- Aerodrome Services
- Ground Visual Aids

Session #10 - Communications

- Language Terminology
- Communications Networks (radio telephone VHF patch systems etc.)
- Emergency Frequency Procedures

Session #11 - Aeroplanes

- Hydraulics
- Electrics
- A/C and Pressurization
- Emergency Equipment
- De-Icing/Anti icing system
- Fire Detection System
- Fuel Systems
- Weight and Balance Control Procedures
- Avionics
- Aeroplane Performance (including wet, dry, and contaminated runways)
- Aeroplane Performance enroute

Session #12 - Air Navigation

- navigation - short range flights
- navigation - long range flights
- Precision Instrument approach procedures
- Non-precision instrument procedures

Session #13 - ATC Procedures

- ATC responsibilities
- Separation Procedures
- Special Procedures

- Take-off Procedures (noise abatement etc.)
- Departure/SID
- Arrival/STAR/Profile Decent
- Landing Procedures (approach instrument, visual contact etc.)
- Flow Management
- Automatic Dependent Surveillance (ADS)

Session #14 - Dispatch Procedures

- Airworthiness and Maintenance
- MEL procedures
- Weather Analysis
- NOTAM procedures
- Operational flight plan (includes all planning procedures)
- Release procedures
- Re-release procedures (if applicable)
- ETOPS (if applicable)
- Briefing elements
- Flight Watch procedures(includes all flight watch requirements)
- Diversion Operations
- Shift turnover
- Deployed Operations (off line)
- Computer Systems
- Abnormal Operations (gear down ferry etc.)
- Aeroplane surface contamination
- Dangerous goods
- Economic advantages/disadvantages
- Dispatcher authority and responsibility
- Use of hand held computer (eg. CR or E6B)
- Human Factors (DRM CRM)

Session #15 - Emergency Procedures

- Pilot functions
- Flight dispatcher functions
- Air operator's emergency plan
- Communications
- ATC procedures
- ERS procedures
- Search and Rescue
- Security Measures on the ground
- Security measures in flight

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Dispatcher Aeroplane Type Transition Training Curriculum (CAR 725.124.(21))

Session #1 - Flight Operations Procedures - Including the Following XX

- Weight and Balance Computations
- Aircraft Performance - Dispatch Requirements
- Flight Planning
- Emergency Procedures and Notification of Officials
- Differences
- Review and Examination

Session #2 Aircraft Description - Aircraft Flight Manual XX

- General
 - Operating Characteristics
 - Performance Characteristics
 - Limitations
 - Navigation Equipment
1. Instrument approach Equipment
 2. Communication Equipment
 3. Procedures
 4. Supplements

Session #3 - Aircraft Description - Aircraft Systems XX

- Systems Overview:
 1. Air Conditioning
 2. Auto flight
 3. Communications
 4. Electrical
 5. Equipment and Furnishings
 6. Fire Protection
 7. Flight Controls
 8. Fuel
 9. Hydraulics
 10. Hydraulics
 11. Ice and Rain Protection
 12. Instrumentation
 13. landing Gear
 14. Lights
 15. Oxygen

16. Water and Waste
17. Auxiliary Power
18. Doors and Windows
19. Propellers (if applicable)
20. Engines

Session#4 - Weight and Balance Computations

XX

- Definitions
- Load Manifest
- General loading procedures
- Effects of aircraft loading on aircraft performance

Session #5 - Aircraft Performance - Dispatch Requirements

XX

- Definitions
- Factors affecting aircraft performance
- Pre-flight performance
- Effects of contaminated runways
- Manufactures aircraft performance charts
- Airport analysis system
- Demonstration (example film or use of aircraft simulator)

Session #6 - Flight Planning

XX

- Route and Altitude selection
- Time fuel analysis
- Use of flight planing forms
- Demonstration

Session#7 - Emergency Procedure and Notification of Officials

XX

- Aircraft Accidents and Incidents
- Hijack
- Sabotage (includes bomb threats)
- Flight Locating Procedures
- Continuing Flight in Unsafe Conditions
- Emergency Authority
- Reports and Statements
- Emergency Telephone List

Session #8 - Review and Examination

XX

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Dispatcher Specific Qualification Curriculum Segment

- Requirement 1 Aircraft Dispatcher Competence Checks!
- Requirement 2 Session Operating Familiarization Flights

Aircraft Dispatcher Competence Checks: Hours: XX

Before (name of Air Operator) dispatchers can perform duties unsupervised in revenue service, they must have passed a competency check CASS 725.124(21) (I), administered by a Check Flight Dispatcher (CASS 725.124(4)(f)(ii). The Check flight dispatcher will grade the areas to be evaluated utilizing the subjects found in [CASS 725.124.(21) (I)]. Each subject will receive a score of satisfactory, satisfactory with briefing or unsatisfactory based on the Dispatcher's understanding of the subject area. Any subject areas receiving a score of unsatisfactory will require a re-evaluation within (7) days. The competency check is not to be used as training for the candidate.

Requirement (2) Familiarization Flights

In order to provide flight dispatchers and flight dispatcher candidates with practical experience of flight operations and the system of operational control, the air operator shall provide cockpit familiarization training as part of both initial and recurrent training. During this familiarization training, the flight dispatcher shall occupy a jump seat during a revenue flight in an aeroplane type operated by the air operator. The duration of this familiarization training shall be specified in the air operator's flight dispatcher specific training program, which must be submitted to Transport Canada - Civil Aviation for approval. This requirement does not apply to aeroplanes that are not equipped with a jump seat. Completion of each flight segment will be documented on the Dispatcher Operating Familiarization Record, which must include the Captain's signature.

Note: The Operating Familiarization required CASS 725.124.(21) (h) is to be completed in the preceding 12 calendar months. (this means prior to a competency check, the dispatcher and the Check Flight Dispatcher must look back through the previous 12 months to ensure compliance with this regulation.)

Dispatcher Recurrent Training Curriculum

Session #1 - Introduction	XX
Session #2 - Air Law CARs	XX
Session #3 - Provisions of Air Operator Certificate	XX
Session #4 - Publications	XX
Session #5 - Company Operations Manual	XX
Session #6 - Theory of Meteorology	XX
Session #7 - Meteorological Information	XX
Session #8 - Applied Meteorology	XX
Session #9 - Facilities	XX
Session #10 - Communications	XX
Session #11 - Aeroplanes	XX

Session #12 - Air navigation	XX
Session #13 - ATC Procedures	XX
Session #14 - Dispatch Procedures	XX
Session #15 - Emergency Procedures	XX
Session #16 - Review and Examination	XX

Comprehension check Total Hours: xx

The times listed above are minimum completion times for each module of training. The actual length of time required for each subject may be greater than those approved, depending on the aptitude and experience level of the students and the size of the class.

Session #1 - Introduction And Orientation:

- Course Contents, Schedules, and Materials.
- Record keeping Requirements.
- Standards of Conduct
- Personal Performance
- Schedule

Session #2 - Air Law

- Foreign Regulations (if applicable)

Session #3 - Provisions of Air Operator Certificate

- Operations Specifications

Session #4 - Publications

- Canadian AIP
- Flight Information Publications
- MANOPS
- Foreign AIP's (if applicable)
- Foreign Operations specifications (if applicable)

Session #5 - Company Operations Manual

- C.O.M. content and role

Session #6 - Theory of Meteorology

- Low Level Wind Shear/Microbursts
- Thunderstorms

- Volcanic Activity

Session #7 - Meteorological Information

- Drawing a Weather map
- Weather Nomenclature and Terms

Session #8 - Applied Meteorology

- Destination and Alternate Weather Minima

Session #9 - Facilities

- Air Operator's Facilities
- Security
- Ground Visual Aids

Session #10 - Communications

- Language Terminology
- Emergency Frequency Procedures

Session #11 - Aeroplanes

- Aeroplane Performance (including wet, dry, and contaminated runways)
- Aeroplane Performance enroute

Session #12 - Air Navigation

- navigation - short range flights
- navigation - long range flights

Session #13 - ATC Procedures

- ATC responsibilities
- Separation Procedures
- Landing Procedures
- Flow Management

Session #14 - Dispatch Procedures

- MEL procedures
- Weather Analysis
- Operational flight plan
- Re-release procedures (if applicable)

- ETOPS (if applicable)
- Briefing elements
- Flight Watch procedures
- Diversion Operations
- Shift turnover
- Deployed Operations (off line)
- Abnormal Operations (gear down ferry etc.)
- Aeroplane surface contamination
- Dangerous goods
- Use of hand held computer (eg. CR or E6B)
- Human Factors (DRM CRM)

Session #15 - Emergency Procedures

- Flight dispatcher functions
- Air operator's emergency plan
- Communications
- ATC procedures
- ERS procedures
- Security Measures on the ground
- Security measures in flight

**Flight Dispatcher
Daily Specific And Recurrent Training
Attendance Record**

Course Description: _____ **Today's Date:** _____

Sessions or Subjects Taught: _____

Student's Name	Student's Signature

Instructor's Name (print)

Instructor's Signature

YY-MM-DD

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**New Hire
Specific Training Report**

Student's Name: _____

Transport Canada 5802- _____ **Number:** _____

Session Number	Completed	Not Completed	Student's Signature

Approved by Dispatcher Supervisor: _____

Name: _____ **Signature:** _____ **Date:** _____