

Annex
To the order N 537-L of the
Chair of Civil Aviation Committee of RA
Dated 27.10.2023

**CIVIL AVIATION COMMITTEE
OF THE REPUBLIC OF ARMENIA
FLIGHT DISPATCHER MANUAL**

Issue01/Rev.00

FOREWORD

This Flight Dispatcher Manual has been prepared by the Flight Operations Department (hereinafter FOD) of Civil Aviation Committee of the Republic of Armenia (hereinafter CAC of RA) for the use and guidance of Flight dispatcher in the performances of their duties. All matters pertaining to Flight dispatcher duties, responsibilities and procedures have been covered to the extent possible in this Manual.

Flight dispatchers are expected to use good judgement in dealing with matters where specific guidance is unavailable or be aware of changes in aviation technology, legislation and developments within the industry that may necessitate changes to requirements and the relevant procedures followed by CAC of RA.

Comments and recommendations for changes in this manual are very welcomed and may be submitted to CAC of RA or FOD via the email gdca@gdca.am.

Head of Flight Operations Department
23.10.2023

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3. Record of revisions

Section/Chapter	Page	Date	Issue/ Revision

3. ABBREVIATIONS

AAL	: Above Aerodrome Level
ABM	: Abeam
AC	: Advisory Circular
A/C	: Aircraft
ACAS	: Aircraft Collision Avoidance System
ACARS	: ARINC Communication Addressing & Reporting System
ADF	: Automatic Direction Finder
ADIRS	: Air Data Inertial Reference System
AEA	: Association of European Airlines
AFM	: Airplane flight Manual
AGA	: Aerodromes, air Routes and Ground Aids
AGL	: Above Ground Level
AH	: Alert Height
AHARS	: Attitude and Heading reference System
AIP	: Aeronautical Information Publication
ALT	: Altitude
ALTN	: Alternate
AMSL	: Above Mean Sea Level
ANO	: Air Navigation Order
AOC	: Air Operator Certificate
AOG	: Aircraft On the Ground
AOM	: Aircraft Operating Manual
A/P	: Autopilot
ATS	: Air Traffic Services
APU	: Auxiliary Power Unit
ASAP	: As Soon As Possible
ASDA	: Accelerate Stop Distance Available
ASI	: Air Speed Indicator
ASR	: Airport Surveillance Radar
ATA	: Actual Time of Arrival
ATC	: Air Traffic Control
ATD	: Actual Time of Departure
ATIS	: Automatic Terminal Information Service
ATL	: Aircraft Technical Log
ATM	: Air Traffic Management
ATOL	: Air Transport Operating Licence
ATPL	: Airline Transport Pilot Licence
ATS	: Air Traffic Service
ATS	: Auto Thrust System
ATT	: Attitude
AUTO	: Automatic

AUX	: Auxiliary
AVI	: Live Animal
AWB	: Airway Bill
AWO	: All Weather Operations
AWY	: Airway
BATT	: Battery
BI	: Basic Index
BW	: Basic Weight
C	: Celsius, Centigrade
CAC	: Civil Aviation Committee
CAPT	: Captain
CAR	: Civil Aviation Rules
CAT	: Clear Air Turbulence
CAT1	: Landing Category 1 (11 or 111)
C/B	: Circuit Breaker
CBT	: Computer Based Training
CC	: Cabin Crew
CCQ	: Cross Crew Qualification
CDL	: Configuration Deviation List
CDU	: Control Display Unit
CFIT	: Controlled Flight into Terrain
CFP	: Computerized Flight Plan
CG	: Center Of Gravity
CLB	: Climb
C of A	: Certificate of Airworthiness
C of R	: Certificate of Registration
C of G	: Centre of Gravity
CRM	: Crew Resource Management
CRS	: Course
CRZ	: Cruise
CSS	: Cockpit System Simulator
CTA	: Control Area
CVR	: Cockpit Voice Recorder
DA	: Decision Altitude
DEST	: Destination
DH	: Decision Height
DEV	: Deviation
DFDR	: Digital Flight Data Recorder
DFO	: Director Flight Operations
DG	: Dangerous Goods
DGR	: Dangerous Goods Regulation
DIV	: Diversion
DME	: Distance Measuring Equipment
DO	: Director Operations
ECAM	: Electronic Centralized Aircraft Monitoring
ECTM	: Engine Condition Trend Monitoring
EEP	: ETOPS Entry Point
EFIS	: Electronic Flight Instrument System
EGT	: Exhaust Gas Temperature
ELT	: Entry Level Training/Emergency Locator Transmitter
EMER	: Emergency
ENG	: Engine
ETA	: Estimated Time of Arrival
ETD	: Estimated Time of Departure
ETOPS	: Extended Twin Operations

ETP	: Equip-Time Point	
EXP	: Exit Point (ETOPS)	
EXT	: External	
FDR	: Flight Data Recorder	
FAA (USA)	: Federal Aviation Administration	
FAR	: Federal Aviation Regulation	
FAM	: Flight Attendant Manual	
FOD	: Foreign Object Damage	
FOI	: Flight Operations Inspector	
FOM	: Flight Operation Manual	
FPL	: Floor Proximity Emergency Escape Path Lighting	
FBS	: Fix Based Simulator	
FD	: Flight Dispatcher	
FDI	: Flight Dispatcher Inspector	
FDE	: Flight Dispatcher Examiner	
FDIM	: Flight Dispatcher Inspector Manual	
FF	: Fuel Flow	
FFS	: Full Flight Simulator	
FIR	: Flight Information Region	
FL	: Flight Level	
FLT	: Flight	
FM	: Flight Manual	
FMA	: Flight Mode Annunciate	
FMS	: Flight Management System	
F/O	: First Officer	
FOB	: Fuel On Board	
FOD	: Foreign Object Damage	
FOO	: Flight Operations Officer	
F-PLN	: Flight Plan	
FPM	: Feet Per Minute	
FQI	: Fuel Quantity Indicator	
FT	: Foot (Feet)	
FTL	: Flight Time Limitation	
FU	: Fuel Used	
FWD	: Forward	
G	: Gust	
GA	: Go Around	
GEN	: Generator	
GMT	: Greenwich Mean Time	
GND	: Ground	
GNSS	: Global Navigation Satellite System	
GP	: Glide Path	
GPS	: Global Positioning System	
GPU	: Ground Power Unit	
GPWS	: Ground Proximity Warning System GS: Ground Speed	
G/S	: Glide Slope	
H	: Hour	
HAA/T	: Height Above Airport/Touchdown HDG : Heading	
HF	: High Frequency (3 to 30 MHz)	
Hg	: Mercury	
HI	: High (altitude or intensity)	
HIALS	: High Intensity Approach Light System HIL : Holding Items List	
HIRL	: High Intensity Runway Lights HP : High Pressure	
HPA	: Hecto-pascal	
HSI	: Horizontal Situation Indicator	

HUD	: Head up Display
HYD	: Hydraulic
Hz	: Hertz (cycles per second)
IAS	: Indicated Air Speed
IATA	: International Air Transport Association
ICAO	: International Civil Aviation Organization
IFALPA (INT)	: International Federation Of Airline Pilots Association
IFR	: Instrument Flight Rules
ILS	: Instrument Landing System
IMC	: Instrumental Meteorological Conditions
INOP	: Inoperative
IOE	: Initial Operating Experience
INS	: Inertial Navigation System
IRS	: Inertial Reference System
IRT	: Instrument Rating Test
ISA	: International Standard Atmosphere
ISO	: International Standard Organization
Kg	: kilogram
KHz	: kilohertz
KM	: Kilometer
KT	: Knot
LB	: Pounds (weight)
LCN	: Load Classification Number
LDA	: Landing Distance Available
LDG	: Landing
LDM	: Load Message
L/G	: Landing Gear
LH	: Left Hand
LLZ	: Localizer
LOC	: Localizer
LOFT	: Line Oriented Flight Training
LMC	: Last Minute Change
LT	: Local Time
LTR	: Liter
LVL	: Level
LVP	: Low Visibility Procedures
LVTO	: Low Visibility Take Off
M	: Mach
M	: Meter
MAC	: Mean Aerodynamic Chord
MAP	: Missed Approach Point
MAX	: Maximum
MB	: Millibar
MCC	: Multiple Crew Co-operation or concept
MD	: Managing Director
MDA/H	: Minimum Descent Altitude / Height
MEA	: Minimum En-route Altitude
MEL	: Minimum Equipment List
METAR	: Aviation Routine Weather Report
MHz	: Megahertz
MIALS	: Medium Intensity Approach Light System
MID	: Middle Runway Portion
MIN	: Minimum
MIRL	: Medium Intensity Runway Light
MOCA	: Minimum Obstruction Clearance Altitude

MORA	: Minimum Off-Route Altitude
MLS	: Microwave Landing System
MLW	: Maximum Landing Weight
MM	: Middle Marker
MMEL	: Master Minimum Equipment List
MMO	: Maximum Operating Mach
MNPS	: Minimum Navigation Performance Specification
MSA	: Minimum Safe (or Sector) Altitude
MSL	: Mean Sea Level
MTOW	: Maximum Take-off Weight
MZFW	: Maximum Zero Fuel Weight
NA	: Not Applicable
NAT	: North Atlantic
NAV	: Navigation
NM	: Nautical Miles
NDB	: Non Directional Beacon
NOTAM	: Notice to Airmen
NOTOC	: Notice To Commander
NTSB (USA)	: National Transportation Standard Board
OAT	: Outside Air Temperature
OCA/H	: Obstacle Clearance Altitude / Height
OEB	: Operations Engineering Bulletin
OEI	: Operating Empty Weight
OHS	: Occupational Health and Standard
OM	: Outer Marker/ Operations Manual
OPS	: Operations
OPT	: Optimum
OJT	: On-the-Job Training
OTS	: Oceanic Track System
PA	: Passenger Address
PANS	: Procedures for Air Navigations Services
PAPI	: Precision Approach Path indicator
PAR	: Precision Approach Radar
PAX	: Passenger
PBN	: Performance –based navigation
PBE	: Protective Breathing Equipment
PCN	: Pavement Classification Number
PEDS	: Portable Electronic Devices
PERF	: Performance
PF	: Pilot Flying
PFD	: Primary Flight Display
PIREP	: Pilot Report
PIC	: Pilot In Command
PNR	: Point of No Return
PNF	: Pilot Not Flying
PPC	: Pilot Proficiency Check
POI	: Principal Operations Inspector
PRESS	: Pressure
PSI	: Pounds per Square Inch
PWR	: Power
QA	: Quality Assurance
QDM	: Magnetic bearing to facility
QDR	: Magnetic bearing from facility
QFE	: Actual atmosphere pressure at airport Elevation
QNE	: Sea level standard atmosphere (1013 hPa or 29.92” Hg)

QNH	: Actual atmosphere pressure at sea level based on local station pressure.
QRH	: Quick Reference Handbook
QTY	: Quantity
RA	: Radio Altitude / Radio Altimeter
REIL	: Runway End Identification Light
REF	: Reference
RH	: Right hand
RL	: Runway Light
RPL	: Repetitive Flight Plan
RPM	: Revolutions Per Minute
RMI	: Radio Magnetic Indicator
RNP	: Required Navigation Performance
RNAV	: Area Navigation
RQD	: Required
RVR	: Runway Visual Range
RWY	: Runway
SAR	: Search And Rescue
SAT	: Static Air Temperature
SB	: Service Bulletin
SCT	: Scattered
SEEP	: Standard Equipment & Emergency Procedures
SIC	: Second in Command
SID	: Standard Instrument Departure
SIGMET	: Significant Meteorological Information
SJIA	: Shah Jalal International Airport
SL	: Sea Level
SM	: Statute Mile
SMS	: Standard Management System
SOB	: Souls on Board
SOP	: Standard Operating Procedures
SPECI	: Aviation selected Special weather report
SPD	: Speed
SRA	: Surveillance Radar Approach
SRE	: Surveillance Radar Element of precision
SSR	: Secondary Surveillance Radar
STAR	: Standard Terminal Arrival Route
STBY	: Standby
STD	: Standard
S	: System
T	: Ton, Tonne
TA	: Traffic Advisory
TACAN	: Tactical Air Navigation
TAF	: Terminal Aerodrome Forecast
TAS	: True Air Speed
TAT	: Total Air Temperature
TBD	: To Be Determined
TBC	: To Be Confirmed
TCAS	: Traffic Collision and Avoidance System
TDZ	: Touch Down Zone
TEMP	: Temperature
T/O	: Take-Off
TOC	: Top of Climb
TOD	: Top of Descent
TODA	: Take-Off Distance Available
TOGA	: Take-Off/Go Around

TOGW	: Take-Off Gross Weight
TORA	: Take-off Run Available
TOW	: Take-Off Weight
TRE	: Type Rating Examiner
TWR	: Tower
TWY	: Taxiway
UBD	: United Airways (BD) Limited
UHF	: Ultra High Frequency (300-3000 MHz)
U/S	: Unserviceable
UTC	: Co-ordinated Universal Time
V	: Volt
V1	: Critical engine failure speed
V2	: T/O Standard speed
VA	: Maximum Manoeuvring Speed
VB	: Turbulence Penetration Speed
VDF	: Very High Frequency Direction-finding
VASI	: Visual Approach Slope Indicator
VFE	: Maximum Velocity Flaps/slats extended
VFR	: Visual Flight Rules
VFTO	: Velocity Final T/O
VHF	: Very High Frequency (30-300 MHz)
VIS	: Visibility
VLE	: Max L/G Extended Speed
VLO	: Max L/G Operation Speed
VMC	: Visual Met Condition
VMCA	: Minimum Control Speed Air
VMCG	: Minimum Control Speed Ground
VMIN	: Minimum operating speed
VMO	: Maximum Operating speed
VOR	: VHF Omni-directional Range
VR	: Rotation speed
VREF	: Landing reference speed
VS	: Stall speed
V/S	: Vertical Speed
VSI	: Vertical Speed Indicator
VIP	: Very Important Person
VVIP	: Very Important Person
VX	: Best angle of climb speed
WBM	: Weight and Balance Manual
WGD	: Wind shield Guidance Display
WPT	: Way point
WX	: Weather
WXR	: Weather Radar
Z	: Zulu time (UTC)
ZFCG	: Zero Fuel Center of Gravity
ZFW	: Zero Fuel Weight

4. DEFINITIONS

Accountable Manager: The person acceptable to the authority who has corporate authority for ensuring that all operational and maintenance activities can be financed and carried out to the standard required by the authority and any additional requirement defined by the operator.

Accelerate Stop Distance Available (ASDA): The length of the take off run available plus the length of stop way, if such stopway is declared available by the appropriate authority and is capable of bearing the mass of the airplane under

the prevailing operating conditions.

Aerodrome: A defined area on land or water (including any building, installation and equipment) intended to be used either wholly or in part for the arrival, departure and surface movement of aircraft.

Aerodrome Elevation: The elevation of the highest point of the landing area.

Aeronautical Information Publication (AIP): A Publication issued by or with the authority of a state and containing aeronautical information of a lasting character essential to air navigation

Aircraft (Airplane) Flight Manual: A Manual, associated with the certificate of airworthiness, containing limitations within which the aircraft is to be considered airworthy, and instructions and information necessary to the flight crew members for the safe operation of the aircraft.

Aircraft Identification: A group of letters, figures or a combination thereof which is either identical to, or to coded equivalent of, the aircraft call sign to be used in air-ground communications, and which is used to identify the aircraft in ground-ground air traffic services communications.

Aero plane: A power driven heavier- than - air aircraft, deriving its lift in flight chiefly from aerodynamic reactions on surfaces which remain fixed under given conditions of flight.

Aircraft: Any machine that can derive support in the atmosphere from the reactions of the air other than the reactions of the air against the earth's surface.

Airworthy: The status of an aircraft, engine, propeller or part when it conforms to its approved design and is in a condition for safe operation.

Air Operator Certificate (AOC): A certificate authorizing an operator to carry out specified commercial air transport operations issued by Civil Aviation Committee of Armenia (CAC).

Air Traffic: All aircraft in flight or operating on the manoeuvring area of an aerodrome.

Air Traffic Control Clearance: The authorization for an aircraft to proceed under conditions specified by an air traffic control unit.

Air Traffic Control Instruction: Directives issued by air traffic control for the purpose of requiring a pilot to take a specific action.

Air Traffic Control Service: A service provided for the purpose of:

Preventing collisions between aircraft in flight and on the manoeuvring area between aircraft and obstructions expediting and maintaining an orderly flow of air traffic.

Air Traffic Service: A generic term meaning variously, flight information service, alerting service, air traffic advisory service, traffic control service (area control service, approach control service or aerodrome control service).

Airway: A control area or portion thereof established in the form of a corridor equipped with radio navigation aids.

Alerting Service: A service provided to notify appropriate organizations regarding aircraft in need of search and rescue aid, and assist such organizations as required.

Alternate Aerodrome: An aerodrome to which an aircraft may proceed when it becomes either impossible or inadvisable to proceed to or to land at the aerodrome of intended landing. Alternate aerodrome includes the following:

Take-off alternate: An alternate aerodrome at which an aircraft can land should this become necessary shortly after take-off and it is not possible to use the aerodrome of departure

En-route alternate: An aerodrome at which an aircraft would be able to land after experiencing an abnormal or emergency condition while enroute.

Destination alternate: An alternate aerodrome to which an aircraft may proceed should it become impossible or inadvisable to land at the aerodrome of intended landing.

Note: The aerodrome from which a flight departs may also be an en-route or a destination alternate aerodrome for that flight.

Altitude: The vertical distance of a level, a point or an object considered as a point, measured from mean sea level.

Appropriate Authority:

Regarding flight over the high seas:

The relevant authority of the State of Registry.

Regarding flight other than over the high seas:

The relevant authority of the state having sovereignty over the territory being over flown.

Apron: A defined area, on a land aerodrome, intended to accommodate aircraft for the purposes of loading or unloading passengers, mail or cargo, fuelling, parking or maintenance.

ATS Route: A specified route designed for channeling the flow of traffic as necessary for the provision of air traffic services.

Note: The term ATS route is used to mean variously, airway, advisory route, controlled or uncontrolled route, arrival or departure route, etc.

Authority: The competent body responsible for the Standard of civil aviation. In Armenia the authority is Civil Aviation Committee (CAC).

Base Training: Flight training required by CAC to obtain the aircraft type rating.

Cabin Crew: A crew member who performs, in the interest of Standard of passengers, duties assigned by the operator or the commander of the aircraft, but who is not a flight crew member.

Civil Aircraft: Any aircraft on the civil register of a state, other than those which that state treats as being in the service of the state, either permanently or temporarily

Commander (Pilot-in-command): The pilot responsible for the operation and Standard of the aircraft during flight.

Contaminated Runway: A runway is considered to be contaminated when more than 25% of the runway surface area (whether in isolated areas or not) within the required length and width being used is covered by the following:

Surface water more than 3mm (0.125in) deep, or by slush, or loose snow, equivalent to more than 3mm (0.125in) of water, or

Snow which has been compressed into a solid mass which resists further compression and will hold together or break into lumps if picked up (compacted snow), or

Ice, including wet ice

Co-Pilot: Pilot serving in any piloting capacity other than as pilot in command or commander, but excluding a pilot who is on board the aircraft for the sole purpose of receiving flight instruction for a license or rating.

Crew Member: A person assigned by an operator to duty on an aircraft during flight time.

Cross Crew Qualification (CCQ): A term for applying the concepts of Advisory Circular 120.53 to related aircraft types like the A320, A330,. The term is intended to provide for the carry over of credit from one aircraft type to another based on the common design characteristics, and if applicable to transition between types as well as mixed fleet flying of different types of aircraft. (Note: term defined for fleet combination when such will be required).

Cruising Level: A level maintained during a significant portion of a flight.

Commercial Air Transport Operation: An aircraft operation involving the transport of passengers, cargo or mail for remuneration or hire.

Continuing Airworthiness: The set of processes by which an aircraft, engine, propeller or part complies with the applicable airworthiness requirements and remains in a condition for safe operation throughout its operating life.

Cruise level: A level maintained during a significant portion of a flight.

Competency: A combination of skills, knowledge and attitude required to perform a task to the prescribed standard

Computer-Based Training: Training involving instructional aids, such as computers and tablets. It may encompass the use of CD-ROMS as well as web-based training (commonly referred to as e- Learning).

Critical Phases Of Flight: The period of high workload on the flight deck, normally being the periods between the beginnings of taxiing until the aircraft is on the route climb phase and between the final parts of descent to aircraft parking.

Damp Runway: A runway is considered damp when the surface is not dry, but when the moisture on it does not give it a shiny appearance.

Dangerous Goods: Articles or substances those are capable of posing significant risk to health, Standard or property when transported by air.

Decision Altitude/Height (DA/DH): A specified altitude or height (A/H) in the precision approach at which a missed approach must be initiated if the required visual reference to continue the approach has not been established.

Note 1: Decision Altitude (DA) is referenced to mean sea level (MSL) and "Decision Height (DH) is referenced to the threshold elevation.

Note 2: The required visual reference means that section of the visual aids or of the approach area which should have been in view for sufficient time for the pilot to have made an assessment of the aircraft position and rate of change of position, in relation to the desired flight path.

Dry runway: A dry runway is one which is neither wet/damp nor contaminated, and includes those paved runways which have been specially prepared with grooves or porous pavement and maintained to retain effectively dry braking action even when moisture is present.

Disaster: A serious disruption of the functioning of society, causing widespread human, material or environmental losses which exceed the ability of the affected society to cope using only its own resources.

Duty: Any task that flight or flight dispatcher member are required by the operator to perform, including, for example, flight duty, administrative work, training, positioning and standby when it is likely to induce fatigue.

Duty Period: A period which starts when a flight or flight dispatcher member is required by an operator to report for or to commence a duty and ends when that person is free from all duties.

Elevation: The vertical distance of a point or level, on or affixed to the surface of the earth, measured from mean sea

level.

Emergency Exit: Door, window exit or any other type of exit (cockpit sliding window/hatch/tail cone exit) used as an egress point to allow maximum opportunity for cabin evacuation within an appropriate period.

Emergency Locator Transmitter (ELT): Generic term describing equipment which broadcast distinctive signals on designated frequencies and depending on application may be automatically activated by impact or be Manually activated.

ELT Automatic Fixed (AF): An automatically activated ELT which is permanently attached to an aircraft.

ELT Automatic Portable (AP): An automatically activated ELT which is rigidly attached to the aircraft but readily removable from aircraft.

ELT automatic deployable (AD): An ELT which is rigidly attached to an aircraft and which is automatically deployed and activated by impact and in some cases, also by hydrostatic sensors. Manual deployment is also provided.

ELT Survival (S): An ELT which is removable from the aircraft stowed so as to facilitate its ready use in an emergency and Manually activated by survivors.

Emergency: A sudden and usually unforeseen event that calls for immediate measures to minimize its adverse consequences.

Engine: A unit used or intended to be used for aircraft propulsion. It consists of those components and equipment necessary for functioning and control but excludes the propellers/rotors (if applicable).

Filed Flight Plan: The flight plan as filed with an ATS unit by the pilot or his designated representative without any subsequent changes.

Note: When the word message is used as a suffix to this term, it denotes the content and format of the filed flight plan data as transmitted.

Flight Crew Member: A licensed crew member charged with duties essential to the operation of an aircraft during flight time.

Flight Level: A surface of constant atmospheric pressure which is related to a specific pressure datum, 1013.2 hectopascals (hPa), and is separated from other such surfaces by specific pressure intervals.

Note 1: A pressure type Altimeter calibrated in accordance with the standard atmosphere:

When set to QNH altimeter setting, will indicate altitude

When set to QFE altimeter setting, will indicate height above the QFE reference datum When set to a pressure of 1013.2 hectopascals (hPa) to indicate flight levels.

Flight Plan: Specified information provided to air traffic services units, relative to an intended flight or portion of a flight of an aircraft.

Flight Crew Member: A licensed crew member charged with duties essential to the operation of an aircraft during a flight duty period.

Fatigue: A physiological state of reduced mental or physical performance capability resulting from sleep loss or extended wakefulness and/ or physical activity that can impair a crew member's alertness and ability to safely operate an aircraft or perform Standard related duties.

Fatigue Risk Management System (FRMS): A data-driven means of continuously monitoring and managing fatigue-related Standard risks, based upon scientific principles and knowledge as well as operational experience that aims to ensure relevant personnel are performing at adequate level of alertness.

Flight Data Analysis: A process of analyzing recorded flight data in order to improve the Standard of flight operations.

Flight Duty Period: A period which commences when a flight or flight dispatcher member is required to report for duty that includes a flight or series of flights and which finishes when the airplane finally comes to rest and the engines are shut down at the end of the last flight on which he/she is a crew member.

Flight Manual: A Manual, associated with the certificate of airworthiness, containing limitations within which the aircraft is to be considered airworthy, and instructions and information necessary to the flight crew members for the safe operation of the aircraft.

Flight Plan: Specified information provided to air traffic services units, relative to an intended flight or portion of a flight of an aircraft.

Flight Recorder: Any type of recorder installed in the aircraft for the purpose of complementing accident/incident investigation.

Flight Time—Aero Planes: The total time from the moment an aero plane first moves for the purpose of taking-off until the moment it finally comes to rest at the end of the flight.

Flight time, defined above, is synonymous with the term "block to block" time or "chock to chock" time in general usage and measured as above.

Flow Control: Measures designed to adjust the flow of traffic into a given airspace, along a given route, or bound for

a given aerodrome, so as to ensure the most effective utilization of the airspace.

Glide Path: A descent profile determined for vertical guidance during a final approach.

Ground Visibility: The visibility at an aerodrome, as reported by an accredited observer.

General Aviation Operation: An aircraft operation other than a commercial air transport operation or an aerial work operation.

Ground Handling: Services necessary for an aircraft's arrival at and departure from an airport, other than air transport services

Heading: The direction in which the longitudinal axis of an aircraft is pointed, usually expressed in degrees from North (true, magnetic, compass or grid).

Human Performance: Human capabilities and limitations which have an impact on the Standard and efficiency of aeronautical operations.

Height: The vertical distance of a level, a point or an object considered as a point, measured from a specified datum.

Infant: A person who has not yet reached his second birthday.

In-Charge Flight dispatcher (CIC): Flight dispatcher leader who has overall responsibility for the conduct and co-ordination of cabin procedures applicable during normal operations and during abnormal & emergency situations for flights operated with more than one flight dispatcher

Initial Operating Experience (IOE): Operational support given to pilots newly type rated. The objective of IOE is to improve the efficiency of pilots in revenue operation, route and airport qualification using airline approved documents.

Instrument Approach Procedure: A series of predetermined maneuvers by reference to flight instruments with specified protection from obstacles from the initial approach fix or, where applicable, from the beginning of a defined arrival route, to a point from which a landing can be completed or, if a landing is not completed, to a position at which holding can be carried out.

Instrument Meteorological Conditions: Meteorological conditions expressed in terms of visibility, distance from cloud, and ceiling, less than the minima specified for visual meteorological conditions.

Long Range Flights: Long range flights are those which require to be operated with an additional flight crew of one or more pilots.

Large Aeroplane: An aeroplane of a maximum certificated take-off mass of over 5700 kg.

Missed Approach Procedure: The procedure to be followed if the approach cannot to landing be continued.

Minimum Equipment List (MEL): A list which provides for the operation of aircraft, subject to specified conditions, with particular equipment inoperative, prepared by an operator in conformity with, or more restrictive than, the MMEL established for the aircraft type.

Master Minimum Equipment List (MMEL): A list established for the particular aircraft type by the organization responsible for the type design with the approval of the State of Design containing items, one or more of which is permitted to be unserviceable at the commencement of a flight. The MMEL may be associated with special operating conditions, limitations or procedures.

Mistakes: Mistakes are failures in the plan of action. Even if the execution of the plan was correct, it will not be possible to achieve the intended outcome.

Mock-Up: A training device that is partial, functional replica of an aircraft without motion.

Net Flight Path: It is a flight path determined for engine(s) failure case. It is established in such a manner that it represents the actual climb performance diminished by a gradient to climb of:

Take-off (one engine failure):

% for two-engine craft

% for three-engine aircraft

% for four-engine aircraft

En-route (one engine failure):

% for two-engine aircraft

% for three-engine aircraft

% for four-engine aircraft

En-route (two-engine failure):

0.3 % for three-engine aircraft

0.5 % for four-engine aircraft

Non-Precision Approach: This is an instrument approach with lateral guidance only from the final approach fix (FAF) to the runway environment. Descent limit is the minimum descent altitude (MDA), and obstacle clearance (including go-around) is guaranteed if the approach is discontinued no farther than the missed-approach point. Approaches with lateral guidance from localizer, very high frequency omni directional radio range (VOR), non-directional beacon (NDB) or global positioning system (GPS) are considered non-precision approaches.

NOTAM: Notice containing information concerning the establishment, condition or change in any aeronautical facility, service, procedure or hazard, the timely knowledge of which is essential to personnel concerned with flight operations.

Class I distribution: Distribution by means of telecommunication

Class II distribution: Distribution by means other than telecommunication

Night: The hours between the end of evening civil twilight and the beginning of morning civil twilight or such other period between sunset and sunrise, as may be prescribed by the applicable authority.

Obstacle Clearance Altitude/Height (OCA/DH): The lowest altitude (OCA), or alternatively the lowest height (OCH) above the elevation of the relevant runway threshold or above the aerodrome elevation as applicable, used in establishing compliance with the appropriate obstacle clearance criteria.

Operator: A person, organization or enterprise engaged in or offering to engage an aircraft operation.

Operations Manual: A Manual containing procedures, instructions and guidance for use by operational personnel in the execution of their duties.

Operations Specifications: The authorization, conditions and limitations associated with the air operator certificate and subject to the conditions in the operations Manual.

Pilot Flying (PF): The pilot, who for the time being, is in charge of the controls of an aircraft.

Pilot-in-Command (commander): Pilot responsible for the operations and Standard, of an aircraft in flight.

Pilot Not Flying (PNF): The pilot who is assisting the pilot flying in accordance with the multi-crew co-operation concept, when the required flight crew is more than one.

Precision Approach: This is an instrument approach with lateral and vertical guidance from final approach point (FAP) to the runway touchdown zone, with system accuracy, integrity and obstacle clearance (including go-around) guaranteed until the descent limit (decision altitude or decision height) is reached. Instrument landing system (ILS), microwave landing system (MLS) and precision approach radar (PAR) are considered precision approaches.

Pressure-Altitude: An atmospheric pressure expressed in terms of altitude which corresponds to that pressure in the Standard atmosphere.

Psychoactive Substances: Alcohol, opioids, cannabinoids, sedatives and hypnotics, cocaine, other psychostimulants, hallucinogens and volatile solvents, whereas coffee and tobacco are excluded.

Quality Audit: A systematic and independent examination to determine whether quality activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives.

Quality Assurance: all those planned and systematic actions necessary to provide adequate confidence that operational and maintenance practices satisfy given requirements.

Quality Inspection: An inspection is the act of observing a particular event or action to ensure that correct procedures and requirements are followed during the accomplishment of the event.

Quality Manager: The manager responsible for the monitoring function and for requesting remedial actions.

Quality Manual: The document containing the relevant information pertaining to the operator's quality system and quality assurance program.

Quality Policy: The overall quality intentions and direction of a company as regards quality, as formally expressed by the accountable manager

Quality System: The organizational structure, responsibilities, procedures and resources for implementing quality management.

Repetitive Flight Plan (RPL): A flight plan related to a series of frequently recurring, regularly operated individual flights with identical basic features, submitted by an operator for retention and repetitive use by ATS units.

Reporting Point: A specified geographical location in relation to which the position of an aircraft can be reported.

Required Navigation Performance (RNP): A statement of the navigation performance accuracy necessary for operation within a defined airspace.

Rest Period: A continuous and defined period of time, subsequent to and prior to duty, during which flight or flight dispatcher members are free of all duties.

Runway: A defined rectangular area on a land aerodrome prepared for the landing and take-off of aircraft.

Runway Visual Range (RVR): The range over which the pilot of an aircraft on the centre line of a runway can see the runway surface markings or the lights delineating the runway or identifying its centre line.

SIGMET: Information issued by a meteorological watch office concerning the occurrence or expected occurrence of specified en-route weather phenomena which may affect the Standard of aircraft operations.

Slush: Water-saturated snow which with a heel-and-toe slap-down motion against the ground will be displaced with a splatter: specific gravity: 0.5 up to 0.8

Snow (on the ground):

Dry snow: Snow which can be blown if loose or if compacted by hand, will fall apart upon release Specific gravity; up to but not including 0.35.

Wet snow: Snow which, if compacted by hand, will stick together and tend to or form a snowball; Specific gravity; 0.35 up to but not including 0.5.

Compacted snow: Snow which has been compressed into a solid mass that resists further compression and will hold together or break up into chunks if picked up; Specific gravity; 0.5 and over.

Stabilized Approach Path: This is an instrument approach without speed and/or configuration changes during final descent.

Stabilized Approach Procedure: This is an approach procedure along the extended runway centerline with a constant descent gradient from the final approach altitude to the runway touchdown zone. Except for offset-localizer approaches, an ILS approach is inherently a stabilized approach procedure. Non-precision approaches can be constructed as a stabilized approach procedure by choosing the FAF accordingly and by publishing a distance versus- altitude (VOR+DME) or (NDB+DME), localizer (LOC)+(DME) or waypoint-versus-altitude table (GPS) to be able to verify adherence to the (imaginary) glide path.

Small Aeroplane: An aeroplane of a maximum certificated take-off mass of 5700 kg.

State Of Registry: The State on whose register the aircraft is entered.

State Of The Operator: The State in which the operator's principle place of business is located or, if there is no such place of business, the operator's permanent residence.

State Standard Program: An integrated set of regulations and activities aimed at improving Standard.

Standard Management System: A systematic approach to managing Standard including the necessary organizational structures, accountabilities, policies and procedures.

Standard Risk: The predicted likelihood and severity of the consequences or outcomes of a hazard.

Standard (1): The state in which risks associated with aviation activities are reduced and controlled to an acceptable level.

Standard (2): The state in which the possibilities of harm to person or of property damage is reduced to or maintained at or below an acceptable level through a continuing process of hazard identification or Standard risk management.

Standard (3): Flight dispatch contributes to the prevention of accidents and incidents, protection of the aircraft's occupants through proactive Standard management including hazard identification and Standard risk management and the increase of survivability in the event of an emergency situation.

Standard (4): Flight dispatch is aimed at minimizing risk to occupants of the aircraft by reducing or eliminating hazards with the potential for creating injuries and causing damages.

Standard (5) [Flight dispatch]: Flight dispatch focuses on providing a safer environment for the occupants of the aircraft.

Standard (6) Stake Holders Of Standard: The aviation professionals—Flight crew, flight dispatcher, the AMEs & the ATCOs.

Slips & Lapses: Slips and lapses are failures in the execution of intended actions. Slips are actions that do not go as planned. Lapses are memory failures. (Operating the flap instead of (intended) gear lever is a slip. Forgetting a checklist is a lapse).

Taxiway: A defined path on a land aerodrome established for the taxiing of aircraft and intended to provide a link between one part of the aerodrome and another.

Threshold: The beginning of that portion of the runway usable for landing.

Track: The projection on the earth's surface of the path of an aircraft, the direction of which path at any point is usually expressed in degrees from North (true, magnetic or grid).

Transition Altitude: The altitude at or below which the vertical position of an aircraft is controlled by reference to altitudes.

Transition Level: The lowest flight level available for use above the transition altitude.

UN Number: The four-digit number assigned by the United Nations Committee of experts on the transport of dangerous goods to identify a substance or a particular group of substances.

Visibility: The visibility, as determined by atmospheric conditions and expressed in units of distance, to see and identify prominent unlighted objects by day and prominent lighted objects by night.

Visual Meteorological Conditions: Meteorological conditions expressed in terms of visibility, distance from cloud, and ceiling, equal to or better than specified minima.

Way point: A specified geographical location used to define an area navigation route or the flight path of an aircraft employing area navigation

Note 1: For conciseness, the pronoun he is used throughout the text. Where appropriate, she should be added or

substituted for he.

Note 2: Where necessary, specific terms are defined at the beginning of the sections to which they are appropriate.

Background and Objectives

A Flight Dispatcher is normally employed to provide supervision of flight and act as a close link between aircraft in flight and the ground services and also between the aircrew and the operator's ground staff. The Armenian Civil Aviation Committee (hereinafter CAC) Rules and Regulations requires that operators only assign or use authorized and licensed Flight Dispatchers to exercise operational control over its flight .

To fulfil these requirements, operators (and training organisation's) Flight Dispatcher training and qualification programmes for the issuance of Flight Dispatcher licence must be approved by the CAC.

A flight dispatcher who has successfully completed the generic examinations, completes the air operator's specific training, on-the-job training, cockpit familiarization and competency check, shall be issued a Flight Dispatcher / Flight Operations Officer License.

5. FLIGHT DISPATCHER LICENSING:

5.1 Applicability: This section prescribes the requirements for the issue, renewal and re-issue of a flight operations dispatcher license, instructors for flight operations dispatcher licenses and designation of flight operations dispatcher examiner;

- (a). An applicant shall, before being issued with a flight operations dispatcher license, meet such requirements in respect of age, knowledge, experience, skill, medical fitness and language proficiency as are specified for that license.
- (b). An applicant shall for renewal or re-issue of a license meet the requirements as are specified for that license.
- (c). An applicant shall demonstrate the ability to read, write, speak, and understand the Armenian ,English and Russian languages, if required by the CAC of RA.

General: An application is made to CAC of RA. Armenian Flight dispatcher licence is issued only to persons who are employed by an air operator which operates Armenian registered aircraft; as follows:

- (a) The applicant has successfully completed a course of approved training (initial) and passed the appropriate knowledge, completes the air operator's specific aircraft training, on-the-job training, cockpit familiarization, competency check and practical tests conducted by the CAC of RA or CAC of RA approved organization; or
- (b) The applicant has successfully completed a course of approved training (refresher training) and passed the appropriate competency check. This is applicable only to applicant who meets the experience requirements as stated in ; or
- (c) The applicant holds an acceptable valid foreign licence for which reciprocal recognition applies and has passed the required examination.

Note: A licence shall only be issued when the conditions of 'Air Crew Regulation SUBPART L

approved by the Minister of Territorial Administration and Infrastructure of the Republic of Armenia order number 3N dated 11th FEB 2022' requirements met.

Licence is issued in accordance with the Armenian CAC of RA Air Navigation rules. Flight dispatcher Licence requirements for the issue of the Licence: A person engaged in, or intended to be engaged in any phase of airline flight operations meets the following requirements:

5.2 Requirements

- (a) Age.** The applicant for a flight operations Dispatcher licence shall be not less than 21 years of age.
- (b) Knowledge.** The applicant for a flight operations Dispatcher licence shall receive and log training from an authorized instructor on following subjects appropriate to the privileges of the flight operations officer:

1. Air Law:

- (i) Rules and regulations relevant to the holder of a flight operations Dispatcher licence; and
- (ii) Appropriate air traffic services practices and procedures.

2. Aircraft general knowledge:

- (i) Principles of operation of aeroplane power plants, systems and instruments;
- (ii) Operating limitations of aeroplanes and power plants; and
- (iii) Minimum equipment list

3. Flight performance calculation, planning procedures and loading:

- (i) Effects of loading and mass distribution on aircraft performance and flight characteristics; mass and balance calculations;
- (ii) Operational flight planning; fuel consumption and endurance calculations; alternate airport selection procedures; en-route cruise control; extended range operation;
- (iii) Preparation and filing of air traffic services flight plans; and
- (iv) Basic principles of computer-assisted planning systems.

4. Human performance:

- (i) Human performance relevant to dispatch duties, including principles of threat and error management.

5. Meteorology:

- (i) Aeronautical meteorology; the moment of pressure systems; the structure of fronts, and the origin and characteristics of significant weather phenomena which affect take-off, en-route and landing conditions.
- (ii) Interpretation and application of aeronautical meteorological reports, charts and forecasts, codes and abbreviations; use of, and procedures for obtaining, meteorological information.

6. Navigation:

- (i) Principles of air navigation with particular reference to instrument flight.

7. Operational procedures:

- (i) Use of aeronautical documentation;
- (ii) Operational procedures for the carriage of freight and dangerous goods;
- (iii) Procedures relating to aircraft accidents and incidents; emergency flight procedures;
- (iv) Procedures relating to unlawful interference and sabotage of aircraft;

8. Principles of flight

- (i) Principles of flight relating to the appropriate category of aircraft.

9. Radio communication:

- (i) Procedures for communicating with aircraft and relevant ground stations.

(c) The applicant for the Flight Operations Dispatcher licence shall:

1. Have received an endorsement for the knowledge test from an authorized instructor who:

- (i) Conducted the training on the knowledge areas; and
- (ii) Certifies that the person is prepared for the required knowledge test.

2. Pass the required knowledge test.

(d) Experience.

1. The applicant for a flight operations Dispatcher licence shall have gained the following experience:

(i) A total of 2 years' service in any one or in any combination of the capacities specified in (A) to (C) inclusive, provided that in any combination of experience the period serviced in any capacity shall be at least one year:

(A) A flight crew member in air transportation; or

(B) A meteorologist in an organization dispatching aircraft in air transportation; or

(C) An air traffic controller; or a technical supervisor of flight operations officers or air transportation flight operations systems.

(ii) At least one year as an assistant in the dispatching of air transport, or

(iii) Have satisfactorily completed a course of approved training, or.

(2) The applicant shall have served under the supervision of a flight operations officer for at least 90 working days within the 6 months immediately preceding the application.

(e) Skill. The applicant shall have demonstrated the ability, by passing a skill test. The skill test for the flight operations officer license shall test the applicant's knowledge and performance in at least the following areas of operation:

6. Flight planning/dispatch release, including the applicants' knowledge and performance of the following tasks

Regulatory requirements.

Meteorology.

Weather observations, analysis, and forecasts.

Weather related hazards.

Aircraft systems, performance, and limitations.

Navigation and aircraft navigation systems.

Practical dispatch applications.

Manuals, handbooks and other written guidance.

7. Pre flight, take off, and departure, including the applicants' knowledge and performance of the following tasks

Air traffic control procedures.

Aerodrome, crew, and company procedures.

8. In-flight procedures, including the applicants' knowledge and performance of the following tasks

Routing, re-routing, and flight plan filing.

En route communication procedures and requirements.

9. Arrival, approach, and landing procedures, including the applicants' knowledge and performance of the following tasks—

Air traffic control and air navigation procedures.

10. Post flight procedures, including the applicants' knowledge and performance of the following tasks

Communication procedures and requirements.

Trip records.

11. Abnormal and emergency procedures, including the applicants' knowledge and performance of the following tasks

Abnormal and emergency procedures.

Make an accurate and operationally acceptable weather analysis from a series of daily weather maps and weather reports; provide an operationally valid briefing on weather conditions prevailing in the general neighborhood of a specific air route; forecast weather trends pertinent to air transportation with particular reference to destination and alternates.

Determine the optimum flight path for a given segment and create accurate manual and/or computer generated flight plans.

Provide operating supervision and all other assistance to a flight in actual or simulated adverse weather conditions as appropriate to the duties of the holder of a flight operations officer license.

12 Recognize and manage threats and errors

- (f) Privileges. Subject to compliance with the requirements specified in this Part, the privileges of the holder of a flight operations Dispatcher licence shall be to serve in that capacity with responsibility for each area for which the applicant meets the requirements, as contained in Parts 8 and 9 of these regulations.
- (g) Validity. The validity period of the licence is 5 years. A licence shall become invalid when a flight operations officer has ceased to exercise the privileges of the licence for a period of 6 months. A licence shall remain invalid until the flight operations officer's ability to exercise the privileges of the licence has been re-established.
- (h) Renewal. The flight operations Dispatcher licence may be renewed by presenting to the CAC of RA evidence of successfully passing a competency check.
- (i) Reissue. If the flight operations Dispatcher licence has expired, the applicant shall have received refresher training acceptable to the CAC of RA and passed a skill test

13 Skill Test for the flight operations Dispatcher licence

14. INSTRUCTORS FOR FLIGHT OPERATIONS DISPATCHERS

14.1 Requirements for Flight Operations Dispatcher Instructor Licence

- (a) Age. An applicant for Flight Operations Dispatcher instructor licence shall be at least 27 years of age.
- (b) Knowledge.
 - (1) An applicant for a Flight Operations Dispatcher instructor licence shall have met the instructor requirements in 'Air Crew Regulation SUBPART L approved by the Minister of Territorial Administration and Infrastructure of the Republic of

Armenia order number 3N dated 11th FEB 2022'; and

- (2) Any additional requirements as may be specified by the CAC of RA.
- (c) Experience. The applicant for a Flight Operations Dispatcher Instructor licence shall hold at least a current and valid Flight Operations Dispatcher licence and have a minimum of three years of experience as a Flight Operations Dispatcher.
- (d) Privileges. The privileges of a Flight Operations Dispatcher Instructor licence are to give instruction to Flight Operations Dispatcher licence applicants and to endorse those applicants for a knowledge or skill test as applicable.
- (e) Validity. Subject to compliance with the requirements specified in this Part, the validity period of the Flight Operations Officer instructor licence is 2 years.
- (f) Renewal. A Flight Operations Dispatcher Instructor licence that has not expired may be renewed for an additional 36 calendar months if the holder presents to the CAC evidence that he/she has within the past 24 months preceding the expiry date
 - (1) Conducted at least three sessions for an approved course to a flight operations Dispatcher licence holder; or
 - (2) Received refresher training acceptable to the CAC.
- (g) Reissue. If the Flight Operations Dispatcher Instructor licence has expired, the applicant shall have received refresher training acceptable to the CAC.

15. DESIGNATED EXAMINERS FOR FLIGHT OPERATIONS DISPATCHERS

15.1 General Requirements

- (a) Age. An applicant for a flight operations officer examiner licence shall be at least 27 years of age.
- (b) General eligibility.
 - (1) Show evidence of a high level of aeronautical knowledge in the subject areas for the Flight Operations Dispatcher (FOD) certification.
 - (2) Have held a FOD licence for at least five years prior to the designation.
 - (3) Have been actively exercising the privileges of the FOD licence in commercial air transport in the previous three years.
 - (4) Have a good record as a FOD and a person engaged in the industry and community with a reputation for honesty and dependability.
 - (5) Have satisfactorily completed the FOD examiner orientation programme with the CAC or CAC approved training organization.
- (c) The applicant must have available a test site that is fully capable of doing all items required for the proper dispatch of a commercial flight in accordance with the regulatory requirements. This may be the Flight Operations Office of an active commercial airline.

Knowledge

- (a) The applicant shall have passed a pre-designation test on the following:
 - (1) Air Law and Regulations for FOD personnel.
 - (2) Aircraft knowledge on the aircraft used for testing.
 - (3) Flight performance calculation and planning procedures.

- (4) Human performance.
- (5) Meteorology.
- (6) Navigation.
- (7) Radio communication.
- (8) Recent changes in technology to include fly by wire aircraft systems, GPS navigation, required navigation performance (RNP) requirements, TCAS, ADS-B, as well and Enhanced Wind Shear Systems.

Skill

- (d) The CAC shall observe the applicant conducting a complete actual FOD certification using the approved test standard.
- (e) The applicant shall complete all required paper work for the certification as required by the CAC.

Currency

- (c) After designation, a FOD examiner shall maintain currency by
 - (1) Attending initial and recurrent training conducted by the CAC, and
 - (2) Maintaining a current and valid FOD licence.
- (d) The FOD examiner shall conduct at least 5 skill tests during any 24 calendar month period in order for the designation to remain current.

The FOD examiner shall be observed by the CAC in the conduct of a skill test at least once each 24 calendar months.

Privileges

- (e) The FOD examiner may conduct Skill test for the Flight Operations Dispatcher licence in accordance with the approved test standard.
- (f) The FOD examiner may conduct or monitor any portion of a computerized knowledge test.

Validity

- (g) The FOD examiner licence shall be valid for 3 years.

Renewal

- (h) The FOD examiner designation may be renewed by the CAC if:
 - (1) The designation remains valid;
 - (2) The performance of the examiner has been satisfactory.

16 FLIGHT DISPATCHER DUTIES AND RESPONSIBILITIES

In accordance with 'Air Crew Regulation SUBPART L approved by the Minister of Territorial Administration and Infrastructure of the Republic of Armenia order number 3N dated 11th FEB 2022' requirements:

- i. A flight dispatcher in conjunction with a method of control and supervision of

flight operations shall:

- ii. assist the pilot-in-command in flight preparation and provide the relevant information;
- iii. assist the pilot-in-command in preparing the operational and ATS flight plans, sign when applicable and file the ATS flight plan with the appropriate ATS unit; and
- iv. furnish the pilot-in-command while in flight, by appropriate means, with information which may be necessary for the safe conduct of the flight.
- v. flight dispatcher shall not be assigned to duty unless that person has:
- vi. satisfactorily completed an operator-specific training course that addresses all the specific components of its approved method of control and supervision of flight operations;
- vii. made, within the preceding 12 months, at least a one way qualification flight in the flight crew compartment of an aeroplane over any area for which that individual is authorized to exercise flight supervision. The flight should include
- viii. landings at as many aerodromes as practicable;
- ix.

Note: For the purpose of the qualification flight, the flight dispatcher must be able to monitor the flight crew intercommunication system and radio communications, and be able to observe the actions of the flight crew.

- i. demonstrated to the operator a knowledge of:
- ii. the contents of the operations manual;
- iii. the radio equipment in the aeroplanes used; and
- iv. the navigation equipment in the aeroplanes used;
- v. demonstrated to the operator a knowledge of the following details concerning operations for which the officer is responsible and areas in which that individual is authorized to exercise flight supervision:
- vi. the seasonal meteorological conditions and the sources of meteorological information;
- vii. the effects of meteorological conditions on radio reception in the airplanes used;
- viii. the peculiarities and limitations of each navigation system which is used by the operation; and
- ix. the aeroplane loading instructions;
- x. demonstrated to the operator knowledge and skills related to human performance relevant to dispatch duties; and
- xi. demonstrated to the operator the ability to perform the duties specified in CAC of RA rules and regulations.

- xii. maintained complete familiarization with all features of the operation which are pertinent to such duties, including knowledge and skills related to human performance.
- xiii. a Flight Operations Dispatcher should not be assigned to duty after 12 consecutive months of absence from such duty, unless the provisions of CAC Rules & Regulations are met.
- xiv. Each training organization and operator must obtain the CAC approval for Flight Dispatcher training and qualification programmes.
 - a. A person shall not act as a Flight Dispatcher without a valid and appropriate
 - b. Bangladeshi licence/validation issued by the CAC. Licence holders cannot exercise the privileges of their licence if that licence has not been renewed prior to the expiry date.

17 DISPATCH MANUAL

‘Air Crew Regulation SUBPART L approved by the Minister of Territorial Administration and Infrastructure of the Republic of Armenia order number 3N dated 11th FEB 2022’ states that responsibility for operational control shall be delegated only to a Flight Dispatcher if an operator’s approved method of control and supervision of flight operations requires the use of flight dispatcher personnel. The organization and methods established to exercise operational control should be included in the operations manual and should cover at least a description of responsibilities concerning the initiation, continuation, termination or diversion of each flight for large operations, the approved method of control and supervision must be contained in a dedicated Dispatcher Manual.

18 TRAINING

Categories of Training

The categories of training applicable to Flight Dispatchers are as follows:

- (a) Initial training
- (b) Recurrent training.
- (c) Re-qualification training.
- (d) Transition training.
- (e) Differences training

The factors which determine the appropriate category of training are the candidate's previous experience with the operator and the candidate's current qualification status in relation to the specific aircraft. The following are therefore a guide line on the category of training applicable.

(a) Initial Training.

Training required on candidates who do not have previous Flight Dispatch experience, for the issuance of a Flight Dispatchers licence. This training is sometime known as Flight Dispatcher certification course.

(b) Recurrent Training.

Training required for licensed Flight Dispatcher who have been trained and qualified and who must receive recurrent training and a competency check within the appropriate eligibility period to maintain currency. The area of emphasis in recurrent training is on aircraft dispatcher duties.

(c) Re-qualification Training.

Training required for licensed Flight Dispatchers who have been trained and qualified and who must receive recurrent training and a competency check within the appropriate eligibility period to maintain currency. The area of emphasis in recurrent training is on aircraft dispatcher duties and some initial training subjects. Recurrent training should be a complete cycle covering all of the initial subjects over a period of three years.

(d) Transition training.

Training required for qualifying licensed Flight Dispatchers who are qualified and currently serving in the same capacity on another airplane of the same group.

(e) Differences training.

Training required allowing licensed Flight Dispatchers to serve in the same capacity on another variation of that airplane.

(f) Initial Ground Training Curriculum

The initial ground training curriculum for Flight Dispatchers is listed in Appendix 1. It is recommended that the training be divided into two phases namely phase one (Basic) and phase two (Advance).

The initial Flight Dispatcher training must consist of a minimum of 260 hours of instruction. Additional subjects may also be included, however the hours proposed for any subject must be in addition to the minimum of 260 hours.

A candidate may substitute previous experience or training for a portion of the minimum 260 hours of training. In this case the training organization determines the number of hours of credit he or she requires. The credit given, including the total hours and the basis for it, must be recorded in the student's record.

The applicant to conduct initial training approval must have facilities, equipment and material to provide each student the theoretical and practical aspects of aircraft dispatching. Each room, training booth or other space used for instruction must be temperature controlled, lighted and ventilated to conform to local building, sanitation and health codes. In addition, the training facility must be so located that the students are not distracted by the instruction conducted in other room.

The training organization of the Flight Dispatcher initial training must maintain a record for each student, including a chronological log of all instructors; subjects covered and course examination and result. The record must be retained for a minimum of 3 years after graduation.

(g) Recurrent training

- a. Flight Dispatchers shall undergo recurrent training every 36 calendar months. Recurrent

training is to be conducted by the respective operator or by an approved training organization and must ensure that each Flight Dispatcher is adequately trained and currently proficient with to the type airplane including differences training if applicable. The recurrent training for Flight Dispatchers must include at least the following;

- b. Question and answer or other review to determine the state of the Flight Dispatcher's knowledge with respect to the aircraft.
- c. Instruction as necessary in the subjects required for initial ground training.
- d. The recurrent ground training must also consist of at least 10 programmed hours
- e. It is strongly recommended that within a preceding 12 months, a Flight Dispatcher is given at least a one way qualification flight on the flight deck of an aeroplane over any area in which that individual is authorized to exercise flight supervision. The flight should include landings at as many aerodromes as practicable.

Note: Refer to Appendix 2 - Recurrent Dispatcher Course – Training Syllabus

(h) Other Ground Training

Operators and training organization are to submit to the CAC for approval the proposed curriculum for training involving re-qualification, transition and differences. Once approved, the curriculum has to be incorporated in the operator's training manual.

19 COMPETENCY CHECKS

General

Aircraft dispatchers are required to demonstrate both knowledge and ability to a Check Dispatcher during a competency check. A Check Dispatcher is defined as any person that the operator has designated to conduct the competency check. A Check Dispatcher does not necessarily have to be a person with a management title. A ground school instructor may be authorized to conduct a competency check. The instructor must, however, be currently qualified as an aircraft dispatcher for the operator. During the competency check, the candidate only has to demonstrate knowledge and ability concerning those geographic areas for which the candidate is qualified.

The competency check must be a comprehensive evaluation in which the Check Dispatcher observes all aspects of the dispatch function. A portion of the competency check must consist of the aircraft dispatcher candidate releasing actual flights. Competency Checks for Each Category of Training

After Initial Training

Aircraft dispatcher first competency check after initial training should include all of the types of aircraft the aircraft dispatcher will be qualified to dispatch. Operators must make sure that this competency check is comprehensive enough to allow the aircraft dispatcher to adequately demonstrate knowledge and ability in normal and abnormal situations.

Recurrent and Re-qualification Training

Aircraft dispatcher recurrent and re-qualification competency checks must encompass a representative sample of aircraft and routes for which the aircraft dispatcher maintains current qualification.

20 GROUND EXAMINATION AND TEST

General

An applicant, who does not already hold a foreign Flight Dispatcher Licence, shall be required for the initial issue of a Armenian Flight Dispatchers licence to pass the following examination and test;

Written knowledge ground examination.**Oral and Practical examination based on the CAC Practical test standards.**

The applicant must pass applicable written knowledge examination conducted by the CAC or approved training organization prior to attempting the oral and practical test examination. To register for the examination, the applicants must present documentary evidence satisfactory to the Aviation Licensing & Permits Section that the applicant has successfully completed an approved aircraft dispatch initial training.

Written Knowledge Ground Examination**(a). Examination validity.**

Written knowledge ground examination result for the issuance of a Flight Dispatcher's licence shall be valid for 6 months from the date of the examination. Candidates must also schedule for the applicable oral and practical test within 3 months of the ground examination date.

(b) Failure

Applicants who fail the ground examination may sit the examination again after 2 working days provided the applicant has received further instruction. In the application for the first re-sit, a letter stating that the candidate is prepared is also required. Applicants who fail more than twice must wait a minimum of 30 days after the last failure (maximum of 90 days) before becoming eligible to re-sit for the exam.

21 PRACTICAL TEST STANDARD**General.**

- i. An applicant for an oral and practical examination is required to have passed the appropriate ground knowledge examination. The applicant is also required to have successfully completed the CAC approved initial training course within the past 3 months.
- ii. Required material for the test
- iii. The Flight Dispatch examiner is responsible for supplying weather data for the test when current weather information is not available. Materials to be supplied by the applicant are;
 - iv. Company aircraft operating manual or flight manual
 - v. General operations manual and operations specification.
 - vi. Enroute low/high altitude chart
 - vii. Standard instrument departure
 - viii. Standard instrument arrival routes
 - ix. Standard instrument approach procedures chart
 - x. Flight plan form.
 - xi. Load manifest form
 - xii. Dispatch release form.

- xiii. Airman and international information manuals.
- xiv. Computer and plotter.
- xv. Test areas.
- xvi. Applicant must demonstrate competency in the following area of operations.
- xvii. Dispatch exercise (Flight Planning)
- xviii. Aircraft
 - xix. Air routes and airports
 - xx. Operations manual
 - xxi. Dispatch and operation control
 - xxii. Emergency procedures
- xxiii. Designated Examiner
- xxiv. The CAC may designate persons to act as a representative of the CAC in conducting the practical test standard. The appointment is effective for 3 years and may be renewed for additional periods. A Designated Flight Dispatch Examiner must use an approved practical test standard handbook when conducting a test.

22 AIRLINE ORIENTATION AND DISPATCHERS' INDOCTRINATION COURSE

On entry into the company all FOO's will undergo a company orientation and a dispatcher's indoctrination course consisting of 60 hrs class room training as given below, conducted by CAC approved Instructor followed by a written examination. The pass mark will be 70%. Instructor conducting the course will issue a certificate after successful completion of the course.

Airline Orientation and Dispatchers' Indoctrination Course Syllabus:

* Introduction: 2 hrs Airline and Flight Operations Structure
Duties and Responsibilities of FOOs

Knowledge on Manuals: 4 hrs
 Manufacturer's Manuals Operator's Manuals Regulatory Manuals AIP
 Aviation Law 6 hrs
 Aircraft General Knowledge 6 hrs

Flight Planning 6 hrs
 Human Performance 6 hrs
 Meteorology 6 hrs
 Navigation 6 hrs
 Operational Procedures 6 hrs
 Principles of Flight 6 hrs
 Radio Comm Procedure 6 hrs

23 RECURRENT TRAINING FLIGHT OPERATIONS dispatcher

Each AOC holder shall establish and maintain a recurrent training programme, approved by the CAC and established in the AOC holder's Operations Manual, to be completed annually by each flight operations officer. Each flight operations officer shall undergo recurrent training relevant to the type(s) and/or variant(s) of airplane and operations conducted by the AOC holder, and that training shall consist of at least the following hours of instruction:

Piston-engine aircraft – 8 hours.

Turbo propeller-powered aircraft – 10 hours.

Turbo-jet aircraft – 20 hours.

Other aircraft – 10 hours.

Each AOC holder shall have all recurrent training conducted by an appropriately qualified dispatch supervisor or ground instructor.

An AOC holder shall ensure that, every 12 months, each flight operations officer receives recurrent training in the subjects required for initial training listed in sufficient detail to ensure proficiency in each specified area of training. Operators may choose to provide in-depth coverage of selected subjects on any one cycle of training. In such cases the operator's training programme must cover all the subjects to the detail required for initial qualification within three years.

An AOC holder shall record completion of the required training.

24 RECIPROCAL RECOGNITION

A foreign license holder may be granted reciprocal recognition provided he/she meets the requirements as follows:

The applicant has a current and valid foreign license

A copy of approved syllabus of training attended must be provided

Passes the required examination as determined by the Flight Operation Department of the Armenian Civil Aviation Committee.

Ability to read, speak, write and communicate in English

Meets the basic requirements as contained in training categories (applicable to foreign license holder)

25 IMPLEMENTATION

IT IS A REQUIREMENT THAT A FLIGHT OPERATIONS OFFICER/FLIGHT DISPATCHER BE GIVEN A FLIGHT DECK OBSERVATION TO A RELEVANT AREA OF OPERATIONS THAT HE IS AUTHORIZED TO EXERCISE FLIGHT SUPERVISION. THIS MAY ALSO BE CONDUCTED IN A SIMULATOR DURING A LINE ORIENTED FLIGHT TRAINING AIRCRAFT DIFFERENCES

Each AOC holder shall provide aircraft differences training for flight operations officers when the operator has aircraft variances within the same type of aircraft, which includes at least the following:

Operations procedures

- i. Operations under adverse weather phenomena conditions, including clear air turbulence, wind shear, and thunderstorms.
- ii. Mass and balance computations and load control procedures.
- iii. Aircraft performance computations, to include takeoff mass limitations based on departure runway, arrival runway, and en-route limitations, and also engine-out limitations.
- iv. Flight planning procedures, to include route selection, flight time, and fuel requirements analysis.
- v. Dispatch release preparation.
- vi. Crew briefings.
- vii. Flight monitoring procedures.
- viii. Flight crew response to various emergency situations, including the assistance the aircraft flight operations officer can provide in each situation.
- ix. MEL and CDL procedures.
- x. Manual performance of required procedures in case of the loss of automate capabilities. (xi) Training in appropriate geographic areas.
- xi. ATC and instrument procedures, to include ground hold and central flow control procedures. Radio/telephone procedures.
- xii. Emergency procedures**
- xiii. Actions taken to aid the flight crew.
- xiv. AOC holder and CAC notification.

The Concept of Co-authority Dispatch (or Co-dispatch)

Operational control begins with the formation of the operational flight plan (at the beginning of flight planning, normally two to three hours prior to the arrival of the flight crew at the flight dispatch center) and continues until

the termination of the flight.

CAC requirements for operational control systems Type A and B are co-authority (or co-dispatch) systems. The sharing of responsibility is different from the pre-flight phase and the airborne phase of the flight.

Pre-acceptance of Operational Flight Plan (OFP):

- i. In the pre-flight phase of the flight, the responsibility for the flight is shared between the flight dispatcher and the PIC;
- ii. Flight dispatcher's tasks include all items required in preplanning a flight. The flight dispatcher must take into consideration weight and balance, aircraft performance, MEL items, weather, NOTAMS or any other restriction that may effect the safety of the flight;
- iii. Although the operational flight plan is prepared by the flight dispatcher, the flight dispatcher and the PIC do share equal responsibility for the planning of the flight. Both must agree on the operational flight plan before accepting the flight plan. In case of disagreement on the operational flight plan, the disagreement must be resolved before the flight proceeds. The COM must clearly define how the PIC indicates acceptance of the flight plan; a. The company must specify a procedure in the COM for resolving disagreement between the PIC and the flight dispatcher during the flight planning.

After acceptance of OFP:

- i. There is a change in the responsibility of the flight dispatcher when the PIC accepts the OFP. From this moment, the PIC has final decision over the flight;
- ii. The flight dispatcher has now the responsibility to monitor the flight's progress and to forward any information related to the safety of the flight to the PIC. Events like enroute turbulence, thunderstorms, terminal weather, changes to weather forecasts or pertinent NOTAMS, must all be relayed to the PIC;
- iii. The PIC is equally responsible for transmitting to the flight dispatcher any flight plan change or flight conditions that significantly vary from the mutually agreed or discussed plan;
- iv. Where the PIC ignores the flight dispatcher's recommendation or advice, the flight dispatcher still has the responsibility to forward all safety related information to the PIC.

26 INSTRUCTIONS

All Flight Operations Officers/ flight dispatchers under CAC are required to maintain a log book of his daily activities.

Entries should be made neatly and accurately with pen/ball point.

The columns given in the log book are self-explanatory.

The last column in the log sheet is to be signed for:

All supervision flights are to be signed by the supervisors

All check Inspectors/ Examiners.

27 FLIGHT DISPATCHER DUTY TIMES REGULATIONS & MISCELLANEOUS

Section	Title	
1	Shift and duty time	
2	Reporting for duty	

3	Rationalizes Shift Pattern of Flight Dispatch/Flight Control Centre	
4	Shift/Work Load Change Over	
5	General duties	
6	Minimum Rest period	
7	Duty time Limitation	
8	Personal Electronic Devices	
9	Physical Fitness and Psychoactive substances	
10	Consumption of Psychoactive Substances	

28 DUTY TIME REGULATIONS

Shift and duty time

It's necessary to keep 8 hour duty time shift pattern in Flight Dispatch/Operations Control where a round the clock coverage is required due to the flight movements.

Reporting for duty

All flight dispatchers of a shift shall report for duty at the scheduled time and be prepared to take over duties assigned. The individual shall prior to assignment be aware of his responsibility, authority and the operational criteria associated with the particular assignment.

Rationalizes Shift Pattern of Flight Dispatch/Operations Control Center

Shift/Workload change over

Shift incharge with dispatchers upon accepting a shift, assume responsibility and authority over the assigned work load and shall remain on duty until:

relieved by another shift;

person on duty will remain on duty until all flights under his jurisdiction have terminated or unless he/she has been properly relieved.

the shift incharge has been removed from his assignment by a shift with qualified shift in charge.

29 MINIMUM REST PERIOD

- i. Minimum 12 hours rest period will be provided after each shift.
- ii. Minimum 24 hours rest period will be provided after each night shift under normal conditions to meet weekly duty hours limitations.
- iii. After 5 consecutive shift working days rest period of 48 hours will be provided.
- iv. All the duty hours will be recorded in a register which will be supervised by GM operations time to time.
- v. Duty Time Limitation (Excluding over times hours/duties)
- vi. Total duty hours not to exceed 40 gross hours per week incase shift duty and 42 gross hours per week in general duty.
- vii. Off days to be planned according to operational requirement to maintain continuity.

- viii. Personal Electronic Devices
- ix. While on duty, Flight Dispatch personnel shall not wear headset apparatus for the purpose of listening to non-operational control related music and broadcasts. The flight dispatcher shall at all times, monitor company communications.
- x. Physical Fitness and Psychoactive substances
- xi. If the Flight Dispatchers/Operations Officers is taking any psychoactive substances which could impair their ability to perform duties and responsibilities unless specifically declared fit. If the inability extended more than one day, he should report to doctor for fitness certification or any other advice by the authorized doctor.
- xii. Consumption of Psychoactive Substances
- xiii. It has been proven that the consumption of psychoactive substances has a detrimental effect on the efficiency for some hours after it has been consumed. The following rules shall be observed at all times:
 - xiv. prohibits the exercise of duties while under the influence of psychoactive substances.
 - xv. prohibits the problematic use of psychoactive substances.
 - xvi. requires that all personnel who are identified as engaging in any kind of problematic use of psychoactive substances are removed from safety-critical functions.
 - xvii. conforms to the requirements of the authority.

30 VALIDATION OF LICENCES OF FLIGHT OPERATIONS DISPATCHERS/OFFICERS ISSUED BY OTHER COUNTRIES

Air Crew Regulation (3N 11th FEB 2022) SUBPART L requires that no Flight Operations Dispatcher of an Operator in Armenia shall perform the duties of a Flight Operations Officer unless he holds license granted or rendered valid.

This order prescribes the procedures regarding issue of certificate of validation to the holder of the licences of Flight Operations Officers.

Certificate of Validation issued under this order should not be considered as a planned substitute of the requirement of holding an original licence issued by CAC of RA.

31 FLIGHT PREPARATION AND TRIP RECORDS GUIDE

- i. The following areas should be inspected and the observation found, should be written down for report making on flight preparation & trip records guide:
 - ii. LICENCES & CERTIFICATES
 - iii. Mass and balance calculations and procedures?
 - iv. Passenger seat assignments?
 - v. Last-minute mass and balance changes?
 - vi. Takeoff and landing performance calculations?
 - vii. Weather acquisition and briefing?
 - viii. NOTAM acquisition and briefing?
 - ix. Operational flight plan calculations and procedures?
 - x. Flight following procedures?
 - xi. Adequate communications capability with main base operations and
 - xii. maintenance function, including relay of information?
 - xiii. Flight preparation records filing?

32 RECORDS RETENTION AND ACCURACY

- i. Flight preparation records retention security?
- ii. Are operational flight plans/NAV logs retained?.
- iii. Are briefing weather documents retained?
- iv. Are briefing information such as NOTAMs and other aeronautical
- v. data including NOTAMs retained?

- vi. Are copies of load manifests, including last minute calculations retained?
- vii. Are copies of tech log pages showing MEL dispatch or maintenance at station retained?
- viii. Are fuel and oil servicing records retained?
- ix. Are crew qualification records retained?

33 AIR OPERATOR OPERATIONS CONTROL GUIDE

- i. The following areas should be inspected and the observation found, should be written down for report making on Air Operator Operations Control Inspection:
 - ii. Current copy of the Flight Operations Manual available?
 - iii. Current copy of the Aircraft-Specific Operations Manual available?
 - iv. Current copy of Aircraft-Specific Checklists available?
 - v. Current copy of Flight Dispatch Manual available?
 - vi. Current copy of AFM Performance available?
 - vii. Current copy of Emergency Response Manual available?

34 OPERATIONAL FLIGHT PLAN - NAV LOG

- i. "Standard" operational flight plan used for the flight(s)?
- ii. "Standard" ops flight plan appropriate for this flight operation?
- iii. "Standard" flight plan calculated accurately?
- iv. "Manual" operational flight plan/NAV log issued for the flight(s)?
- v. "Manual" ops flight plan appropriate for this flight operation?
- vi. Assigned person accurately computed the Manual plan?
- vii. Computer operational flight plan/NAV log issued for the flight(s)?
- viii. Computer plan/NAV log obtained from an approved source?
- ix. Computer plan/NAV log calculated accurately?
- x. Copy of the signed operational plan – NAV log retained?
- xi. Retention method and time period in use acceptable?
- xii. Operational flight plan/NAV log formats, examples and completion procedures accurately described in the Operations Manual?
- xiii. Applicable Operations Manual content complete and acceptable?
- xiv. Applicable Operations Manual policies applied as written?
- xv. WEATHER
- xvi. Complete weather briefing received by the flight crew?
- xvii. Weather data obtained from approved source(s)?
- xviii. Terminal weather observations appropriate for the flight?
- xix. Terminal weather forecasts appropriate for the flight?
- xx. En-route weather appropriate for the flight?
- xxi. Significant weather synopsis appropriate for the flight?
- xxii. Winds aloft forecasts appropriate for the flight?
- xxiii. Upper Air pressure charts appropriate for the flight?
- xxiv. Severe weather reports and forecasts appropriate for the flight?
- xxv. "Real-time" weather displays available for consultation?
- xxvi. Weather data consistent with that used for ops plan/NAV log?
- xxvii. Flight plan routing the best for the forecast weather?
- xxviii. Weather data appropriate to the flight(s) retained?
- xxix. Retention method and period in use acceptable?
- xxx. Weather data formats, examples and instructions accurately described in the Operations Manual?
- xxxi. Applicable Operations Manual content complete and acceptable?
- xxxii. Applicable Operations Manual policies applied as written?

35 SELECTION OF ALTERNATES

- i. Appropriate takeoff alternate selected?
- ii. Appropriate en-route alternates selected?

- iii. Appropriate destination alternate selected?
- iv. Alternates included in ops plan – NAV log?

36 AERONAUTICAL DATA

- i. Appropriate NOTAM data provided to the flight crew?
- ii. NOTAM data obtained from an approved source?
- iii. Route guide and NAV charts available to operational control?
- iv. NAV log coordinates compared to the NAV charts coordinates?
- v. AFM aircraft-specific performance data available?
- vi. Aircraft specific takeoff and landing performance available?
- vii. Takeoff performance Manually calculated?
- viii. Appropriate obstacle data use in the takeoff calculation?
- ix. TO and LDG performance data from an approved source and current?
- x. Takeoff and landing performance data computer-generated?

37 MINIMUM FUEL SUPPLY

- i. Flight planning minimum fuel calculations based on weights approximated from a valid source?
- ii. Minimum fuel supply appropriate for aircraft and operation?
- iii. Minimum fuel contingencies considered?
- iv. Fuel/oil uplift information available?

38 AIRCRAFT CONSIDERATIONS

- i. On-going MEL -deferred items of the aircraft available?
- ii. On-going maintenance status of the aircraft available?
- iii. Copy of the tech log with maintenance release available?
- iv. Aircraft CAT II/III ready?
- v. Aircraft ETOPS ready?

39 ATS STATUS

- i. ATS flight planned filed?
- ii. Operation conducted under instrument flight rules?

40 PROGRESS OF FLIGHT

- i. Takeoff and landing times for current flights available?
- ii. At least one on-duty person could provide an approximate position of the flight(s) at a selected time?
- iii. Operational control person has immediate access to telephone lines dedicated to flight operations issues?
- iv. Operational control person could contact the flight en-route?
- v. Each station could be contacted during the period prior to flight arrival and immediately prior to flight arrival.
- vi. Flight locating information available for the flight crew?

41 COMMUNICATIONS RECORDS

- i. Operational control person maintains a continuous log?
- ii. A record of all radio communications is maintained by log or tape?
- iii. ACARS readout is available for previous flights?

42 OVERALL ASSESSMENT

- i. Personnel were competent and proficient?

- ii. Compliance with Operations Manual, except where noted.
- iii. Adequate facilities and equipment available for required tasks.

43 AIR OPERATOR DISPATCH MANUAL GUIDE

The following areas should be inspected and the observation found, should be written down for report making on Air Operator Dispatch Manual Inspection.

43.1 AUTHORISED OPERATIONS

- I. Are the operations that may and may not be conducted according to the Ops Specs (including areas of operation) clearly specified?
- II. Are there clear definitions of domestic, flag, and supplemental
- III. operations? Are there clear definitions of the rules under which each
- IV. of these operations is conducted?
- V. Are the applicable regulations identified and the operator's policies
- VI. applicable to each type of operation clearly stated?

43.2 MANUALS

- I. Is there a section of the OM Part A in which the policy and guidance for operational control has been collected for the guidance of flight crews and dispatchers?
- II. Are the topics listed on this job aid adequately covered?
- III. (Is the applicable section of the OM Part A readily available to dispatchers and flight crews while they perform their duties?)
- IV. Is the copy of the operator's OM Part A that is available to dispatchers or flight crews current?

43.3 ORIGINAL RELEASE

- I. Are the conditions clearly stated under which a flight may and may not be dispatched?
- II. Are the conditions stated under which a flight must be re-routed, delayed, or cancelled?
- III. Does the flight release contain all required elements?
- IV. Are limitations required in the remarks of the release?
- V. Is a written copy of weather reports and forecasts (including
- VI. PIREPs) and NOTAMs attached to the release and provided to the flight crew?

43.4 RESPONSIBILITY FOR PRE-DEPARTURE FUNCTIONS

- I. Are the responsibility and procedures for accomplishing the following functions clearly specified?
- II. Crew assignment?
- III. Load planning
- IV. Flight planning
- V. Release of the aircraft from maintenance
- VI. Control of MEL and CDL limitations
- VII. Weight and balance
- VIII. Have adequate procedures for crosschecking and verifying these activities been established?
- IX. Is each of these procedures effective?
- X. What means has the operator established for the PIC and dispatcher to ensure that each of these functions has been satisfactorily accomplished before the aircraft departs?

43.5 DISPATCHER BRIEFING

- I. How do the operator's procedures provide for briefing of the PIC by the dispatcher?
- II. Is the minimum content of the briefing specified and adequate?

43.6 DUAL RESPONSIBILITY

- I. How are the signatures of both the PIC and the dispatcher on the dispatch release accomplished?
- II. Is the PIC's obligation to operate the flight according to the release, or to obtain an amended release, clearly stated?

43.7 FLIGHT-FOLLOWING

- I. Are the dispatcher's flight-following requirements and procedures clearly stated?
- II. Is policy and guidance provided to flight crews and dispatchers for
- III. monitoring fuel en route?
- IV. Are flight crew reporting requirements and procedures clearly stated?
- V. Are there specified procedures for dispatchers to follow when a required report is not received?
- VI. Is a record of communication made and retained?

43.8 INABILITY TO PROCEED AS RELEASED

- I. Is a policy stated concerning the PIC's latitude to deviate from a dispatch release without obtaining a new release?
- II. Is there specific and adequate direction and guidance to PICs and dispatchers for the actions to take when a flight cannot be completed as planned (such as destinations or alternates below minimums, runways closed or restricted)?
- III. Are there procedures to follow in case of diversion or holding specifically
- IV. and clearly stated?

43.9 WEATHER

- I. Does the operator obtain weather reports from an approved source?
- II. Are procedures for making flight movement forecasts clearly specified?
- III. Are those individuals authorized to make a flight movement forecast clearly specified? Are other individuals specifically prohibited from making flight movement
- IV. forecasts?
- V. Does the operator have an adverse weather system?
- VI. Does the operator have adequate procedures for providing the latest available weather reports and forecasts to flight crews while the flight is en route?
- VII. Does the operator have adequate procedures for updating weather information when the aircraft is delayed on the ground?

43.10 WEATHER MINIMUMS

- I. Is release under VFR authorized by CAC?
- II. If so, has the forecast and actual weather allowed VFR flight to destination on those flights so released?
- III. Have turbojet aircraft been released under VFR?
- IV. Are IFR departure minimums authorized by CAC?
- V. When flights are released with the departure airport below landing minimums, are takeoff alternates named on the dispatch release?
- VI. Are destination weather minimums authorized by CAC?
- VII. Weather minimums for "high minimums" captains followed?
- VIII. When a flight is released to a destination below CAT I minimums, is that airplane type authorized at CAT II or CAT III operations at that location?
- IX. When destination alternates are required, are they named on the dispatch release?
- X. Is the weather at the named alternate airport equal or better than that required by regulation?
- XI. Is "marginal" defined for the designation of two alternates on the dispatch release?
- XII. Are two alternates designated when required?
- XIII. Are dispatchers made aware of these limitations before dispatching a flight?
- XIV. Do weather forecasts from the trip records show that these limits have been

complied with for dispatch?

43.11 SELECTION OF ALTERNATES

- I. Is policy, direction, and guidance provided for the selection of alternates?
- II. Is terrain and engine-out performance considered in the alternate selection?

43.12 NOTAMS

Is the required NOTAM information provided (Class I, Class II, and Local)?

43.13 INFORMATION

- I. What provisions does the operator make for supplying airport and navigation information?
- II. What means does the operator use to comply with the requirement for an airport data system? Is it adequate?
- III. Are flight crews provided with written flight plans for monitoring flight progress and fuel burn?
- IV. How does the operator provide data to dispatchers on takeoff and landing minimums at each airport?
- V. Do dispatchers have immediate access to such data?
- VI. Are provisions made for nonstandard operations, such as inoperative centerline lighting?

43.14 FUEL

- I. Are all the required increments of fuel provided (start and taxi, takeoff to arrival at destination, approach and landing, missed approach, alternate fuel, 45 minutes of reserve, and contingency fuel)?
- II. Are the operator's policies concerning contingency fuel adequate for the environment in which operations are conducted?
- III. Are there minimum fuel procedures specified for both dispatchers and PICs?
- IV. When aircraft are dispatched without an alternate, is adequate contingency fuel carried for un-forecast winds, terminal area delays, runway closures, and contingencies?

43.15 EMERGENCY PROCEDURES

Are emergency action procedures and check lists published and readily available for the following emergencies?

- a. In-flight Emergency
- b. Crash
- c. Overdue or missing aircraft
- d. Bomb threat
- e. Hijacking

43.16 CHANGEOVER PROCEDURES

Is an adequate overlap provided for the dispatcher being released to brief the oncoming dispatcher on the situation?

43.17 TRIP RECORDS

- I. Are the required trip records carried to destination?
- II. Are trip records retained for 30 days?

43.18 DISPATCHER QUALIFICATION GUIDE

The following areas should be inspected and the observation found, should be written down for report making on Dispatcher Qualification Inspection:

43.19 QUALIFIED DISPATCHERS

- I. Are all dispatchers certified?
- II. Have all dispatchers successfully completed a competency check within the eligibility period?
- III. Have all dispatchers completed route familiarization within the preceding 12 calendar months?
- IV. How does the operator ensure that dispatchers are currently familiar with the areas in which they work?

43.20 KNOWLEDGE OF WEATHER

- I. Are dispatchers knowledgeable about the following weather conditions?
- II. Surface (fronts, fog, low ceilings, etc.)
- III. Upper air (troposphere, jet streams)
- IV. Turbulence (pressure and temperature gradients)
- V. Severe (low-level windshear, microburst, icing, thunderstorms)
- VI. Can dispatchers read a terminal report, forecast accurately, and interpret the meanings?
- VII. Can dispatchers read various weather depiction charts and interpret the meanings?
- VIII. Can dispatchers read upper-air charts and interpret the meanings?
- IX. Can dispatchers read upper-air charts and interpret the meanings?

43.21 KNOWLEDGE OF THE AREA

- I. Do dispatchers immediately recognize the airport identifiers for the airports in the area in which they are working?
- II. Are dispatchers generally familiar with the airports in the area in which they are working (number and length of runways, available approaches, general location, elevation, surface temperature limitations)?
- III. Are dispatchers aware of which airports, in the areas in which they are working, are special airports, and why?
- IV. Are dispatchers aware of the terrain surrounding the airports in the areas in which they are working?
- V. Are dispatchers aware of dominant weather patterns and seasonal variations of weather in the area?
- VI. Are dispatchers aware of route segments limited by drift-down?
- VII. Are dispatchers aware of dominant weather patterns and seasonal variations of weather in the area?
- VIII. Are dispatchers aware of route segments limited by drift-down?
- IX. Are dispatchers aware of route segments limited by drift-down?

43.22 KNOWLEDGE OF AIRCRAFT USED

- I. Are dispatchers aware of the general performance characteristics of each airplane with which they are working (such as average hourly fuel burn, holding fuel, engine-out, drift-down height, effect of an additional 50 knots of wind)?
- II. 4,000-foot lower altitude, crosswind limits, maximum take off and landing weights, required runway lengths)?
- III. Can dispatchers read and explain all the items on the operator's flight plan?

43.23 KNOWLEDGE OF POLICY

- I. Are dispatchers knowledgeable of the Ops Specs, particularly such items as authorized minimums?
- II. Are dispatchers aware of the policies and provisions of the operator's Manual as discussed under policies and procedures?

43.24 KNOWLEDGE OF RESPONSIBILITIES

- I. Are dispatchers knowledgeable of their responsibilities under 'Air Crew Regulation SUBPART L approved by the Minister of Territorial Administration and Infrastructure of the Republic of Armenia order number 3N dated 11th FEB 2022' (such as briefing PIC; cancelling, rescheduling, or

diverting for safety; in-flight monitoring; in-flight notification to PIC)?

- II. Are dispatchers knowledgeable of their responsibilities under the Operator's Manual?
- III. Are dispatchers aware of their obligations to declare emergencies?

43.25 PROFICIENCY

- I. Are dispatchers competent in the performance of their assigned duties?
- II. Are dispatchers alert for potential hazards?

43.26 DUTY TIME

Are the regulatory duty time requirements being complied with?

43.27 SUPERVISORS

- I. Are supervisors qualified and current as dispatchers?
- II. Are competency checks appropriate, thorough, and rigorous?

43.28 DISPATCH FACILITIES AND SUPPORT GUIDE

- I. The following areas should be inspected and the observation found, should be written down for report making on Dispatch Facilities and Support Inspection:
 - II. PHYSICAL
 - III. Is enough space provided for the number of people working in the dispatch center?
 - IV. Are the temperature, lighting, and noise levels conducive to effective
 - V. human performance?
 - VI. Is access to the facility controlled?

43.29 INFORMATION

- I. Are dispatchers supplied with all the information they require (such as flight status, maintenance status, load, weather, facilities?)
- II. Is the information effectively disseminated and displayed? Can information be quickly and accurately located without overloading the dispatcher?
- III. Are real-time weather displays available for adverse weather avoidance?

43.30 DUAL RESPONSIBILITY

- I. Can a dispatcher establish rapid and reliable radio communications (voice or ACARS) with the captain when a flight is parked at the gate?
- II. How much time does it take to deliver a message to an en route flight and get a response?
- III. Are direct-voice radio communications available at all locations?
- IV. Are they reliable? If communications facilities are shared with other airlines, does traffic congestion preclude rapid contact with a flight?
- V. If hub-and-spoke operations are conducted, are there adequate communication facilities available to contact and deliver a message to all arriving flights within a
- VI. 15-minute period?
- VII. Are backup communications links available in case of a failure of the primary links?

43.31 MANAGEMENT

- I. Has overall responsibility for operations in progress been assigned to one individual who can coordinate the activities of all the dispatchers?
- II. Have procedures been established for coordinating with central flow control?
- III. Have adequate internal communications links been established?

43.32 WORKLOAD

- I. What method does the operator use to show compliance with the requirement to assign enough dispatchers during periods of normal operations and periods of non- routine operations?
- II. Are the operator’s methods adequate?
- III. Do dispatchers have enough time to perform both dispatch and flight-following duties in a reasonable manner?

AIR OPERATOR’S OPERATIONS CONTROL CENTRE DIAGRAM IS SHOWN BELOW:

