

**Course Duration:**           **6 weeks (30 working days)**  
240 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/OCO Training Programme by Alpha One**

Presented Flight Operations Officer / Operations Control Officer training programme meets and exceeds the requirements prescribed by ICAO Doc 7152 and EASA guidelines relevant to training of flight dispatch personnel (Flight Operations Officer).

Programme consists of 240 instruction/training hours (ab-initio course) and is divided in 17 modules.

While programme is focused to give in-depth theoretical knowledge in subjects closely related to the role of the flight dispatchers and methods of operational control, practical part extends far beyond the minimum requirements and offers wide variety of scenarios, exercises and problem-solution situations associated with daily work in modern aircraft operator's environment.

**Introduction****8 hours**

- Duties and responsibilities of FOO/OCO
- Organisation of an air carrier, operational process description
- Safety, Regularity, Economy and Punctuality (role of dispatch/operations control)
- Safety and Quality Management System introduction
- Dispatch Etiquette

**Air Law****16 hours**

- General
- International bodies (ICAO, FAA, EASA, IATA, CAAs)
- Warsaw, Chicago conventions, freedoms of the air
- ICAO Annexes
- CAAs (Role, regulations, sovereignty, overflight/landing permissions, power of authority)
- EU OPS
- Air Carrier's Operations Manual (OM A, B, C, D)
- Eurocontrol

**Flight Scheduling****16 hours**

- Feasibility of the flight
- Flight time/Block time considerations
- Airport slots (coordinated airports, IATA SSIM messages, SCR, SMA)
- Airport restrictions, adequacy and suitability of aerodromes, airport categorisation
- Sector limitations
- Fuel stop considerations
- Crew duty and rest time regulations
- Airport ground handling and fuel services

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**Basic Aerodynamics****8 hours**

- Aerodynamic laws, forces of flight
- Flight Controls
- Principles of flight
- Stability, Center of Gravity

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**Mass and Balance****16 hours**

- Importance and introduction to concept 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 of an aircraft
- Practical exercises, calculation of mass and balance (A320 load and trim sheet)

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**Aircraft Systems****12 hours**

- Why knowledge of airplane systems is important to flight dispatchers?
- MEL/CDL
- System description of modern transport category airplane
  - Fuselage, empennage
  - Flight Controls
  - Power plant
  - Hydraulics
  - Fuel system
  - Electrical system
- Navigation and Communications
  - GPWS, TCAS
  - Air Conditioning, Pressurisation, Pneumatics
  - Landing gear
  - Fire protection
  - Emergency Equipment
  - Oxygen

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**ATC and Air Traffic  
Management****12 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

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**Aircraft Performance****20 hours**

- Introduction to aircraft performance
- 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

**Navigation****20 hours**

- Basic principles of air navigation, Earth, LAT/LON
- True Air Speed/Ground Speed, Distance, Heading/Track, Time
- Radio navigation, ground and airborne equipment (NDB/ADF, VOR, DME, ILS)
- Area Navigation (RNAV, RNP)
- Navigation Charts (Airport, Terminal Enroute)
- Air Routes, Airways, Minimum Flight Altitudes (MEA, MORA, MOCA, MRA)
- Route Planning, Flight Level selection
- Airport operating minima

**Aviation Weather****20 hours**

- Introduction to aviation weather
  - 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

**Flight Planning**

**20 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 introduction

**Communications in  
aviation**

**4 hours**

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

**Security, Carriage of  
Dangerous Goods**

**8 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
  - classification
  - IATA DG manual
  - labels
  - acceptance for carriage
  - incidents involving DG
- Aeromedical factors - basics

**Occurrence and  
Emergency Procedures**

**8 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

**Aeromedical**

**4 hours**

- Introduction
- Medical factors and aviation safety
- Environmental factors

**Dispatch Resource  
Management**

**8 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

**Practical Dispatch  
Exercises**

**36 hours**

- Integration of previously acquired knowledge and practical application in different scenarios
- Manual flight planning and flight dispatch exercises
- Operational control and irregularity handling exercises
- Written and oral exam preparation
- Operations control and flight dispatch simulation
  - flight scheduling, flight dispatch, crew briefing, movement control, irregularity handling, diversions, reroutings

**Written and Oral  
Exams**

**4 hours**

- Final written exam
- Oral exam