

**Course Duration:**           **3 days per module**  
24 classroom hours

### **Proficiency Requirements - Flight Dispatch Personnel (ICAO)**

Proficiency requirements for flight dispatch personnel, as well as acceptable methods of training of Flight Operations Officer/Flight Dispatcher are described in ICAO Doc 7192 Part D-3.

### **EU OPS Requirements**

ORO.AOC 135 (previously OPS 1.205) – Adequacy and Competency of Personnel

*"An operator shall ensure that all personnel assigned to, or directly involved in, ground and flight operations are properly instructed, have demonstrated their abilities in their particular duties and are aware of their responsibilities and the relationship of such duties to the operation as a whole."*

GM1 ORO.GEN.110 (c) Operator responsibilities

#### **OPERATIONAL CONTROL**

*"(b) If the operator employs flight operations officers in conjunction with a method of operational control, training for these personnel should be based on relevant parts of ICAO Doc 7192 Training Manual, Part D-3. This training should be described in the operations manual"*

### **FOO/Flight Dispatcher Recurrent Training Programme by Alpha One**

Concept of Alpha One FOO/Flight Dispatcher Recurrent Training Programme is designed to assure continued competence of the flight dispatch personnel with essential profession requirements and alignment with latest developments in the aviation industry relevant for their position.

Over the period of 3 years, flight dispatchers will revisit all key areas of competence and will, in addition, receive training in mandatory subjects such as SMS, Emergency Response and Dangerous Goods Awareness on a yearly basis.

While for individual students and smaller organisations attending the scheduled Alpha One recurrent training courses is the most effective option, larger organisations can benefit from tailored recurrent courses where dates, groups and subjects can be adapted to your organisation needs.

### Flight Dispatch Recurrent Course - Overview

SUBJECT	DURATION	FDR1	FDR2	FDR3
Introduction	2 hours	x	x	x
Aviation Security	2 hours	x	x	x
Emergency Response Plan	2 hours	x	x	x
Safety management, Compliance and Reporting Systems	2 hours	x	x	x
Dangerous Goods Awareness	2 hours	x	x	x
Dispatch Resource Management	2 hours	x	x	x
Operations Control Workshop	3 hours			x
Aviation Legal Framework	3 hours		x	
Mass and Balance	3 hours	x		
Aviation Weather	3 hours	x		
Navigation	3 hours	x		
Aircraft Performance	3 hours		x	
Flight Planning	3 hours			x
Flight Scheduling	3 hours		x	
Ground Operations	3 hours	x		
Communications in Aviation	3 hours			x
Air Traffic Control and Air Traffic Management	3 hours		x	
Aircraft Systems	3 hours			x

## Flight Dispatch Recurrent Course - Module 1 (Year 1)

### Introduction

**2 hours**

- Industry update and developments relevant to flight dispatchers/operations controllers
- Airline operations and types of transport
- Airline organisation structure, operational process, SOCC
- Safety, reliability, regularity and economy, flight dispatch perspective

### Mass and Balance

**3 hours**

- Importance of aircraft mass and balance
- Definition of airplane masses
- Maximum constructive masses
- Operating masses
- Regulated, restricted masses
- DOM, payload, ZFM, TOM, LM
- Effect of airplane mass and balance on performance and safety
- Balance/center of gravity of an aircraft
- Practical exercises

### Ground Operations

**3 hours**

- Aircraft Handling
- Passenger, baggage and cargo handling, conditions of carriage
- IATA AHM
- Standard message and data exchange

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## Safety Management, Compliance and Reporting Systems

**2 hours**

- SMS Concept
- Hazards, risks, risk assessment, mitigation factors
- Compliance monitoring
- Reporting systems, just corporate culture, constant improvement policy
- SMS and OCC environment

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## Aviation Weather

**3 hours**

- Review
  - air masses
  - frontal weather
  - pressure, temperature, density
  - International Standard Atmosphere (ISA)
  - clouds, wind, precipitations
- Weather hazards (thunderstorms, turbulence, icing, low visibility, wind shear/microburst)
- Aviation weather reports and forecasts
  - Textual weather reports and forecasts (METAR, SPECI, TAF, SIGMET, AIRMET, PIREP)
  - Weather Charts (SWC, Winds Aloft, Volcanic Ash)
  - Official weather sources, online services, MET stations

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## Navigation

**3 hours**

- Area Navigation (RNAV, RNP, MNPS)
- Navigation Charts (Airport, Terminal Enroute)
- Air Routes, Airways, Minimum Flight Altitudes (MEA, MORA, MOCA, MRA)
- Airport operating minima

**Aviation Security**

**2 hours**

- Introduction
- Security of passenger, crew and the aircraft
- Threat levels, security measures, security data sources
- Unlawful interference (Hijacking, Bomb threat, Unlawful passenger)

**Dangerous Goods  
Awareness**

**2 hours**

- Dangerous Goods Carriage
  - definitions, principles
  - classification
  - hidden dangerous goods
  - IATA DG manual
  - packaging
  - labels
  - acceptance for carriage, responsibilities
  - documentation, NOTOC
  - incidents involving DG

**Emergency Response**

**2 hours**

- Introduction
- Definitions of occurrence, incident, accident
- Occurrence reporting
- Operator's procedures related to handling of emergencies (Emergency Response Plan)
- Role of flight dispatch/operations control in handling of emergencies, incidents and accidents

**Dispatch Resource  
Management**

**2 hours**

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- Dispatch resources
- Error management techniques in dispatch environment
- Communication, leadership, and conflict resolution
- Decision making
- Workload and stress management
- Automation in flight dispatch environment

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## Flight Dispatch Recurrent Course - Module 2 (Year 2)

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### Introduction

2 hours

- Industry update and developments relevant to flight dispatchers/operations controllers
- Airline operations and types of transport
- Airline organisation structure, operational process, SOCC
- Safety, reliability, regularity and economy, flight dispatch perspective

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### Aviation Legal Framework

3 hours

- International bodies, authorities and organizations (ICAO, EASA, CAAs, FAA, IBAC, IATA)
- ICAO Annexes
- Conventions and freedoms of the air
- EASA structure and regulations
- Operator policies and procedures, operations Manual

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### Aircraft Performance

3 hours

- Performance general, aircraft performance manuals and data
- Aircraft speeds
- Take-Off performance and limitations
  - Take-Off Distance, Take-Off Run, Accelerate-Stop Distance, Take-Off Segments, Climb, Obstacle, Brake energy and Tire-Speed limits
  - Use of Runway Take Off tables, determination of maximum allowed take off mass
- Landing performance and limitations
  - Landing Distance, Approach-Climb limits
- Phases of flight (Climb, Cruise, Descent, effect of airplane mass on performance in different phases of flight)
- Drift-down
- Fuel consumption considerations

**Aviation Security**

**2 hours**

- Security of passenger, crew and the aircraft
- Threat levels, security measures, security data sources
- Unlawful interference (Hijacking, Bomb threat, Unlawful passenger)

**ATC and Air Traffic Management**

**3 hours**

- ATC services (ATC, AIS/ARO, segments and units, CLR, GRD, TWR, APP/DEP, ACC)
- Airspace (airways, special use of airspace, airspace classification, flight rules)
- ICAO ATS Flight Plan
- NOTAMs
- Eurocontrol
- Air Traffic Management, ATC Slots, Capacity management
- Airports
- RVSM
- Oceanic control

**Flight Scheduling**

**3 hours**

- Flight scheduling concepts and considerations
- Feasibility, flight time/block time considerations
- Airport slots (coordinated airports, IATA SSIM messages, SCR, SMA, ASM/SSM)
- Airport restrictions, adequacy and suitability of aerodromes, airport categorisation
- Sector limitations, fuel stops
- Crew duty and rest time regulations



**Safety Management,  
Compliance and  
Reporting Systems**

**2 hours**

- SMS Concept
- Hazards, risks, risk assessment, mitigation factors
- Compliance monitoring
- Reporting systems, just corporate culture, constant improvement policy
- SMS and OCC environment

**Dangerous Goods  
Awareness**

**2 hours**

- Dangerous Goods Carriage
  - definitions, principles
  - classification
  - hidden dangerous goods
  - IATA DG manual
  - packaging
  - labels
  - acceptance for carriage, responsibilities
  - documentation, NOTOC
  - incidents involving DG

**Emergency Response**

**2 hours**

- Introduction
- Definitions of occurrence, incident, accident
- Occurrence reporting
- Operator's procedures related to handling of emergencies (Emergency Response Plan)
- Role of flight dispatch/operations control in handling of emergencies, incidents and accidents

**Dispatch Resource  
Management**

**2 hours**

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- Dispatch resources
- Error management techniques in dispatch environment
- Communication, leadership, and conflict resolution
- Decision making
- Workload and stress management
- Automation in flight dispatch environment

## Flight Dispatch Recurrent Course - Module 3 (Year 3)

### Introduction

2 hours

- Industry update and developments relevant to flight dispatchers/operations controllers
- Airline operations and types of transport
- Airline organisation structure, operational process, SOCC
- Safety, reliability, regularity and economy, flight dispatch perspective

### Flight Planning

3 hours

- Introduction to flight planning
- Route and profile planning
- Time, speed and fuel calculations
- Weather considerations
- Aircraft performance considerations
- Aircraft technical status considerations
- Operational Flight Plan
- Alternate airports selection
- Practical flight planning exercises
- Advanced dispatch techniques

### Communications in aviation

3 hours

- Radio communications in flight dispatch environment (VHF, HF)
- SITA/AFTN networks and messaging standards
- Datalink/Air-Ground Communications
- Other communication services

**Safety Management,  
Compliance and  
Reporting Systems**

**2 hours**

- SMS Concept
- Hazards, risks, risk assessment, mitigation factors
- Compliance monitoring
- Reporting systems, just corporate culture, constant improvement policy
- SMS and OCC environment

**Dangerous Goods  
Awareness**

**2 hours**

- Dangerous Goods Carriage
  - definitions, principles
  - classification
  - hidden dangerous goods
  - IATA DG manual
  - packaging
  - labels
  - acceptance for carriage, responsibilities
  - documentation, NOTOC
  - incidents involving DG

**Emergency Response**

**2 hours**

- Introduction
- Definitions of occurrence, incident, accident
- Occurrence reporting
- Operator's procedures related to handling of emergencies (Emergency Response Plan)
- Role of flight dispatch/operations control in handling of emergencies, incidents and accidents

**Dispatch Resource  
Management**

**2 hours**

- Dispatch resources
- Error management techniques in dispatch environment
- Communication, leadership, and conflict resolution
- Decision making
- Workload and stress management
- Automation in flight dispatch environment

**Aviation Security**

**2 hours**

- Security of passenger, crew and the aircraft
- Threat levels, security measures, security data sources
- Unlawful interference (Hijacking, Bomb threat, Unlawful passenger)

**Operational Control  
Workshop**

**3 hours**

- Methods of Operations Control
- Irregularity handling, cancellation, rerouting, diversion, early departure
- Assessment and decision making in operations control

**Aircraft Systems**

**3 hours**

- Airframe components, layout, flight control surfaces
- ATA Chapter System
- Systems description of modern transport category airplane