APPROVED CHECK DISPATCHER MANUAL

2ND EDITION

Revised November 2011
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MANUEL DU RÉGULATEUR VÉRIFICATEUR AGRÉÉ
FOREWORD

This manual contains the standards, policies, procedures and guidelines that pertain to the Approved Check Dispatcher (ACD) program and is published for use by Transport Canada Inspectors, Air and Private Operator Company Check Dispatchers (CCDs) and Contracted Approved Check Dispatchers (CACDs).

CCDs and CACDs are approved by the person with the appropriate delegated authority under the Director, National Operations or under the Regional Director, Civil Aviation, as appropriate, and are authorized to conduct Dispatcher Competency Checks (DCC) on behalf of Transport Canada.

When performing their duties, CCDs and CACDs are first and foremost acting as delegates of the Minister according to subsection 4.3(1) of the Aeronautics Act thus it is imperative that the policies and procedures specified in this manual be adhered to.

Transport Canada Inspectors will also abide by the policies and procedures specified for the approval and monitoring of ACDs as well as the conduct of DCCs.

Original signed by

Jacqueline Booth
A/ Director, Standards
Civil Aviation
Transport Canada
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**RECORD OF BULLETINS**

Bulletins are issued from time to time to communicate procedural changes that occur within the year and that need to be implemented in a timely manner. These bulletins will be distributed by electronic means and may be printed on contrasting paper such as blue paper. The pages are to be inserted at the beginning of the corresponding chapter where easy reference can be made. Bulletins will remain in effect until cancelled or integrated into the ACD manual at the subsequent revision cycle. It is the responsibility of the air operator to ensure all bulletins are read, understood and distributed to the appropriate personnel in a timely manner.

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**NOTE:** THE OPERATIONAL CONTROL INSPECTION REPORT HAS BEEN REMOVED FROM THIS MANUAL. IT IS AVAILABLE ONLINE AND IN TP 3783 AIR CARRIER INSPECTOR MANUAL AS WELL AS TP 14216 INSPECTOR QUICK GUIDE FOR APPROVALS & INSPECTIONS OF OPERATIONAL CONTROL SYSTEMS.
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DEFINITIONS

5802 file number means a number that is assigned by Transport Canada to holders of civil aviation licenses and certificates.

5258 file number means a number that is assigned by Transport Canada to civil aviation air operators.

ACD means Approved Check Dispatcher and can be a Company Check Dispatcher (CCD), or Contracted Approved Check Dispatcher (CACD).

ACD Monitor means the passive observance by a TC Inspector of the manner in which an ACD conducts a competency check, assesses the results and processes the necessary documentation.

Aircraft Operating Manual (AOM) means a Pilot’s Operating Manual, a Pilot’s Operating Handbook, a Flight Crew Operating Manual or a manual established by the air operator for the use and guidance of flight dispatchers in the operations of its aircraft.

Authorized person means a person who is delegated the authority to conduct annual competency checks and by signing the dispatcher certificate validates that certificate as per CASS 725.124(21)(i).

Conduct means to take an active role in all phases of a competency check, including pre-flight preparation, the briefing, the control and pace of the various sequences, the assessment of the competency check candidate’s performance, the debriefing, and completion of required documents including certification of the candidate’s certificate.

Issuing authority means the person with the appropriate delegated authority under the Director, National Operations or under the Regional Director, Civil Aviation, as appropriate.

Competency check means a check conducted in accordance with CAR subsection 705.110(1) and CASS paragraph 725.124(21)(i).

METAR means an aviation meteorology hourly report for a specific airport or aerodrome.

NACIS means National Aviation Company Information System and is the database that is maintained to validate and control DCCs and the status of all issued ACD authorities.

Nominee means a person nominated by an air operator as a candidate for CCD or CACD approval by TC.

Air Operator means the holder of an air operator certificate or a private operator certificate.

POI means Principal Operations Inspector and is a Transport Canada Civil Aviation Inspector responsible for the oversight of an air operator.
Professional suitability means a demonstrated willingness to work cooperatively with Transport Canada to uphold the principles of aviation safety.

Qualified personnel designate persons that meet the requirements of this manual to act as ACDs.

Simulated Events means a document that governs the events presented to candidates during the conduct of a competency check. The simulation provides questions and scenarios for the execution of mandatory items.

SOPs means approved Standard Operating Procedures established by an air operator, which enable a dispatcher to plan aircraft operations within the limitations specified in the Aircraft Flight Manual.

TAF (TAFOR) means an aviation meteorology forecast for a specific airport or aerodrome.

TC Inspector means a Transport Canada Inspector who works in the Commercial and Business Aviation (CBA) or National Operations Branch and is authorized to conduct competency checks and monitors.

Vital action means an action that must be taken by the dispatcher to alleviate a situation that could jeopardize safety of flight. The action must be taken in a timely manner consistent with the CARs and Company Operations Manual.
ACRONYMS

For the purposes of this Transport Canada publication, the following acronyms apply.

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Definition</th>
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<td>ACD</td>
<td>Approved Check Dispatcher</td>
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<td>ACI</td>
<td>Air Carrier Inspector</td>
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<tr>
<td>AFM</td>
<td>Aircraft Flight Manual</td>
</tr>
<tr>
<td>AIM</td>
<td>Aeronautical Information Manual</td>
</tr>
<tr>
<td>AIRMET</td>
<td>Airmen's Meteorological Information</td>
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<tr>
<td>AOM</td>
<td>Aircraft Operating Manual</td>
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<tr>
<td>ATC</td>
<td>Air Traffic Control</td>
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<tr>
<td>CACD</td>
<td>Contracted Approved Check Dispatcher</td>
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<tr>
<td>CAD</td>
<td>Canadian Aviation Document</td>
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<tr>
<td>CAP</td>
<td>Canada Air Pilot</td>
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<tr>
<td>CAR</td>
<td>Canadian Aviation Regulation</td>
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<tr>
<td>CASS</td>
<td>Commercial Air Service Standards</td>
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<tr>
<td>CBA</td>
<td>Commercial and Business Aviation</td>
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<tr>
<td>CCD</td>
<td>Company Check Dispatcher</td>
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<tr>
<td>CFS</td>
<td>Canada Flight Supplement</td>
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<tr>
<td>COM</td>
<td>Company Operations Manual</td>
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<tr>
<td>DCC</td>
<td>Dispatch Competency Check</td>
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<td>FA</td>
<td>Area Forecast</td>
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<td>GFA</td>
<td>Graphical Area Forecast</td>
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<tr>
<td>MEL</td>
<td>Minimum Equipment List</td>
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<tr>
<td>NACIS</td>
<td>National Aviation Company Information System</td>
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<tr>
<td>NOTAM</td>
<td>Notice To Airmen</td>
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<tr>
<td>OJT</td>
<td>On the Job Training</td>
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<tr>
<td>PIREP</td>
<td>Pilot Report</td>
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<tr>
<td>POI</td>
<td>Principal Operations Inspector</td>
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<tr>
<td>RNAV</td>
<td>Area Navigation</td>
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<tr>
<td>RVSM</td>
<td>Reduced Vertical Separation Minimum</td>
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<tr>
<td>SIGMET</td>
<td>Significant Meteorology</td>
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<tr>
<td>SMS</td>
<td>Safety Management System</td>
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<tr>
<td>SOP</td>
<td>Standard Operating Procedures</td>
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<tr>
<td>TATC</td>
<td>Transportation Appeal Tribunal of Canada</td>
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<tr>
<td>TC</td>
<td>Transport Canada</td>
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<td>USA</td>
<td>United States of America</td>
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PART 1 GENERAL ADMINISTRATION
CHAPTER 1: APPROVED CHECK DISPATCHER PROGRAM

1.1 PROGRAM DESCRIPTION

1.1.1 The Approved Check Dispatcher (ACD) program allows an air or private operator (hereafter referred to as “operator”) the opportunity to develop and maintain a program of competency checks independent of the availability of Transport Canada Civil Aviation Inspectors (hereafter referred to as TC Inspectors).

1.1.2 The ACD program consists of Company Check Dispatchers (CCDs), or Contracted Approved Check Dispatchers (CACDs), who may be delegated the authority to conduct competency checks on behalf of the Minister.

1.1.3 To make application for a CCD, an air operator must have a satisfactory safety record and have in place satisfactory programs for training and record keeping.

1.1.4 The number of ACDs (CCDs and CACDs) and their conduct of competency checks are closely monitored by and at the option of Transport Canada. A TC Inspector may conduct any of the competency checks referred to in this manual and a TC Inspector may monitor any ACD conducting any competency check.

1.1.5 Competency checks conducted outside Canada by TC Inspectors will be subject to cost recovery as per the existing policy on Cost Recovery for Regulatory Services Provided Outside Canada.

1.2 COMPANY CHECK DISPATCHER (CCD)

1.2.1 A Company Check Dispatcher (CCD) is an employee of an air operator who exercises operational control for that air operator and who maintains a high degree of competency for which the CCD will be engaged in performing competency checks.

1.2.2 A CCD must not conduct a competency check on personnel from another company.

1.2.3 Although a CCD is the holder of a Delegation of Authority, a CCD requires the authority of the air operator to do a competency check on behalf of the Minister.

1.2.4 Companies employing CCDs assume responsibility to ensure that the CCD’s authority is valid before scheduling them to conduct a competency check. In addition to this, an air operator is required to maintain records pertaining to the CCD’s competency check activity. These requirements are specified in section 7.1.

1.2.5 CCD qualifications, initial requirements, currency requirements and the process for obtaining the required approvals are specified in Chapter 3 of this manual.
1.3 CONTRACT CCD

1.3.1 An air operator (hereafter referred to as the contracting air operator) may employ the services of a CCD from a company providing operational control when authorized to do so by the issuing authority. This is referred to as a Contracted Approved Check Dispatcher (CACD) and may be authorized to conduct Dispatch Competency Checks (DCCs) on dispatchers for the contracted company.

1.3.2 The air operator for whom the CCD works (hereafter referred to as the sponsoring air operator) must agree with the appointment and, where a CACD application is submitted, sign the appropriate section of the Application Form. The contracting air operator will retain the responsibilities specified in subsection 1.2.4 for the CCD’s contract activity.

1.4 AUTHORIZED PERSONS

1.4.1 The Authorized Person is to annotate a flight dispatcher’s certificate thus allowing the dispatcher to exercise the privileges of their certificate immediately upon meeting all associated requirements of CASS 725.124(21).

1.5 CONFLICT OF INTEREST

1.5.1 Conflict of Interest is defined as any relationship that might influence an ACD to act, either knowingly or unknowingly, in a manner that does not hold the safety of the traveling public as the primary and highest priority.

1.5.2 All ACDs are held to be in a “perceived conflict of interest” in that they are simultaneously employees (regular or contract) of the company and delegates of the Minister when performing their checking duties. To avoid a “real conflict of interest”, it is imperative that ACDs strictly adhere to the policy and guidelines contained in this manual. Lack of adherence to the manual may result in a suspension or cancellation of an ACD’s delegation.

1.5.3 When conducting DCCs for an air operator, the following are examples (not exhaustive) of situations that could be considered as possible conflict of interest between the ACD and his delegated authority:

(a) level of the ACD’s financial interest in the company;
(b) the ACD’s direct involvement in company ownership;
(c) the ACD owning a substantial number of voting shares of the company;
(d) the ACD’s level of involvement with a union or association;
(e) the relationship between the ACD and the competency check candidate;
(f) the ACD having family ties with company owners; and
(g) any privileges or favors which could bias the ACD’s ability to conduct his or her duties.
1.5.4 In order to determine whether a candidate’s conflict of interest is real or perceived, each candidate must declare on their resume (which must be attached to their application form) any conflict of interest of which they have knowledge and must be prepared to discuss at each annual monitor thereafter, any change to their status in this regard. Furthermore, a company must periodically review the status of each CCD to ensure that they are not in any conflict of interest. The results of this review must be recorded in the CCD’s file.

1.5.5 Should any ACD come into a situation that they feel might constitute a “real conflict of interest”, a full report of the circumstances must be immediately submitted to the issuing authority for review.

1.5.6 The final authority for deciding whether there is any conflict of interest that might affect the ACD’s ability to conduct competency checks in an impartial manner rests with the issuing authority. Interest in a company will not automatically disqualify a candidate from receiving ACD authority. The approving authority will assess every case with consideration given to all circumstances involved.

1.5.7 It must be stressed that any effort by an air operator to influence or obstruct an ACD in the course of fulfilling their obligations to the Minister will result in the forfeiture by the air operator of the privilege of employing ACDs. The validity of any competency checks performed by the affected ACD will be revoked.
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CHAPTER 2: ACD DELEGATION POLICY AND AUTHORITIES

2.1 **ACD DELEGATION POLICY**

2.1.1 The issuing authority may delegate ACD authority to qualified personnel.

2.1.2 Under the *Aeronautics Act*, ACDs are holders of a Canadian Aviation Document (CAD) by virtue of the authority delegated to them. This authority is in the form of a Delegation of Authority Form (Appendix B) issued to the ACD authorizing ACD duties subject to the conditions listed therein. ACDs must be constantly aware that they perform their checking duties as delegates of the Minister according to section 4.3(1) of the *Aeronautics Act*.

2.2 **ACD AUTHORITIES**

2.2.1 ACDs may be authorized to conduct a DCC where applicable for a Type A or Type B operational control system as indicated in the following table:

<table>
<thead>
<tr>
<th>Type “A” or “B” Operational Control System</th>
<th>DCC (initial, upgrade, recurrent)</th>
<th>DCC (recurrent only)</th>
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2.2.2 An ACD’s authority may be restricted to recurrent DCCs by Transport Canada or upon the air operator’s request.

2.3 **LIMITS OF AUTHORITY FOR ACDS WHILE CONDUCTING DCCS**

2.3.1 An ACD may conduct a re-test of a failed DCC provided TC is informed. A second re-test of a failed DCC must be conducted or monitored by a TC Inspector.

2.3.2 An ACD who is a CCD may conduct a DCC on a company executive or Chief Dispatcher/Supervisor.

2.3.3 An ACD must not conduct a DCC on a candidate to whom he has given the majority of the initial training, or the OJT.

2.3.4 An ACD may conduct both the recurrent training and recurrent competency check on the same candidate with prior approval from the issuing authority for justified reasons. In each case, the written justification must also be placed on the candidate’s file for each occurrence, for...
inspection and audit purposes. If an ACD has conducted both recurrent training and a recurrent competency check, the next recurrent DCC must be conducted by a different ACD, or if none is available, a TC Inspector.

2.4 INVALID ACD AUTHORITY

2.4.1 An ACD’s privileges will be invalid when:

(a) the ACD’s flight dispatcher certificate has expired or becomes invalid;
(b) the ACD’s annual monitor has not been performed by a TC Inspector.

2.5 ADMINISTRATIVE REVOCATION OF AN ACD AUTHORITY

2.5.1 The Issuing Authority must issue a Letter of Revocation (Appendix G) to an ACD where:

(a) an air operator advises Transport Canada that the authority is no longer required; or
(b) Transport Canada determines that an ACD authority is no longer required.

It is intended that this provision be exercised only where revocation of the ACD authority is non-contentious.

2.6 SUSPENSION OR CANCELLATION OF THE ACD AUTHORITY

2.6.1 The Minister may withdraw an ACD’s authority by suspending or canceling his ACD Delegation of Authority pursuant to subsection 7.1(1) of the Aeronautics Act.

2.6.2 The issuing authority may withdraw an ACD’s authority if evidence shows that the ACD:

(a) ceases to meet the qualifications necessary for issuance of the document or no longer complies with the conditions subject to which the document was issued;
(b) at any time, acted in a manner which is in contravention of any of the requirements contained in this manual;
(c) placed a personal interest, or the interest of the company, ahead of the interest of the traveling public;
(d) required instruction to maintain the required standards or to follow proper procedures;
(e) fraudulently used ACD authority or has acted in any other way that would discredit the Minister;
(f) breached the Aeronautics Act or Canadian Aviation Regulations;
(g) exercised poor judgment in assessing candidates performance in relation to the standards; or
(h) demonstrated to a TC Inspector during the course of a competency check, monitor, or inspection that he no longer meets TC standards and that holding an ACD authority is therefore no longer in the public interest.
The ACD will be informed of the outcome verbally upon completion of the monitor if problems occur.

2.6.3 When it has been alleged that any ACD has acted in a manner specified in 2.6.2, the issuing authority must, prior to making a final decision in the matter, ensure:

(a) a comprehensive report from an Inspector who has investigated the matter has been submitted for consideration; and

(b) the ACD and where applicable, the company in question, have been given a formal opportunity to respond to the allegations, either verbally or in writing.

2.6.4 A “Delegation of Authority” as an ACD is a Canadian Aviation Document (CAD). The power to suspend, cancel or refuse to renew a CAD is set out in the Aeronautics Act, as amended.

The four distinct grounds for the above powers are as follows:

(a) suspend or cancel for contravention of any provision in Part 1 of the Act or the regulations made under the Act [e.g. the Canadian Aviation Regulations (CARs)];

(b) suspend on the grounds that an immediate threat to aviation safety exists or is likely to occur;

(c) suspend, cancel, refuse to renew or refuse to issue on the grounds of:
   (i) incompetence;
   (ii) ceasing to meet the qualifications or to fulfill the conditions of issuance of the document; or
   (iii) public interest reasons.

(d) suspend or refuse to renew for failure to pay monetary penalties for which the Tribunal has issued a certificate of non-payment.

If the decision of the Issuing Authority is to suspend, cancel or refuse to issue the ACD’s authority, a notice of suspension, cancellation or refusal to issue will be issued directly to the individual ACD as per section 7.1(1)(b) or (c) of the Aeronautics Act. ACDs are entitled to procedural safeguards, under the Aeronautics Act, including recourse to the Transportation Appeals Tribunal of Canada (TATC). The document holder has the right to request a review of the Minister’s decisions, to suspend, cancel, or refuse to issue or renew a CAD, by the Transportation Appeal Tribunal of Canada (TATC).

The TATC may be contacted at:

Transportation Appeal Tribunal of Canada
333 Laurier Avenue West
12th Floor, Room 1201
Ottawa, ON
K1A 0N5
Tel.: (613) 990-6906
Fax: (613) 990-9153
cattac@smtp.gc.ca
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CHAPTER 3: ACD QUALIFICATIONS & AUTHORITY
APPLICATION PROCEDURES

3.1 ACD NOMINEE QUALIFICATIONS

3.1.1 The ACD nominee must:

(a) Hold a valid flight dispatcher certificate issued by the air operator;

(b) Have a minimum of twelve (12) months experience as a flight dispatcher, at least six of which is with the current air operator;

(c) Demonstrate satisfactory knowledge of the contents and interpretation of the following publications:
   (i) CAR/CASS part VI & VII:
       – 602 Operations and Flight Rules;
       – 700 General (duty time limits, etc.);
       – 604, 704 and/or 705, as applicable;
       – 624, 724 and/or 725, as applicable.
   (ii) Approved Check Dispatcher Manual;
   (iii) Company Flight Dispatch Manual, including SOPs;
   (iv) Canada Air Pilot (CAP) and equivalent foreign publication, as applicable;
   (v) Canada Flight Supplement and foreign national AIP, as applicable;
   (vi) Aeronautical Information Manual (AIM) Canada; and
   (vii) Air operator’s COM, Operating Certificate and Operations Specifications, SOPs and AOM(s), as applicable.

(d) Demonstrate a thorough knowledge of the air operator’s Company Operations Manual, Operations Specifications, SOPs and applicable Aircraft Flight and Operations Manuals;

(e) Demonstrate a thorough knowledge of applicable Company SMS policies and procedures, including:
   (i) Company safety policy;
   (ii) Voluntary and non-punitive reporting program;
   (iii) Incident and accident reporting; and
   (iv) Emergency response.

(f) Be proficient on each area of the operational control system that the nominee seeks check authority (example: domestic, international or the combination of both);

(g) Have successfully completed all recurrent training within the preceding 12 months;

(h) Demonstrate a knowledge and ability to conduct, on a suitable candidate, a Dispatcher Competency Check on the sections of the dispatch system for which he has been nominated. The demonstration will be monitored and assessed by an Inspector.
3.2 CACD NOMINEE QUALIFICATIONS

3.2.1 A Contracted Approved Check Dispatcher may be employed as an air operator’s Check Dispatcher provided all conditions of section 3.1.1 are met, with the following exceptions or additional provisions:

(a) The check dispatcher has a minimum of twelve (12) months experience as a flight dispatcher, at least six of which while exercising operational control with the said air operator;
(b) The check dispatcher must complete all requirements of the air operator’s specific training program;
(c) The check dispatcher must be trained and certified to the standard outlined in CASS 725.124(21);
(d) The competency of each contracted flight dispatcher to exercise operational control on behalf of the contractor must be certified by an authorized person from the contractor, and the performance of all certified flight dispatchers must be subjected to monitoring by Transport Canada-Civil Aviation; and
(e) Be thoroughly familiar with the contracting air operator’s applicable SMS policies and procedures concerning:
   (i) Incident and accident reporting; and
   (ii) Emergency response.
(f) The check dispatcher must be familiar with the contracting air operator’s Operations Manual, Operations Specifications, SOPs and applicable Aircraft Flight and Operations Manuals.

3.3 CURRENCY REQUIREMENTS

3.3.1 A Check Flight Dispatcher must hold a valid flight dispatcher certificate. Dispatcher certificates are valid until the first day of the 13th month following the month in which the competency check was completed.

3.3.2 Currency requirements for Check Flight Dispatcher having been inactive for more than 90 days or more than 12 months must complete the requalification requirements of CASS 725.124 outlining 90 day or 12 month inactive status.

3.4 SUBMITTING THE ACD APPLICATION FORM

3.4.1 The ACD Application Form can be found in Appendix A. The completed nomination form should be submitted to the person with the appropriate delegated authority under the Director, National Operations or under the Regional Director, Civil Aviation with the following supporting documentation attached:
(a) a résumé outlining:

(i) the candidate’s background, training, qualifications and experience, including previous competency check or supervisory experience;

(ii) justification for any deviations from the qualifications and experience requirements specified in section 3.1 or 3.2 of this manual, if any; and

(iii) declaration of any interest in the company or other condition that could result in a conflict of interest. Interest in a company will not automatically disqualify a nominee from receiving Check Flight Dispatcher authority. The approving authority will assess every case with consideration given to all circumstances involved.

(b) where ACD training has been completed, a copy of the ACD course certificate(s) which shows completion of both the theoretical and practical portions of an ACD course, including the date of course completion.

3.4.2 The ACD Application Form must be signed by the ACD nominee and by the following persons:

(a) for a CCD nominee, by the Operations Manager of the air operator seeking approval for the CCD (sponsoring air operator). Where the CCD nominee is the Operations Manager, the application form must be signed by a senior company executive;

(b) for a CACD nominee, by the Operations Manager of the air operator wishing to use the services of the Contract CCD (the contracting air operator) and the air operator for whom the Contract CCD is employed as a CCD (the sponsoring air operator).

3.5 REVISIONS TO THE ACD AUTHORITY

3.5.1 If a revision to an existing ACD Delegation of Authority is required, the air operator must submit the following to the issuing authority:

(a) where the request is for an additional authority, an ACD Application Form containing only the additional information pertaining to additional authority;

(b) where the request is for removal of an authority, written notification identifying the ACD and detailing the authorities to be removed.

*The application forms submitted in paragraphs (a) and (b) must have the “revision” box checked and the application must be signed and submitted in the same manner as the initial application.*

3.5.2 The approval process for requested revisions is specified in section 5.2.
CHAPTER 4: TRANSPORT CANADA APPROVAL PROCEDURES

4.1 ACD APPLICATION FORM REVIEW

4.1.1 The appropriate Transport Canada office will, upon receipt of the ACD Application Form, confirm that the ACD nominee:

(a) is acceptable in terms of experience and competency; and
(b) meets the qualifications requirements set out in this manual, or that any deviation is justified and acceptable.

The issuing authority may approve a nominee not meeting all of the stated requirements. Justification provided in the ACD nominee’s resume (that accompanies the application form) is considered in making this determination.

4.1.2 Where an air operator is requesting CCD authority, the issuing authority will verify the requirement for a CCD considering:

(a) the number of flight dispatchers employed by the air operator;
(b) the location of the air operator’s operational control office(s);
(c) the type and variety of the operational control system; and
(d) the number of CCDS already employed by the air operator (where applicable).

4.1.3 TC will also verify the air operator’s safety record and performance related to training and record keeping as required by subsection 1.1.3.

4.1.4 TC will contact the air operator to arrange a meeting between the ACD nominee and a TC Inspector for an initial appointment briefing.

4.2 TC INSPECTOR BRIEFING FOR INITIAL APPOINTMENT

4.2.1 A TC Inspector will brief, examine and de-brief the ACD nominee on the following topics:

(a) procedures and techniques associated with conducting a competency check;
(b) techniques and standards used in the assessment and evaluation of a competency check;
(c) briefing and debriefing procedures and requirements;
(d) completion of the competency check reports; and
(e) the contents and interpretation of the following publications as applicable to the type of competency checks to be undertaken:
   (i) CAR/CASS part VI & VII:
      – 602 Operations and Flight Rules;
      – 700 General (duty time limits, etc.);
604, 704 and/or 705, as applicable;
624, 724 and/or 725, as applicable.

(ii) Approved Check Dispatcher Manual;
(iii) Company Flight Dispatch Manual, including SOPs;
(iv) Canada Air Pilot (CAP) and equivalent foreign publication, as applicable;
(v) Canada Flight Supplement and foreign national AIP, as applicable;
(vi) Aeronautical Information Manual (AIM) Canada; and
(vii) Air operator’s COM, Operating Certificate and Operations Specifications, SOPs, AOM(s) and SMS policies and procedures, as applicable.

4.3 INITIAL ACD MONITOR

4.3.1 A TC Inspector must monitor a CCD nominee as they conduct a DCC in the air operator’s operational control facility for which approval is sought. This must be done for initial applicants as well as ACDs seeking additional authority privileges as outlined in section 2.2 of this manual.

4.3.2 During the ACD monitor referred to in subsection 4.3.1, the Check Dispatcher nominee must demonstrate the knowledge, ability and personal suitability to act as an ACD by conducting the appropriate competency check specified on the ACD Application Form.

4.3.3 Competency checks conducted during an initial ACD monitor must be on normal line dispatchers and not on other ACDs or dispatch training instructors.

4.3.4 Subject to subsection 4.3.6, where an air operator has separated functional areas within the operational control facility (operational control segregated by fleet type, geographical areas, etc.), the ACD nominee seeking multiple authorities for additional functional areas must demonstrate the ability to conduct a competency check on at least one of the areas for which ACD approval is requested.

4.3.5 The functional area chosen for the initial ACD monitor will be at the discretion of TC. If there are large differences in the characteristics of these areas for which ACD authority is being sought, or if TC has any concerns pertaining to the ACD’s ability to conduct DCCs on these other areas, a monitor may be required in each functional area.

4.3.6 Upon successful completion of the initial ACD monitor(s), the TC Inspector will sign the appropriate competency check report and attach a copy of the ACD Monitor Report(s) (Appendix E) to the ACD Application Form.
4.4 ACD APPLICATION APPROVAL

4.4.1 Based on the nominee's qualifications, experience and demonstrated ability, the Inspector must complete the recommendation block on the ACD Application Form.

4.4.2 Where the ACD nominee is considered satisfactory, the Inspector must indicate this by checking the "Yes" box. In addition to this, the Inspector must also recommend that the ACD authority be issued as requested, or alternatively as a limited authority (DCC recurrent only) by checking the appropriate box.

4.4.3 The issuing authority must then complete the approval block of the application form and where the candidate is successful, issue an ACD Delegation of Authority (Appendix B) in accordance with Chapter 5.
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5.1 ISSUANCE OF THE ACD DELEGATION OF AUTHORITY

5.1.1 Once the ACD nominee has met all applicable requirements, the issuing authority must issue an ACD Delegation of Authority, a sample of which is found in Appendix B.

5.1.2 The ACD Delegation of Authority will indicate the following:
   
   (a) the Type of ACD approval (Type A or B);
   (b) the category of ACD approval (CCD, CACD), including where applicable, the name of the air operator for whom the ACD is authorized to conduct competency checks;
   (c) the specific authority granted, including:
      (i) DCC (initial, upgrade, recurrent); and
      (ii) DCC (specific functional areas),
   (d) the CARs subpart under which the ACD is authorized to conduct competency checks;
   (e) the functional areas if applicable upon which the ACD is authorized to conduct competency checks;
   (f) the conditions of issuance;
   (g) validity; and
   (h) the approval and signature of the issuing authority.

5.1.3 The issuing authority must then ensure that the required ACD information has been entered into NACIS and that the following have been placed in the appropriate file:

   (a) a copy of the ACD Application Form, including attachments as applicable;
   (b) the ACD course certificate if applicable has been completed;
   (c) the ACD Monitor Report Appendix E; and
   (d) the ACD Delegation of Authority.

5.2 REVISIONS TO AN ACD DELEGATION OF AUTHORITY

5.2.1 The issuing authority must determine whether the revision request submitted as required by subsection 3.5.1 is warranted and verify the nominee’s qualifications.
5.2.2 When the applicant has met all requirements, a revised ACD Delegation of Authority must be issued. The revised approval must be annotated “This approval supersedes and cancels the approval dated (previous approval date).”

5.2.3 The issuing authority must then ensure that the necessary changes have been entered into NACIS and that the following have been placed in the appropriate file:

(a) a copy of the ACD Application Form, including attachments if applicable; and
(b) a copy of the new ACD Delegation of Authority.
CHAPTER 6: TRANSPORT CANADA ACD OVERSIGHT PROGRAM

6.1 ACD DISPATCH COMPETENCY CHECK CONDUCTED BY A TC INSPECTOR

6.1.1 Where an air operator uses only one ACD, his DCC must be carried out by a TC Inspector no later than the first day of the thirteenth month following the month in which the last DCC was completed. The validity period ends at 23h59 local on that first day of the month. It must be noted that by reference to CASS 725.124(21)(i), this check is different than an ACD monitor and must be treated as such. An ACD Dispatch Competency Check and a monitor must be done on two different operating shifts.

6.1.2 During the conduct of the DCC, the TC Inspector may ask questions to verify the level of knowledge and competence of the candidate in order to evaluate him in his ability to perform duties as a dispatcher. The TC Inspector will use form 26-0730 (found in Appendix C) or if the air operator has a similar tailored form, that one can be used.

6.2 RECURRENT ACD MONITOR CONDUCTED BY A TC INSPECTOR

6.2.1 The purpose of recurrent monitoring is to verify a uniform standard is applied during the conduct of DCCs, the application of performance standards and the method of evaluating a candidate’s skills. To that end, ACD monitors must take place during DCCs conducted on regular line dispatchers and not on another ACD or supervisory/training dispatchers.

6.2.2 In accordance with subsection 11.1.1, TC Inspectors will conduct annual monitors on all ACDs no later than the first day of the thirteenth month following the month in which the last monitor was completed. The validity period ends at 23h59 local on that first day of the month.

6.2.3 Provided an ACD is authorized to conduct DCCs on more than one functional area, the selection of which must be at the discretion of the TC Inspector. If there are large differences in the characteristics of the functional areas for which ACD authority is held, or if TC has any concerns pertaining to the ACD’s ability to exercise operational control, a DCC may be required for each functional area.

6.3 ACD MONITOR PROCEDURES

6.3.1 The TC Inspector and ACD must meet prior to the competency check to establish the sequence of procedures to be demonstrated and to delineate the extent of the TC Inspector’s input.
6.3.2 During an ACD monitor, the TC Inspector must ensure that:

(a) the ACD’s competency check reports are complete, accurate and meaningful;

(b) where applicable, the ACD’s administrative procedures in regards to the issuance of a certificate are in conformance with requirements specified in CASS 725.124;

(c) the ACD’s competency check covers the required sequences as per the appropriate DCC schedule located in the CASS;

(d) the ACD’s conduct of competency checks is fair and in conformance with the standards and procedures described in this manual and in Company SOPs; and

(e) the ACD is acting within the limits of his authority.

Requirements of this subsection are also checked during inspections and audits.

6.3.3 Upon completion of the competency check portion of the ACD monitor, the TC Inspector and ACD must meet privately to reach an agreement on the results of the check and the items to be covered in the debriefing. Where a disagreement exists between the evaluations of the TC Inspector and ACD, the TC Inspector’s evaluation must take precedence and be used in the debriefing.

6.3.4 After each ACD monitor, TC Inspectors must complete an ACD Monitor Report. A copy of this form can be found in Appendix E.

6.3.5 TC Inspectors must ensure that a copy of the ACD Monitor Report is provided to the air operator and a copy placed on the ACD’s TC regional file. An electronic copy must also be sent to the Inspector, Operational Control (AARTF) at Headquarters in Ottawa via email.

6.3.6 The issuing authority must ensure that the ACD’s electronic files located within NACIS are updated with the latest ACD monitor report date.

6.3.7 During recurrent ACD monitors, the TC Inspector must also review the air operator’s utilization of ACDs.
CHAPTER 7: AIR OPERATOR RESPONSIBILITIES

7.1  AIR OPERATOR’S RECORDS

7.1.1  It is the air operator’s responsibility to ensure a CCD’s authority is valid before scheduling them to conduct a competency check. To aid in this responsibility, an air operator must maintain records to show:

(a) the last date that a monitor had been completed on the ACD;
(b) a list of the competency checks conducted by the CCD.

7.1.2  All CCD records are to be maintained for at least three years and must be made readily available to TC for inspection and auditing purposes.

This section also applies to an air operator who has sponsored a CACD.

7.1.3  The air operator is responsible to ensure ACD manual bulletins are read, understood and distributed to its appropriate operations personnel in a timely manner.

7.2  AIR OPERATOR’S NOTIFICATION RESPONSIBILITIES

7.2.1  An air operator must advise Transport Canada when a CCD is no longer employed by the Company or will not be required to perform CCD duties during the coming 24 months.

7.2.2  It is the air operator’s responsibility to submit to the Transport Canada office concerned a formal written request to have every ACD monitored annually before their expiry date. The request should be submitted to arrive at least thirty (30) days prior to the proposed date of the monitor. Upon reception of the request, Transport Canada will coordinate with the air operator and agree on a common date. In the absence of another method, the form in Appendix D should be used. The proposed date of the monitor can be up to ninety (90) days prior to the expiry date of the current one. The same procedure applies for ACD DCC validity.

7.2.3  If the air operator anticipates a delay or problem with the scheduled monitor referred to in 7.2.2, contact should be made as soon as possible with the Transport Canada office concerned to make an alternate appointment.

7.2.4  The original of all competency check reports must be submitted to the person with the appropriate delegated authority under the Director, National Operations or under the Regional Director, Civil Aviation, as appropriate, as soon as practicable after the competency check is completed.
7.3 SIMULATED EVENTS

7.3.1 Simulated events must be developed by the ACD in accordance with CASS 725.124(21)(i) and the air operator’s policies and procedures. They must never account for more than 25% of the competency check, unless they are in addition to the actual operating shift. Under no circumstances will a DCC be entirely based on simulation. The developed scenario questions must be available for TC inspection when requested.
CHAPTER 8: CONDUCT OF COMPETENCY CHECKS

8.1 GENERAL

8.1.1 ACDs must refrain from teaching or briefing the candidate on the correct completion of an exercise or from taking any action that will prompt the candidate to take a specific action.

8.1.2 The ACD’s attitude during the pre DCC briefing can greatly affect the outcome of the check. Competency checks may induce tension and feelings of apprehension in even the most experienced dispatchers. The ACD should attempt to reduce apprehension and create an environment in which a true demonstration of ability can be established. It is important to always be respectful of the candidate. ACDs should conduct themselves in a professional manner and avoid adding to the stress of the check.

8.1.3 In order to minimize sources of stress and distraction during a DCC or an ACD monitor, personnel involved with the competency check should be restricted to the following individuals:

(a) designated dispatcher;
(b) designated TC Inspector(s) or ACD conducting the DCC;
(c) designated TC Inspector monitoring the ACD on a competency check;
(d) ACD under training, approved at the discretion of the TC Inspector or ACD.

8.2 PRE COMPETENCY CHECK BRIEFING

8.2.1 A pre DCC briefing to the candidate is required. It must be sufficiently detailed to avoid failure due to the candidate’s misunderstanding of standards or limitations expected by the ACD.

8.2.2 The briefing for a competency check conducted must include where applicable:

(a) the mandatory items to be demonstrated during the competency check (to include weather simulated/actual, icing, emergencies, etc.) as indicated in CASS 725.124(21)(i);

*For the purpose of the competency check, the weather will be predicted for the day of operation. Candidates must be advised that simulated weather at or below the weather minima for specific simulated operations can be used.*

(b) the probable duration of the competency check;
(c) any restrictions or limits imposed during the check (performance, weather, use of SOPs during emergencies, etc.);
(d) the manner in which simulated emergencies will be introduced by the ACD. All such events are to be presented within scenarios;
(e) the role of the ACD in regard to dispatcher duties if the candidate requests assistance from other flight dispatchers;
(f) radio procedures and any flight planning considerations;

(g) the candidate is required to demonstrate any normal or emergency procedure applicable to the aircraft. The candidate’s technical performance will be assessed in accordance with the:

(i) aircraft flight manual, aircraft operating manual or pilot operating handbook;

(ii) CAR & CASS Part VI and VII;

(iii) air operator’s operations manual;

(iv) air operator’s SOPs;

(v) aircraft MEL; and

(vi) runway analysis.

(vii) applicable SMS policies and procedures, including non-punitive safety reporting, incident and accident reporting and emergency response.

(h) the candidate will be expected to respond to any event and carry out any required emergency procedure in the manner specified in the appropriate company guidance document (AOM, SOPs, etc.);

(i) in the event a real emergency occurs, the dispatcher will assume control and respond as per the air operator’s SOPs.

8.3 DOCUMENTATION TO BE VERIFIED BEFORE A COMPETENCY CHECK

8.3.1 Prior to commencing a competency check, the ACD will examine and verify the validity of the following:

(a) Dispatcher’s certificate;

(b) Dispatcher’s radio license;

(c) Dispatcher’s training file; and

(d) Initial or recurrent training, including the familiarization flight, has been completed.

It is imperative that the ACD ascertains all training has been completed and that relevant documents are valid prior to performing the DCC. To assist in this, the RECOMMENDATION FOR COMPETENCY CHECK report must be filled out and signed prior to the check by the Manager of operational control or the chief dispatcher, as appropriate. The ACD will then co-sign the form and proceed with the DCC after he is satisfied that the information has been verified. The form in Appendix H must be used.

8.3.2 Except where company procedures have been established and accepted by Transport Canada, a DCC will not be conducted if certification documents are not presented, are invalid, or if the company has failed to provide all relevant training for the candidate as specified in the air operator’s approved training program. This would include a re-check following a failure.
8.3.3 Notwithstanding CASS 725.124(21)(i), all recurrent training, including the familiarization flight, must be completed before the first day of the thirteenth month following the month in which the training was completed per CAR 705.113(1).

8.3.4 Per CAR 705.113(5), The Minister may extend the validity period of a pilot proficiency check, a Flight Dispatcher competency check, a line check or any training by up to 60 days where the Minister is of the opinion that aviation safety is not likely to be affected.

8.4 DISPATCH COMPETENCY CHECK PROCEDURES

8.4.1 The role of the ACD conducting a DCC is to observe a normal operating shift of eight (8) hours. It is understood that not all items on the check may actually occur in the span of this time. In order to complement the unobserved items, the ACD is expected to complete the check through scenarios, simulated events or questioning. When doing so, care must be exercised so as not to overload the flight dispatcher with the performance of his regular duties.

8.4.2 A DCC will be terminated during any sequence that, in the ACD’s opinion if allowed to continue, may jeopardize the safety of a flight or a series of flights, or if the ACD judges further training will definitely be required in order to meet the standard. The DCC will be assessed as unsatisfactory when:

(a) any single item receives a rating of “(1)”;  
(b) a total of five ratings of “(2)” are achieved during the course of the same DCC.

The shift is allowed to proceed as OJT at the ACD’s discretion and with the agreement of the flight dispatcher, provided the ACD is a training dispatcher (see section 9.1.8 for a complete description). By doing so, this procedure must not be accounted for in the remedial training process for the re-test.

8.4.3 Although the ACD is not permitted to teach or coach during the competency check, normal feedback is allowed in the case where no other dispatcher is available, provided no prompting is made. This would be similar to an exchange of information between two dispatchers working on the same shift.

8.5 POST COMPETENCY CHECK DEBRIEFING PROCEDURES

8.5.1 A debriefing is required following every DCC. ACDs should conduct the debriefing in a positive, non-confrontational manner and highlight the strengths and weaknesses of the candidate. The debriefing should promote learning and increase the knowledge and confidence of the candidate. Debriefings should be comprehensive and of reasonable length corresponding to the performance.
8.5.2 As soon as the ACD knows the outcome of the DCC, he or she should advise the candidate accordingly. Some empathy and discretion may be required for unsatisfactory assessments. The following items are mandatory to debrief after every competency check:

(a) any items assessed as either “(1)” or “(2)”;
(b) anything written on the DCC Report; and
(c) anything the ACD considers being a safety issue.

8.5.3 The ACD should highlight strengths and reward good performance during their debriefings. While it is sometimes easier to concentrate on the negative, the debriefing will have more impact if good performance is recognized and candidates complimented. This will often set a positive tone for the debriefing and open the candidate’s mind to suggestions where their performance can improve.

8.5.4 During the debrief for a passed DCC, the ACD’s role is to facilitate discussion and bring out those issues that lead to errors or poor performance. Normally, technical errors have a root cause in issues such as workload management, situational awareness, communication, decision-making, monitoring and feedback, conflict resolution and team performance. Therefore, the identification of and discussion of the root causes will help the candidate avoid these errors in the future.

8.5.5 Inform the candidate(s) when the debrief is complete and ask if there are questions concerning the conduct of the competency check or other related topics.

8.5.6 When a failure occurs, debrief the candidate on the reason for the failure and, where applicable, on the administrative suspension procedures that will follow including the candidate’s rights to appeal the assessment to the TATC. In the event of an unsatisfactory performance, the ACD must advise the flight dispatcher of the following:

(a) the right to appeal the assessment to the Transportation Appeal Tribunal of Canada (TATC) within 30 days;
(b) the re-test will be very similar to the original and may be conducted by either the same ACD, a Transport Canada Inspector or another ACD;
(c) the ACD must provide a copy of the DCC Report to the candidate; and
(d) where applicable and if known, any company-specific procedures to be followed.

Remember, the wording of remarks to support a “2” must not describe performance that would warrant a failure. A mark of 1 (below standard) describes the appropriate item or items that resulted in an assessment of fail. See section 10.2 for rating scale.
CHAPTER 9: COMPETENCY CHECK ASSESSMENTS

9.1 INSTRUCTIONS

9.1.1 The ACD will assess all DCCs using the 4-point rating scale found in Chapter 10 of this manual. The standards specified in the guides are not exhaustive and they do not define all common errors. ACDs must apply their knowledge and experience in conjunction with the rating definitions to arrive at an assessment.

9.1.2 It is neither feasible to develop the definitive book of examples of (1) to (4) for every DCC exercise, nor would it be practical. However, it is possible to examine each sequence of a competency check and test its validity against the definition for each rating. By applying this test to all exercises, standardization can be achieved in competency check assessments. Each sequence of the competency check, including any errors or mistakes, must be evaluated against established performance criteria.

9.1.3 Common errors and rating assessments are described by a variety of adjectives. Terms such as (un) acceptable, (un) satisfactory, timely, safe, minor, slight, brief, lack, inadequate and excessive are used to describe the candidate’s performance. It is difficult to objectively define these adjectives; however, the dictionary definition may be used to provide amplification of meaning and thereby standardization in application. Terms such as (in) complete, (in) correct, exceed and failure are more finite and may be objectively described by referring to the appropriate regulation, AFM or company procedure.

9.1.4 In order for a competency check to receive a general assessment of “Failed”, at least one item must be assessed as “1”. A DCC with a maximum number of four “2” must receive a General Assessment of “Pass”, however a total of five “2”s will receive an unsatisfactory assessment.

9.1.5 During a competency check, a sequence may involve duties and/or responsibilities of a dispatcher other than the controlling dispatcher. Such a sequence that is rated as “1” for the controlling dispatcher may be as a result of inappropriate action on the part of the non-controlling dispatcher (i.e. the dispatcher providing misinformation). The “1” rating may be valid provided the controlling dispatcher has not confirmed the accuracy of the information.

9.1.6 When an ACD determines that a dispatcher has failed during the course of a DCC, the competency check must be immediately terminated. ACDs and candidates should keep in mind that it is not the ACD who fails the candidate, but rather it is the candidate whose performance on that day has not met the minimum standards needed to safely exercise the privileges of his certificate.

9.1.7 It is possible that the failure could be for a sequence of events earlier in the competency check and that the ACD has only made the unsatisfactory evaluation based on further observation.

9.1.8 Where the situation in section 9.1.6 occurs during a competency check and the ACD is a training dispatcher, the time remaining in the DCC may be used for training provided that:
(a) the candidate is advised at the time of failure and agrees with continuing as a training session;

(b) no other dispatchers are being monitored or evaluated;

(c) upon completion of the training session the candidate is debriefed on the reason for failure and where applicable, on the administrative suspension procedures that will follow including the candidate’s rights to appeal the assessment to the TATC; and

(d) the ACD completes the DCC report assessed as “failed”, submits the original to Transport Canada and follows the procedures for DCC suspension listed in subsection 9.2.1.

Note: The responsibility for the remainder of the shift will fall under the ACD until relieved by the next qualified flight dispatcher as the candidate has failed the competency check.

9.2 DCC ADMINISTRATIVE SUSPENSION PROCEDURES

9.2.1 The ACD must carry out the following administrative procedures after a failure of a DCC by:

(a) notifying the manager of dispatch and/or Operations Manager of failed items and recommendations as to corrective action;

(b) ensuring that grades and evaluation of the failed competency check are recorded in the individual’s training and competency check records. A DCC report shall be completed for each competency check, including any terminated during shift, or before all exercises were completed. The candidate is to be provided with a copy of the report;

(c) immediately notifying the Transport Canada Principal Operations Inspector (POI), the person with the appropriate delegated authority under the Director, National Operations or under the Regional Director, Civil Aviation, that the dispatcher has not met the standards for a DCC. If unable to reach any of these TC officials via telephone, a voice message, an email or a facsimile is considered to be an acceptable means of notification. A copy of the DCC report will be sent to Transport Canada for references purposes.

9.2.2 A Transport Canada Inspector must carry out the following administrative procedures after failure of a DCC:

(a) notifying the manager of Dispatch and/or Operations Manager of failed items and recommendations as to corrective action;

(b) ensuring that grades and evaluation of the failed competency check are recorded in the individual’s training and competency check records. A DCC report shall be completed for each competency check, including any terminated during shift, or before all exercises were completed. The candidate is to be provided with a copy of the report.

9.2.3 Following a DCC failure, a Transport Canada Inspector must issue a Notice of Suspension (form 26-0363) pursuant to subsection 7.1(1) of the Aeronautics Act and include the following information:
(a) name of candidate with address (same as on the certificate);
(b) candidate’s 5802 file number;
(c) date of competency check when it occurred;
(d) specify that the candidate no longer meets the required standards for a DCC and the reasons why;
(e) indicate that the candidate’s certificate is hereby suspended;
(f) specify conditions of re-instatement (i.e. conduct of a satisfactory DCC);
(g) where the form requests an address to which the suspended document is to be returned to, indicate “not applicable”;
(h) specify the date (30 calendar days from the date of the issuance of the suspension) when the candidate’s request for a review by the Tribunal must be received. The candidate should be verbally briefed on his right for a hearing at the Tribunal; and
(i) sign and date the document.

9.3 CHARACTERISTICS OF EVALUATION

An evaluation may become useless if certain criteria are not respected. The following five characteristics, if used carefully when conducting a Competency Check, will result in an accurate and effective form of evaluation.

9.3.1 Reliability

Reliability ensures consistent results. As applied to the competency check, this would mean that two identical performances should result in the same score. Human factors can have a significant effect on reliability. Some of these factors are:

(a) **Fatigue:** insufficient sleep or rest prior to the competency check;
(b) **Emotions:** work or home personal problems;
(c) **Health:** cold or flu, etc.
(d) **Time of Day:** very early in the morning, or late in the day;
(e) **Distractions:** noise, interruptions, etc.

The ACD should be conscious of these factors and attempt to reduce as many variables as possible. He may recognize some of these factors as a reason for some lack of accuracy in the candidate’s performance. The ACD should also be aware that his/her ability to accurately assess the candidate’s performance could be affected by these same factors.

Another factor that may affect the reliability of an evaluation is to allow learning to take place during the check. It must be emphasized that testing for the purpose of certification must remain clearly removed from teaching. For example, if worded improperly, questions may lead the candidate to the correct answer. If given a second or third attempt, the candidate may finally answer adequately because of the repeated practice. For this reason, a scenario will not be repeated unless one of the following conditions applies:
(a) **Discontinuance**: Discontinuance of a scenario for valid reasons such as emergency, mechanical, diversion, weather issue or other procedure necessary to modify the original plan;

(b) **Misunderstood Request**: A legitimate instance when a candidate does not understand an ACD’s request to perform a specific task. A candidate’s failure to know the requirements of a specified request is not grounds for repeating a task.

(c) **Other Factors**: Any condition where the ACD was distracted to the point that the candidate’s performance of the task (telephone & radio calls, interruption from another department, etc.) could not adequately be observed.

These provisions have been made in the interest of fairness and safety and do not mean that instruction, practice, or the repeating of an item or task unacceptably demonstrated, are permitted during the evaluation process.

9.3.2 Validity

Competency Checks are valid if they measure what they are supposed to measure and nothing else. Assessment of items must remain within the bounds of the appropriate DCC and the guidelines provided in this manual. The scope of the DCC must be such that when candidates pass, they have met the required standards for the issuance of the certificate or its renewal.

9.3.3 Comprehensive

A DCC is comprehensive if it contains a sample of all course material and measures each area of skill and knowledge required to ensure the skill requirements are met.

9.3.4 Discrimination

During the conduct of a DCC, discrimination enables the ACD to detect different levels of achievement among candidates. Discrimination separates standard performance from above and below standard performance. A 1-4 marking scale is designed to reveal how candidates perform and allows for a greater degree of discrimination than one that simply distinguishes between pass and fail.

9.3.5 Objectivity

Objectivity ensures the ACD’s personal opinions will not affect the outcome or assessment of the competency check. Marks awarded must be made in accordance with the applicable DCC criteria. Despite the fact that ACDs must strive to remain objective, competency checks may be marked to some degree on a subjective basis when the ACD is an experienced dispatcher, has sound and adequate background knowledge of the evaluation process and has the expertise to accurately assess candidates without prejudice.
9.4 EVALUATION ERRORS

In order to test effectively, the ACD requires not only a sound knowledge of the characteristics of evaluation, but also a firm understanding of the possible errors that can occur throughout the evaluation process. Errors in evaluation fall into several categories.

9.4.1 Personal Bias Error

Personal bias is indicated by a tendency of an ACD to rate candidates or a particular group of candidates the same.

9.4.2 Central Tendency Errors

Central tendency errors are indicated by a tendency to rate all or most candidates as average. The ACD feels that the performance of most candidates is not as good as it should be and therefore underscores a candidate’s good performance. On the other hand, the ACD is reluctant to cope with the possible emotional response of a candidate. It results in padded or inflated assessments of poor performance. This error may also occur because an ACD does not want to put effort into making a decision. An average mark is easier to make.

9.4.3 Generosity Errors

Generosity errors are indicated by a tendency to rate all individuals at the high end of the scale and are probably the most common type of personal bias. This could be caused by an ACD’s desire to be known as a nice person.

9.4.4 Severity Errors

In this case, all or most candidates are graded at the low end of the marking scale. The ACD may feel that the published standards are too low and score the test against their own set of standards. This type of ACD feels that few people can do as well as they can.

9.4.5 Halo Effect

This occurs when an ACD’s impression of a candidate is allowed to influence the assessment of performance. Halo error can result in rating an applicant too high or too low. One form of halo error is the error of leniency. Leniency has its source in an examiner’s likes, dislikes, opinions, prejudices, moods and political or community influence of people. For example, when testing a friend, acquaintance, or high profile individual, an ACD may give undeservedly high marks or, conversely the error of stereotype.
9.4.6 Stereotype

As with the error of leniency, the error of stereotype has its source in likes, dislikes, opinions, prejudices, etc. In this case however, an ACD may allow personal opinion or prejudice to influence the assessment of the candidate and award undeservedly low marks.

9.4.7 Logical Error

Logical error occurs when an ACD assumes that a high degree of ability in one area means a similar degree of competence in another. This is especially true if more than one item being assessed is similar or related. A good mark on one or two items does not mean the candidate is also qualified on all. The full competency check must be completed and marked.

9.4.8 Error of Narrow Criterion

This may occur when an ACD has more than one candidate to evaluate. The ACD may, under this condition, rate each applicant against the others within the group instead of against the standards. If the group to be tested is above average, a candidate who is of average ability may be awarded an undeservedly low mark. If the group of candidates to be tested is below average, then a candidate who performs the best within this group may be awarded a higher assessment than actually deserved.

9.4.9 Error of Delayed Grading

Should a delay occur in awarding the assessment for an item, there might be a tendency to award average marks due to the lack of information and/or poor recall. By not making an assessment immediately after the event, the ACD may award assessments based upon an overall impression of the competency check. This results in an erroneous assessment and a DCC Report that is of little value to the training system.

9.4.10 Standards Error

All the errors we have discussed result in a standards error. However, if an ACD is not thoroughly familiar with established performance criteria, as outlined in this manual, it is virtually impossible to conduct an evaluation to that standard. While these errors are presented here on paper in a clear and obvious way, under the actual conduct of a DCC, this is not always so. Normally it is a combination of two or more of the errors and clear and obvious is not an apparent trait. Therefore, the ACD must be aware of these errors and consciously prevent such errors from entering, in any degree, into the assessment of competency checks they conduct to ensure the validity of the marks they award.
CHAPTER 10: ASSESSMENT STANDARDS

10.1 GENERAL

10.1.1 Competency checks are conducted/monitored to assess the effectiveness and standard of the air operator’s training system and to qualify dispatchers for operational control.

10.1.2 The competency check will be conducted in accordance with:

(a) the standards described in this chapter;
(b) other TC documents such as the CARs, CASS, CAP, CFS; and
(c) air operator documents such as the COM, AOM and SOPs.

10.1.3 The DCC will be documented on the Competency Check Report (Appendix C).

10.1.4 Each item of the competency check must receive an assessment, and must be graded according to the assessment standards and rating definitions of section 10.2. The appropriate rating for each exercise must be recorded on the competency check report and any sequence graded “2” or “1” requires a narrative in the comments section of the report.

10.1.5 Most sections in this Chapter include a list of common errors that may affect the rating of a sequence. ACDs must use the wording of the appropriate common error where applicable.

10.2 RATING SCALE

10.2.1 Each air operator can develop their own rating scale(s) which will be described in the air operator’s approved Dispatch Manual. To provide an example of a possible rating system, a four-point scale will be described. This example should not be taken as limiting possible intervals to a four-point scale, nor should the terminology used herein be seen as limiting. The rating scale and associated criteria are included here to provide a familiar comparative reference with that contained in this manual. With appropriate scale construction and evaluator training, air operators may elect to define other scales that maximize the quality (sensitivity, reliability, validity) of the collected data. When applying the 4-point scale, an ACD will award the mark that best describes the weakest element(s) applicable to the candidate’s performance. Comments to support marks of 1 or 2 should link to a safety issue, technical performance criteria, approved techniques or procedures, and/or non-technical skills. The grades in an example four-point scale are described below. The table in Appendix M can also be used as a guide.

10.2.2 Above Standard or Excellent (4)

(a) Performance, procedure or task remains well within specified performance criteria. Non-technical skills contribute effectively towards the desired outcome. All potential threats received proper consideration. Errors, if any, are inconsequential or immediately corrected.
In this example, a sequence must be rated **Above Standard** or **Excellent (4)** where:

(i) Organization is structured, precise and methodical;
(ii) Technical knowledge generally exceeds the level required for safe and efficient operation;
(iii) Very good cooperation skills ensure effective teamwork and coordination at all times;
(iv) Leadership and managerial skills contribute to top team performance;
(v) Behavior indicates continuous vigilance and highly accurate situational awareness;
(vi) Decision-making skills provide for timely decisions using all available information that lead to the safest and most efficient outcome.

10.2.3 **Standard (3)**

(a) Minor deviations may occur from specified performance criteria while overall performance, procedure or task remains within prescribed limits. Non-technical skills are generally effective in assisting technical performance. Potential threats tend to generate due consideration. Errors, if any, are identified and corrected in a timely manner.

(b) In this example, a sequence must be rated **Standard (3)** where:

(i) Organization is positive and generally done in a methodical way;
(ii) Technical knowledge meets the required level of competency for safe and efficient operation;
(iii) Good cooperation skills assist in effective teamwork and coordination;
(iv) Leadership and managerial skills contribute to good team performance;
(v) Behavior indicates that situational awareness is maintained;
(vi) Decision-making skills provide for timely decisions aimed at safe and effective outcomes.

10.2.4 **Basic Standard** or **Satisfactory (2)**

(a) Deviations from specified performance criteria occur, which may include excursions from prescribed tolerances or a major error, but are recognized and corrected within an acceptable timeframe. Non-technical skills may be contributing to sub-standard technical performance. Consideration to relevant threats may not be fully adequate. Errors are poorly managed but do not jeopardize safety of flights.

(b) In this example, a sequence must be rated **Basic Standard** or **Satisfactory (2)** where:

(i) Organization is performed with limited proficiency and/or includes brief uncoordinated actions;
(ii) Technical knowledge reveals limited competency and/or depth of knowledge with respect to applicable regulatory requirements, SOPs, and/or aircraft systems, limitations and performance characteristics;
(iii) Cooperation skills undermine effective teamwork and coordination;
(iv) Leadership and managerial skills allow for deviations from procedures and/or poor team performance;
(v) Behavior indicates lapses in situational awareness that are identified and corrected by the team;
(vi) Decision-making skills do not consistently generate decisions providing a safe and efficient outcome.

10.2.5 **Below Standard or Unsatisfactory (1)**

(a) Unacceptable deviations from specified performance criteria occur, which may include excursions from prescribed tolerances or procedures which are not recognized or corrected within an acceptable timeframe. Non-technical skills detract from overall technical performance. Mismanagement of potential threats and/or errors compromises safety of flights.

(b) In this example, a sequence must be rated **Below Standard or Unsatisfactory (1)** where:

(i) Organization is uncoordinated, includes uncorrected or excessive deviations, or leads to an undesired situation;

(ii) Technical knowledge reveals unacceptable levels of technical competency and/or depth of knowledge with respect to applicable regulatory requirements, SOPs, and/or aircraft systems, limitations and performance characteristics;

(iii) Poor cooperation skills contribute to unresolved conflicts or lead to an unacceptable level of team coordination;

(iv) Leadership and managerial skills are counterproductive and ineffective to good team performance unless continuously challenged or prompted by other team members;

(v) Behavior indicates lapses in situational awareness that are not identified and corrected by the team;

(vi) Decision-making skills are inadequate and may lead to decisions jeopardizing safety of flights.

10.3 **TOLERANCES**

10.3.1 The tolerances for a competency check must be respected by all ACDs. Each candidate must demonstrate operational control is maintained by:

(a) planning flights safely, legally, and within reasonable time frame;

(b) providing accurate and timely flight watch;

(c) advising flights of required changes in flight plans in a timely manner;

(d) assessing MEL items at the pre planning stage and during flight watch;

(e) assessing weather accurately and effectively.
(f) simulating the Emergency Response procedures in accordance with the Company’s documented procedures; and

(g) reporting of safety related issues in accordance with the Company’s safety reporting procedures.

10.3.2 These criteria assume no unusual circumstances or conditions and may require allowances for momentary variations. Such things as weather, delays in communication due to the remote location of certain facilities, or simulated malfunction may modify the exact rating definition and tolerances to be applied during a particular sequence of events.

10.4 DISPATCHER COMPETENCY CHECK – GENERAL

Note: While written for the DCC, many of the assessment standards discussed in this section apply to the monitoring of the authorized person conducting a DCC.

10.4.1 To evaluate the overall technical proficiency, communications skills, leadership and situational awareness of dispatchers with respect to normal and abnormal procedures, ACDs must closely observe their performance. To evaluate specific items listed in the CASS, the competency check must be conducted in a manner that enables the dispatcher to demonstrate knowledge and skill with respect to such things as dispatcher decision making, flight planning, aircraft performance, flight systems and communication.

10.4.2 When assessing normal procedures, the ACD must ensure dispatchers demonstrate adequate knowledge of the company SOPs and aircraft performances and systems to confirm their ability to properly use and plan flights.

10.4.3 The dispatcher must demonstrate use of as many of the air operator’s approved Standard Operating Procedures, normal and emergency procedures as are necessary to confirm that the dispatcher has the knowledge and ability to properly plan and exercise operational control.

10.4.4 Sections 10.5 to 10.8 describe the phases to be completed during a DCC, as appropriate, for the type of operational control system. A list of some common errors that may be observed during a monitor or DCC is provided, where applicable.

10.5 PLANNING MONITORING AND INSPECTION

10.5.1 Flight Planning

Flight Planning is a major part of the dispatchers’ function. The dispatcher must demonstrate adequate knowledge of the company’s SOPs and AFM, including aircraft performance charts, to effectively plan a flight. The competency check for flight dispatcher in CASS paragraph 725.124(21)(i) gives a list of items to be covered during the check. The list is a minimum and may be expanded at the air operator’s discretion. The following is a suggested list of check items during competency check of a flight dispatcher. Some but not all areas to monitor or inspect are:
(a) the dispatcher’s awareness and use of proper charts and manuals;
(b) the dispatcher’s knowledge of the flight planning hardware and software is adequate for the intended operation;
(c) the dispatcher’s knowledge of, or competency in, the interpretation of performance charts;
(d) the dispatcher is able to check for deviations in the conditions that may affect a flight;
(e) the dispatcher is able to determine applicable NOTAM information for a flight;
(f) the dispatcher is able to demonstrate adequate flight watch and/or flight following; and
(g) the dispatcher is able to determine that the fuel load is adequate for the intended flight.

10.5.2 Shift Turn Over

The oncoming flight dispatcher must ensure he is briefed on the following by the departing flight dispatcher:

(a) the overall weather affecting the areas of operation;
(b) weather at departure/alternate/arrival and enroute airports under the dispatcher’s jurisdiction and on any other system or route limitation that may affect a flight;
(c) PIREPS from flights during the previous shift;
(d) NOTAM information affecting operations;
(e) any known significant MEL/CDL items on aircraft that are/will be under the dispatcher’s jurisdiction; and
(f) any additional items that may affect the safety of flights under the dispatcher’s jurisdiction such as any abnormal incident that may have occurred during the previous shift.

10.5.3 Briefing Documentation

The flight dispatcher accepting a shift assignment must receive a briefing by the outgoing flight dispatcher with reference to the following documentation. This material must be current and relevant to the aircraft and geographical environment over which the incoming flight dispatcher is to preside.

(a) Flight Planning system and dispatch monitoring;
(b) 500 hPa Analysis;
(c) High/Low Level Significant Weather Chart;
(d) Surface Analysis Chart;
(e) NOTAMS;
(f) Graphical Area Forecast / Area Forecast (USA if applicable);
(g) METAR/TAF for all sector origin/destinations and alternate airports;
(h) PIREPs, Sigmets & Airmets;
(i) Aircraft Flight Manuals and operating manuals, as required;
(j) Minimum Equipment Lists, as required;
(k) Operational Restrictions in effect;
(l) Dispatch Shift Log information, as appropriate; and
(m) Aeronautical publications, as required.

10.5.4 Briefing

A flight dispatcher’s briefing conducted at shift changeover must consist of a thorough explanation of the following categories:

(a) Weather details;
(b) NOTAM information for destination airports and alternate airports;
(c) Aircraft serviceability Minimum Equipment List limitation;
(d) Performance considerations, routine and irregular operations; and
(e) Flight Dispatch Bulletins and Notices affecting technical and administrative duties.

Some common errors that may affect the assessment briefings and briefing documentation are:

(a) Assumption of shift incomplete;
(b) Weather briefing not provided or relieving dispatcher did not become familiar with weather prior to taking over shift;
(c) NOTAM information not obtained or not provided;
(d) MEL items not provided or incorrect information regarding MEL items;
(e) Take-off weights calculated incorrectly (for instance, pressure correction not calculated or calculated in error, wind component used but not shown on flight plan or calculated in error);
(f) Dispatcher log items not discussed or requested by relieving dispatcher; and
(g) Relieving dispatcher did not check for new company bulletins or notices prior to shift take over.

10.5.5 During Shift

The ACD should check the flight dispatcher’s ability to monitor and perform the following minimum activation procedures upon shift take over. These procedures must include, but are not limited to, the following:

(a) Exercise flight watch during the shift. Flight watch consists of monitoring weather, NOTAMS and relay of any valuable safety information to the flight crew members;
(b) The flight dispatcher’s ability to efficiently use Jeppesen, Canada Air Pilot, and/or company route charts with minimum reference to the legend;
The flight dispatcher’s ability to quickly calculate the fuel to alternates from the flight plan during enroute or emergency situations;

The flight dispatcher’s ability to thoroughly check the runway limitation requirements under prevailing conditions;

Review the Flight Dispatch Bulletin/Notice and Memo books;

Enter information in the dispatcher log as required;

Review all MEL items as required, ensuring relevant conditions and procedures have been complied with;

Review planned flights, confirming flight watch status, planned alternates and additional fuel;

Review NOTAMs for route of flights, destinations, diversions and alternates;

Review all relevant METAR’s and TAFOR’s;

Review all GFA (graphical area forecasts), FA’s (area forecasts), AIRMETs, SIGMETS, PIREPs and other relevant meteorological information.

Some common errors that may affect the assessment of briefings and briefing documentation are:

Dispatcher did not regularly check hourly weather;

Dispatcher was unable to calculate re-clearance in a timely manner;

Dispatcher did not calculate take-off performance correctly;

Dispatcher did not review alternates for potential amendments;

Dispatcher did not advise flight crews of relevant changes in a timely manner;

Dispatcher not being pro-active with regards to operations.

10.5.6 Dispatcher General Knowledge

The ACD should verify the flight dispatcher’s general knowledge of Transport Canada and the air operator’s policies and regulations. The following are some areas that can be observed or questions asked to the dispatcher during a DCC:

The dispatcher has knowledge of abnormal operations (example: fuel calculations for gear down operations, landing distances for anti-skid inoperative, etc.);

The dispatcher knows the conditions requiring specific paperwork/authorization from Transport Canada or the air operator, etc.;

The dispatcher has a good working knowledge of Transport Canada and the air operator’s emergency procedures;

The dispatcher is familiar with the documents required for off line operations, government requirements or unscheduled landings (example: customs’ special procedures, handling of contracting agencies at unscheduled airports, etc.);

The dispatcher knows where to find data for airports at unscheduled landings (where it is found in the Canada Air Pilot, company charts, etc.).
(f) during flight planning, the dispatcher is able to recognize and take corrective action when a RNAV/RVSM routing is selected that does not satisfy the aircraft’s equipment;

(g) the dispatcher demonstrates the ability to apply MEL operational restrictions;

(h) the dispatcher checks the accuracy of entered data;

(i) the dispatcher demonstrates knowledge of his responsibilities within the SMS, including safety reporting requirements and emergency response plan responsibilities.

10.5.7 Additional items to be checked by an ACD or observed during a monitor include, but are not limited to:

(a) Ensuring all flights have been authorized by a flight dispatcher;

(b) Monitoring flight releases to make sure the time and date specified is consistent with the operational flight plan;

(c) Awareness of ATC requirements during an emergency;

(d) Demonstrating satisfactory knowledge of RNAV/RVSM procedures. ACDs must ensure dispatcher familiarity with the operation of these systems appropriate to the areas of operation.

10.6 ABNORMAL PROCEDURES

10.6.1 ACDs should be very aware of potential problems when simulating abnormal conditions. The emergency categories or incident procedures must be outlined in the air operator’s operations manual. The dispatcher’s ability to manage abnormal operations is paramount. Items to be monitored and inspected are (not limited to):

(a) Verify the flight dispatcher’s ability to react to emergency or abnormal operations, including activation of the emergency response plan and/or notification of responsible personnel;

(b) Knowledge of information required by government agencies during an abnormal procedure or incident (e.g. documents or authorization to be obtained to operate an aircraft with one engine inoperative, etc.);

(c) Knowledge of standard procedures and documents required for investigation of emergencies or accidents (e.g. information that a flight dispatcher should ascertain if an unlawful threat is received (male/female, any accent, young or old voice, etc);

Some common errors that may affect the assessment briefings and briefing documentation are:

(a) Dispatcher’s lack of knowledge regarding alarm procedure (unable to locate or use the alarm procedures outline by the air operator);

(b) Slow or passive reaction to an emergency situation;

(c) Poor communication skills during an abnormal operation.
10.7  DISPATCHER CO-ORDINATION

10.7.1 An assessment of dispatcher’s ability to interact with other departments effectively is required. The actions of the individual should contribute to the overall effectiveness of the dispatcher during normal, abnormal, and emergency situations. Dispatcher resource management should be observed individually, and have an interrelationship in the overall effectiveness of operational control. Each dispatcher must demonstrate effective relationship both internally and externally.

10.7.2 Procedures utilized by the dispatcher must be in accordance with company Standard Operating Procedures.

Some common errors that may affect dispatcher co-ordination are (not limited to):

(a) Failure to complete duties as described in the company SOPs;
(b) Failure to heed warnings of other dispatchers;
(c) Loss of situational awareness due to ineffective dispatcher communication;
(d) Failure to alert other dispatchers of potentially hazardous situations;
(e) Failure to effectively share workload with other dispatchers;
(f) Overall lack of awareness, or attention to operational control functions; or
(g) Tendency to deviate from SOPs when workload increases.

10.8  DISPATCHER DECISION MAKING

10.8.1 Decision making capability for all dispatchers must be assessed during competency checks. Each dispatcher must demonstrate the ability to make timely and effective decisions and to delegate tasks to other dispatchers when required.

Some common errors that may affect the rating of this sequence are:

(a) Failure to make decisions in a timely and effective manner;
(b) Poor decision making due to inadequate knowledge;
(c) Not utilizing all available dispatchers and company resources;
(d) Failure to consider all available information;
(e) Failure to initiate normal, abnormal or emergency procedures;
(f) Failure to provide leadership as required by company SOPs; or
(g) Failure to heed warning of other dispatchers.
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CHAPTER 11: VALIDITY PERIODS AND EXTENSIONS

11.1 ACD MONITOR

11.1.1 The validity period of an ACD monitor expires on the first day of the thirteenth month following the month in which the ACD monitor was completed. The validity period ends at 23h59 local on that first day of the month.

11.1.2 Where an ACD monitor is renewed within the last 90 days of its validity period, the validity period is extended by 12 months.

11.1.3 The Issuing Authority may extend the validity period of an ACD monitor by up to 60 days. Where the validity period of an ACD monitor has been extended and the ACD monitor is renewed after the initial expiry date, the new monitor expires on the first day of the thirteenth month following the month in which the ACD monitor was completed.

11.2 AUTHORIZED PERSON’S AUTHORITY

11.2.1 An Authorized Person’s authority remains valid until removed by Transport Canada or advised by the air operator that the authorization is no longer required.

11.3 ADVISORY MATERIAL (VALIDITY/RENEWAL EXTENSIONS)

11.3.1 Regulatory and advisory material references are included to assist in the interpretation of regulatory requirements that pertain to the DCC. When requesting an extension, form 26-0729 found in Appendix F must be used for both an ACD Monitor or a DCC.

- **CAR 705.113 - DCC / Training Validity and Extension Period.**
  [www.tc.gc.ca/eng/civilaviation/regserv/cars/part7-705-2146.htm#705_113](http://www.tc.gc.ca/eng/civilaviation/regserv/cars/part7-705-2146.htm#705_113)

- **R745.113 - DCC / Training Validity and Extension Period.**
  [www.tc.gc.ca/eng/civilaviation/standards/commerce-manuals-guidance705-division7-1787.htm#745_113](http://www.tc.gc.ca/eng/civilaviation/standards/commerce-manuals-guidance705-division7-1787.htm#745_113)
PART II – APPENDIXES & FORMS
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# APPENDIX A: ACD APPLICATION FORM

## NOMINEE'S APPLICATION / DEMANDE DU CANDIDAT

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<thead>
<tr>
<th>Status / Nature de la demande</th>
<th>Date (yyyy - mm - dd / Date (aaaa - mm - j))</th>
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<td>Initial</td>
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<td>Demande initiale</td>
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<td>Revision</td>
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**ACD Nominee’s Name – Nom du candidat RVA**

**ACD Authority Requested / Délégation de pouvoirs/demandée pour le RVA**

- Type “A” Operational Control System
- Type “B” Operational Control System

**Functional Areas and/or Equipment – Domaine fonctionnel/ou équipement**

- All areas and equipment
- Domestic only
- International only
- National only

**Canadian Aviation Regulation (CAR) (to be operated under) / Règlement de l'aviation canadien (RAC) (en vertu des sous-parties)**

- 704
- 705

**ACD Briefing and Course (if applicable) / Cours suivi et exposé reçu par le RVA si cas échéant**

- Completed
- Briefing
- Exposé reçu

**Location(s) / Endroit(s)**

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## DECLARATIONS / DÉCLARATIONS

- For Company Check Dispatcher (CCD) (To be signed by the air operator)
- For Contract Approved Check Dispatcher (CACC) (To be signed by the contracting Air Operator)

This certifies that the nominee named above meets all requirements of the Approved Check Dispatcher Manual (TP14114E) for the ACD authority requested, except as otherwise indicated on this form or attached resume.

**Name / Nom**

**Signature (ACD Candidate) / Signature (candidat RVA)**

**Air Operator / Exploitant aérien**

**Name / Nom**

**Signature (Director of Flight Operations or Designate) / Signature (Directeur des opérations aériennes ou son délégué)**

26-0734 (1110-02)
## SPONSORING AIR OPERATOR'S ACKNOWLEDGEMENT / ENTÉRINEMENT PAR L'EXPLOITANT AÉRIEN RESPONSABLE

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

- [ ] CCD
- [ ] CACD
- [ ] RVAC

**Name** (Director of Flight Operations or Designate)
*Nom* (Directeur des opérations aériennes ou son délégué)

**Signature**

**Position / Poste**

**Air Operator / Exploitant aérien ou privé**

**ACD NOMINEE / CANDIDAT RVA**

This certifies that the information provided in this application and the attached resume (for initial applications only) is accurate and that I will abide by the policies and procedures specified in the Approved Check Dispatcher Manual (TP14114E).

**Signature**

**Date (yyyy - mm - dd) / Date (aaaaa - mm - jj)**

---

## FOR TRANSPORT CANADA USE ONLY / RÉSERVÉ À L'USAGE DE TRANSPORTS CANADA

**Inspector Verification / Vérification de l'inspecteur**

**Initial Authority / Délégation de pouvoirs initiale**

The ACD nominee named above / Le candidat RVA désigné ci-dessus:

- [ ] meets all applicable requirements of the Approved Check Dispatcher Manual, or deviations from required qualifications and experience are justified;
- [ ] has been briefed on competency check procedures, and a report on the procedures has been submitted;
- [ ] has successfully completed an initial ACD course, with applicable experience.

**Revised Authority / Révision de la délégation de pouvoirs**

- [ ] meets all applicable requirements of the Approved Check Dispatcher Manual for the revised authority;
- [ ] has been briefed on competency check procedures, and a report on the procedures has been submitted.

**Recommendation for Approval / Recommandation aux fins d'approbation**

- [ ] Yes / Oui
- [ ] No / Non
- [ ] As Requested / Aprouver la demande telle quelle
- [ ] Recurrent DCC only / VCR périodique seulement

**Comments / Commentaires**

**Inspector's Name / Nom de l'inspecteur**

**Signature**

**Date (yyyy - mm - dd) / Date (aaaaa - mm - jj)**

---

## ACD Authority Approval / Approbation de la demande de délégation de pouvoirs au RVA

- [ ] Yes / Oui
- [ ] No / Non
- [ ] As Requested / Aprouver la demande telle quelle
- [ ] Recurrent DCC only / VCR périodique seulement

**Comments / Commentaires**

---

## Issuing Authority / Autorité compétente

**Signature**

**Date (yyyy - mm - dd) / Date (aaaaa - mm - jj)**

- [ ] Revised Authority / Révision de la délégation

This approval supersedes and cancels the approval dated:

**Date (yyyy - mm - dd) / Date (aaaaa - mm - jj)**
APPENDIX B: ACD DELEGATION OF AUTHORITY FORM

APPROVED CHECK DISPATCHER (ACD)
DELEGATION OF AUTHORITY FORM

☐ Initial / Délégation initiale  ☐ Revision / Révision

File No. / Dossier n° 5258–

ACD APPROVAL / APPROBATION DE DÉLÉGATION DE POUVOIRS À UN RVA

Name / Nom

Certificate Number / Certificat n° 5802–

is hereby approved as an ACD / est par la présente autorisé à agir comme RVA pour un :

☐ Type A operational control system / système de contrôle opérationnel de type A
☐ Type B operational control system / système de contrôle opérationnel de type B

and is accorded the following privileges for the operators indicated / et se voit conférer les titres suivants pour les exploitants mentionnés :

☐ Company Check Dispatcher (CCD) for (Operator) / régulateur vérificateur de compagnie (RVC) pour (exploitant)
☐ Contract Approved Check Dispatcher (CADC) for (Operator) / régulateur vérificateur agréé à contrat (RVAC) pour (exploitant)

AUTHORITY / AUTORISATION

The check dispatcher referred to above is authorized to conduct the following in behalf of the Minister :
Le régulateur vérificateur susmentionné est autorisé à effectuer les vérifications suivantes au nom du ministre :

☐ Dispatcher Competency Checks (DCC) (Initial, Upgrade, Recertification) / Vérification de compétence des régulateurs de vol (VCR) (initiale, d'amélioration, périodique)
☐ DCC (specific functional area) / VCR (secteur fonctionnel spécifique)

CONDITIONS OF ISSUANCE / CONDITIONS DE DÉLIVRANCE

The ACD referred to herein shall:
Le RVA susmentionné doit :

a) abide by the policy and procedures specified in the Approved Check Dispatcher Manual (TP 14114E) and continue to meet the qualifications, training and currency requirements established therein; and
b) conduct competency checks in accordance with the requirements of the Canadian Aviation Regulations (CARs).

a) respecter les politiques et les procédures énoncées dans le Manuel du régulateur vérificateur agréé (TP 14114F) et continuer de satisfaire aux exigences en matière de qualification, de formation et de maintien de la compétence de vol qui y sont énoncées;

b) effectuer des vérifications de compétence conformément aux exigences du Règlement de l’aviation canadien (RAC).

VALIDITY / VALIDITÉ

Failure to meet any conditions of issuance is grounds for suspension pursuant to section 7 or subsection 7.1(1) of the Aeronautics Act or revocation pursuant to subsection 2.5.1 of the Approved Check Dispatcher Manual (TP 14114E). This delegation of authority is superseded and revokes all previously issued similar authorities and shall remain valid until the earliest of :

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

Le non-respect des conditions de délivrance est un motif de suspension en vertu de l’article 7 ou du paragraphe 7.1(1) de la Loi sur l’aéronautique, ou encore de révocation en vertu du paragraphe 2.5.1 du Manuel du régulateur vérificateur agréé (TP 14114F). La présente délégation de pouvoirs annule et remplace toute délégation de pouvoirs semblable déjà accordée et demeure en vigueur jusqu’à la première des éventualités suivantes :

a) la date à laquelle toute condition de délivrance cesse d’être respectée;

b) la date de révocation de la présente délégation de pouvoirs par écrit par le ministre en vertu de l’article 7 ou du paragraphe 7.1(1) de la Loi sur l’aéronautique.

Dated at Canada, this day of , 20 .

Issuing Authority / Autorité compétente

Signature

☐ This delegation of authority supersedes and cancels the previous delegation of authority dated .

La présente délégation de pouvoirs annule et remplace celle datée du .

Date (yyyy - mm - dd) / Date (aaaa - mm - jj)

26-0728 (1110-02)
# APPENDIX C: DISPATCHER'S COMPETENCY CHECK REPORT

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Basic job skills and knowledge</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>2</td>
<td>Knowledge of <em>Canadian Aviation Regulations</em></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>3</td>
<td>Air operator operational control policies and procedures</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>4</td>
<td>Knowledge of the air operator’s manuals</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>Aeroplane performance analysis</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>6</td>
<td>Flight planning procedures</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>7</td>
<td>Transport Canada - Civil Aviation and the air operator emergency and abnormal procedures through actual observation or simulated through questionning</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>8</td>
<td>Knowledge of the latest recurrent training and interim operating directives</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>9</td>
<td>The air operator’s administrative procedures relating to flight operations</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>10</td>
<td>Knowledge relating to the interface between operations co-ordination and operational control functions</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>11</td>
<td>Ability to prioritise and organize workload</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>12</td>
<td>Communications skills and procedures</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

Accuracy and thoroughness of work, in particular that related to flight planning and the interpretation of Transport Canada - Civil Aviation and the air operator’s fuel policies

Assessment of alternatives and their suitability

Ability to anticipate changes

Liaison ability with flight crew members and other air operator departments

Ability to analyze weather, perform weather watch, and understand the effects of weather changes

Ability to brief flight crew members and other flight dispatchers on operational matters

Ability to use and understand NOTAMs

Ability to contact aeroplanes during the flight watch stage and quickly and accurately forward information to flight crew members

Ability to plan for abnormal operations, such as gear down, surface contamination, and anti-skid inoperative, etc

Knowledge of ATC procedures, such as flow control, delay programs, and reroutings, etc.

---

**General Assessment**

○ Pass  ○ Fail

Next Competency Check Due Date

Dispatcher’s Signature

ACD or TC Inspector’s Signature

Canada

26-0730E

(Assessment Description and Comment Block on Reverse)
## POINT MARKING SCALE

When applying the 4-point scale, an ACD will award the mark that best describes the weakest element(s) applicable to the candidate’s performance. Comments to support marks of 1 or 2 should link to a safety issue, technical performance criteria, approved techniques or procedures, and/or non-technical skills.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>4</strong></td>
<td>Performance, procedure or task remains well within specified performance criteria. Non-technical skills contribute effectively towards the desired outcome. All potential threats received proper consideration. Errors, if any, are inconsequential or immediately corrected.</td>
<td>Organisational structure is robust, precise and well within specified criteria; Technical knowledge generally exceed the level required for safe and efficient operation; Excellent cooperation skills ensure effective teamwork and coordination at all times; Leadership and managerial skills contribute to top team performance; Behaviour indicates continuous vigilance and highly accurate situational awareness; Decision-making skills provide for timely decisions using all available information that lead to the safest and most efficient outcome.</td>
</tr>
<tr>
<td><strong>3</strong></td>
<td>Minor deviations may occur from specified performance criteria while overall performance, procedure or task remains within prescribed limits. Non-technical skills are generally effective in assisting technical performance. Potential threats need to generate due consideration. Errors, if any, are identified and corrected in a timely manner.</td>
<td>Organisational structure is positive and generally within specified criteria; Technical knowledge meet the required level of competency for safe and efficient operation; Good cooperation skills assist in effective teamwork and coordination; Leadership and managerial skills contribute to good team performance; Behaviour indicates that situational awareness is maintained; Decision-making skills provide for timely decisions aimed at safe and effective outcomes.</td>
</tr>
<tr>
<td><strong>2</strong></td>
<td>Deviations from specified performance criteria occur, which may include excursions from prescribed tolerances or a major error, but are recognized and corrected within an acceptable timeframe. Non-technical skills may be contributing to substandard technical performance. Consideration to relevant threats may not be fully adequate. Errors are poorly managed but are not jeopardize safety of flights.</td>
<td>Organisational structure is performed with limited proficiency and also includes brief deviations from specified criteria; Technical knowledge reveals limited competency and/or depth of knowledge with respect to applicable regulatory requirements, SOPs, and/or aircraft systems, limitations and performance characteristics; Cooperation skills undermine effective teamwork and coordination; Leadership and managerial skills allow for deviations from procedures and/or poor team performance; Behaviour indicates lapses in situational awareness that are identified and corrected by the team; Decision-making skills do not consistently generate decisions providing a safe and efficient outcome.</td>
</tr>
<tr>
<td><strong>1</strong></td>
<td>Unacceptable deviations from specified performance criteria occur, which may include excursions from prescribed tolerances or procedures which are not recognized or corrected within an acceptable timeframe. Non-technical skills detract from overall technical performance. Mismatch of potential threats and/or errors compromises safety of flights.</td>
<td>Organisational structure is uncoordinated, includes uncorrected or excessive deviations from specified tolerances, or leads to an undesired situation; Technical knowledge reveals unacceptable levels of technical competency and/or depth of knowledge with respect to applicable regulatory requirements, SOPs, and/or aircraft systems, limitations and performance characteristics; Poor cooperation skills contribute to unresolved conflicts or lead to an unacceptable level of team coordination; Leadership and managerial skills are counterproductive and ineffective to good team performance unless continuously challenged or prompted by other team members; Behaviour indicates lapses in situational awareness that are not identified and corrected by the team; Decision-making skills are inadequate and may lead to decisions jeopardizing safety of flights.</td>
</tr>
</tbody>
</table>

Team is defined as Dispatchers, Assistant-Dispatchers, Crew Schedulers, System Operational Control (SOC) personnel, Maintenance Control Centre (MCC) personnel, ramp & station agents and any other persons involved with the operation of a flight.

**Comments**

26-0730E
To: Transport Canada Regional Office

Dear Sir/Madam,

In accordance with the requirement of the Approved Check Dispatcher Manual (TP14114, subsection 7.2.2), I would like to request the attendance of a Transport Canada Civil Aviation Inspector to conduct an annual recurrent ACD monitor and/or ACD DCC on _______ (day) of the month of _____________ 20____.

The current periodic delegation of authority for ACD ____________________________ (name) will come to expiry on _______ (day) of the month of _____________ 20____ and a monitor and/or DCC is required before this date.

Should there be a conflict with the proposed date, please do not hesitate to contact me at your earliest convenience so that alternative arrangements can be provided.

Thank you for your cooperation.

______________________________
Signature of ACD or Manager Dispatch
Intentionally left blank
# APPENDIX E: APPROVED CHECK DISPATCHER MONITORING REPORT

## CHECK DISPATCHER MONITOR REPORT

<table>
<thead>
<tr>
<th>Name of Dispatcher Candidate</th>
<th>5802</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of ACD</td>
<td>5802</td>
</tr>
<tr>
<td>Name of Operator</td>
<td>5258</td>
</tr>
<tr>
<td>Name of TC Inspector</td>
<td>5802</td>
</tr>
<tr>
<td>Date</td>
<td></td>
</tr>
<tr>
<td>Monitor Start Time (incl)</td>
<td></td>
</tr>
<tr>
<td>Monitor End Time (incl)</td>
<td></td>
</tr>
</tbody>
</table>

### REQUIRED STANDARDS

**A  BRIEFING**
- Briefing Content
- Briefing Clarity
- Rapport with Candidate
- ACD Preparation

**B  DCC CONDUCT**
- Rapport with Candidate
- Adherence to Briefing Content
- Time Management
- Use of Simulated Events

**C  DEBRIEFING**
- Debriefing Technique
- Debriefing Content
- Debriefing Accuracy
- Coverage of Strengths / Weaknesses
- Emphasis on Technical Items, and Threat & Error Management

**D  ADMINISTRATION**
- Report Completion
- Coverage of Strengths / Weaknesses
- Assessment Validity
- Other Administrative Procedures

**E  DELEGATED AUTHORITY**
- Understanding of Policies
- Knowledge of Applicable Regulations, TC and Company Manuals
- Exercise of Delegated Authority

### General Assessment
- Pass
- Fail

ACD Monitor Valid To

ACD’s Signature

TC Inspector’s Signature

---

26-0735E
ACD MONITOR REPORT

USER GUIDE

The statements with respect to performance standards incorporate the broad expectations sought within each of the five items assessed in the course of a monitored event. The assessment criteria provide guidance on how these expectations are being met and are used to grade items accordingly.

The statements making up the assessment criteria touch on a number of topics that would best describe an overall outcome or grade. It is not necessary that all statements apply precisely to the situation at hand; it is expected however that a number of these statements will stand out in support of a given grade.

The monitor will be assessed an overall grade of 1 (unsatisfactory) if one or more items are also assessed a grade of 1.

ASSESSMENT GUIDE

A. BRIEFING

PERFORMANCE STANDARD
The ACD conducts an effective briefing by:

- Being adequately prepared for the session at hand;
- Establishing a positive rapport with the candidate;
- Ensuring the briefing is carried out in accordance with the Approved Check Dispatcher Manual (TP 14114) Section 8.2 and covers required items as listed in section 8.2.2 as applicable; and
- Ensuring that briefing items are clear, concise, and presented in a logical sequence.

ASSESSMENT CRITERIA

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>The ACD’s excellent preparation ensured the briefing covered all required items accurately, clearly, concisely, logically and in accordance with the Approved Check Dispatcher Manual. He/she established excellent rapport with the candidate and was able to create an atmosphere where meaningful exchanges and a true display of skills could take place.</td>
</tr>
<tr>
<td>3</td>
<td>The ACD was well prepared and the briefing covered all required items adequately, in the correct sequence, with only minor, inconsequential omissions. He/she established positive rapport with the candidate, creating an atmosphere conducive to a successful outcome.</td>
</tr>
<tr>
<td>2</td>
<td>The briefing omitted significant item(s), lacked clarity or was out of sequence, and appeared to be confusing. The ACD’s conduct indicated poor preparation for the session. Rapport established with the candidate was weak.</td>
</tr>
<tr>
<td>1</td>
<td>The briefing omitted several critical items, or was completely unclear or out of sequence, to the point that the evaluation could not be continued without the monitoring inspector’s intervention. The ACD clearly did not prepare properly for the session. His/her rapport with the candidate was inadequate and not conducive to a successful outcome.</td>
</tr>
</tbody>
</table>

Inspectors should ensure that a copy of the ACD Monitor Report is provided to the air operator and a copy placed on the ACD’s TC regional file. An electronic copy should also be sent to the Inspector, Operational Control (AARTF) at Headquarters in Ottawa via email.
B. CONDUCT OF DCC

PERFORMANCE STANDARD

The ACD conducts an efficient and well-managed evaluation session by:

- Adhering to proposed scripts, scheduled items where required and applicable session protocols such as the provision of training and/or repeats;
- Maintaining a positive rapport with the candidate; and
- Creating a realistic environment through simulated events, if any, efficient time management and adequate role-playing.

ASSESSMENT CRITERIA

<table>
<thead>
<tr>
<th>Score</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>The ACD conducted the ideal session in an efficient manner, setting an appropriate pace for the sequence of events and scheduled items while missing none. The conduct of the session matched exactly with the briefing plan and respected all items discussed. His/her demeanour and level of professionalism were conducive to a true representation of the candidate's skills and ability.</td>
</tr>
<tr>
<td>3</td>
<td>The ACD conducted a good session within a reasonable amount of time. The briefing plan was adhered to and protocols were respected while no scheduled items were missed. His/her demeanour and level of professionalism were conducive to a fair examination of the candidate's skills and ability.</td>
</tr>
<tr>
<td>2</td>
<td>The session was much longer or shorter than normal. The ACD deviated from the briefing plan, or significantly changed the session profile. An important scheduled item was missed but he/she recognized and corrected the error. An erroneous application of a protocol was recognized and corrected by the ACD. His/her poor demeanour and level of professionalism created some confusion as to what was expected or required from the candidate.</td>
</tr>
<tr>
<td>1</td>
<td>The session was inappropriately rushed or excessively long. The ACD omitted scheduled items or failed to follow the briefing plan, with numerous changes that adversely affected the candidate’s performance. He/she allowed the session to continue outside established protocols. His/her demeanour and level of professionalism were unacceptable and had a negative impact on the candidate.</td>
</tr>
</tbody>
</table>
C. DEBRIEFING

PERFORMANCE STANDARD
The ACD Evaluator conducts an accurate and positive debriefing by:

- Making effective use of facilitated debriefing techniques;
- Ensuring the duration of the debriefing is commensurate with the candidate’s performance;
- Accurately highlighting strengths and weaknesses of the candidate;
- Ensuring that relevant items are covered and adequately emphasized; and
- Ensuring that debriefing items focus on relevant Standard Operation Procedures, Threat & Error Management and technical issues in a manner that enhances candidate performance and flight safety.

ASSESSMENT CRITERIA

<table>
<thead>
<tr>
<th>Score</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>The ACD made optimum use of self-debriefing techniques, commensurate with the candidate’s performance during the session. The duration of the debriefing was appropriate given the performance of the candidate. He/she accurately highlighted all strengths and weaknesses of the candidate. Items covered were strictly related to the session and received appropriate emphasis, and no items were missed. The debriefing focused on all relevant SOPs, Threat &amp; Error Management and technical items, clearly resulting in enhanced candidate performance and flight safety.</td>
</tr>
<tr>
<td>3</td>
<td>The ACD made adequate use of self-debriefing techniques. The duration of the debriefing was consistent with the candidate’s performance. He/she adequately highlighted strengths and weaknesses of the candidate. Items covered were relevant to the session and received adequate emphasis, while no items were missed other than possibly a minor or inconsequential item. The debriefing focused on relevant SOPs, Threat &amp; Error Management and technical items.</td>
</tr>
<tr>
<td>2</td>
<td>The ACD deviated from the prescribed self-debriefing technique. The duration of the debriefing was inconsistent with the candidate’s performance. Some items covered did not relate to the session at hand, or some relevant items were inaccurately covered or given limited emphasis. A few minor items were missed. He/she confused candidate’s techniques with standard operating procedures. The debriefing did not sufficiently focus on relevant SOPs, Threat &amp; Error Management and technical items.</td>
</tr>
<tr>
<td>1</td>
<td>The debriefing did not rely on self-debriefing techniques, lacked structure or did not follow guidance offered by the ACD Manual. The duration of the debriefing was unacceptable given the candidate’s performance. Several items in the debriefing were not relevant to the session at hand, or some relevant items offered inaccurate and misleading information. Several items or one major item was missed. The ACD failed to brief unsatisfactory or below standard items. He/she insisted on his/her technique at the expense of standard operating procedures. The debriefing did not offer any link with relevant SOPs or Threat &amp; Error Management issues.</td>
</tr>
</tbody>
</table>
D. ADMINISTRATION

PERFORMANCE STANDARD
The ACD properly carries out required administrative duties by:
- Making all appropriate entries required to complete the applicable forms and/or reports;
- Assigning appropriate grades for all measured items required to be assessed; and
- Completing other administrative procedures, if any, mandated under the Approved Check Dispatcher Manual.

ASSESSMENT CRITERIA

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>The ACD made all required entries on the applicable forms and/or reports correctly and clear. Assigned grades were a precise report of the candidate’s ability as demonstrated. He/she was fully cognizant of all required administrative procedures mandated under the ACD Manual (TP 14114).</td>
</tr>
<tr>
<td>3</td>
<td>The ACD satisfactorily completed the applicable forms and/or reports. Assigned grades were a fair report of the candidate’s ability as demonstrated. He/she was aware of the required administrative procedures mandated under the ACD Manual (TP 14114).</td>
</tr>
<tr>
<td>2</td>
<td>The ACD did not fill out a required field on the applicable forms and/or reports or entered erroneous or unclear information. While not affecting the pass or fail assessment, the assigned grades appeared to be less accurate than average, or required discussion and mutual agreement with the monitoring inspector. He/she demonstrated limited knowledge of the required administrative procedures mandated under the ACD Manual (TP 14114).</td>
</tr>
<tr>
<td>1</td>
<td>The ACD did not grade one or many required items, incorrectly transcribed an assessment, or unsatisfactorily completed the applicable forms and/or reports. Assigned grades did not reflect the candidate’s performance during the DCC, or were overridden by the monitoring inspector. He/she demonstrated an unacceptable level of knowledge with respect to administrative procedures mandated under the ACD Manual (TP 14114).</td>
</tr>
</tbody>
</table>
E. DELEGATED AUTHORITY

PERFORMANCE STANDARD

The ACD properly assumes his/her delegation of authority by:

• Displaying a positive attitude towards the ACD program;
• Demonstrating a broad understanding of ACD policies;
• Demonstrating satisfactory knowledge of the ACD Manual (TP 14114) and various company manuals as they relate to the air operator’s training programs and flight operations;
• Demonstrating satisfactory knowledge of the contents and interpretation of Canadian Aviation Regulations (CARs) and other appropriate Transport Canada publications; and
• Exercising his/her delegation of authority with due care and in a diligent manner.

ASSESSMENT CRITERIA

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>The ACD displayed a very positive and enthusiastic attitude towards the ACD program. He/she demonstrated excellent knowledge and understanding of ACD policies. He/she demonstrated excellent knowledge of Regulations and related publications, Company Manuals, the Aircraft Flight Manual and the ACD Manual (TP 14114) such that there were no deviations during the conduct of the briefing or debriefing of the DCC. The ACD exercised his/her delegated authority with utmost care and diligence as a representative of the Minister and did not allow company interests to interfere with the evaluation of the candidate.</td>
</tr>
<tr>
<td>3</td>
<td>The ACD displayed a positive attitude towards the ACD program. He/she demonstrated adequate knowledge and understanding of ACD policies, with only minor and inconsequential errors. The ACD demonstrated adequate knowledge of Regulations and related publications, Company Manuals, the Aircraft Flight Manual and the ACD Manual (TP 14114), with only minor deviations observed during the briefing or debriefing of the session. The ACD exercised his/her delegated authority with due care and diligence and did not allow company interests to interfere with the evaluation of the candidate.</td>
</tr>
<tr>
<td>2</td>
<td>The ACD displayed a neutral attitude towards the ACD program. He/she demonstrated limited knowledge and understanding of ACD policies. The ACD demonstrated limited knowledge of and required assistance in one or more of the following: Regulations and related publications, Company Manuals, the Aircraft Flight Manual and the ACD Manual (TP 14114). He/she exercised his/her delegated authority in a manner which inadvertently appeared to allow company interests to interfere with the evaluation of the candidate.</td>
</tr>
<tr>
<td>1</td>
<td>The ACD displayed an unacceptable attitude towards the ACD program. He/she demonstrated unsatisfactory knowledge and understanding of ACD policies. The ACD demonstrated unsatisfactory knowledge of one or more of the following: Regulations and related publications, Company Manuals, the Aircraft Flight Manual and the ACD Manual (TP 14114). He/she exercised his/her powers in an unsatisfactory manner that required direct and/or immediate intervention by the monitoring inspector.</td>
</tr>
</tbody>
</table>
# APPENDIX F: ACD OR FLIGHT DISPATCHER EXTENSION REQUEST/APPROVAL

<table>
<thead>
<tr>
<th>Name of Candidate / Nom du candidat</th>
<th>5802</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Operator / Nom de l'exploitant</td>
<td>5258</td>
</tr>
</tbody>
</table>

### Applicability
- ACD Monitor
- Controlled VRA
- DCC / VCR
- Recurrent training
- Familiarization flight

### Length of extension requested / Durée de la prolongation demandée
- 30 days / jours
- 60 days / jours

### Current expiry date / Date d'expiration actuelle

### Requested extension date / Date de prolongation demandée

### Reason for extension / Motif de la prolongation

All extension requests must be received at least four (4) business days before the date of expiry.

Submitted by / Soumis par

<table>
<thead>
<tr>
<th>Title / Title</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Signature</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Date</th>
</tr>
</thead>
</table>

### Extension request is / Demande de prolongation est
- Approved / Approuvée
- Rejected / Rejetée

### Length of extension granted / Durée de la prolongation autorisée
- 30 days / jours
- 60 days / jours

### New expiry date / Nouvelle date d'expiration

This constitutes an extension in accordance with CAR 705.113(5) to the date shown above or to the date of the next monitor, competency check or training, as appropriate, whichever is earlier.

A copy of this approval must be attached to the Flight Dispatcher's training file.

<table>
<thead>
<tr>
<th>Signature</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Date</th>
</tr>
</thead>
</table>

### Title / Title

26-0729
APPENDIX G: REVOCATION OF ACD AUTHORIZATION

REVOCATION OF APPROVED CHECK DISPATCHER AUTHORIZATION

To: __________________________

Attn: __________________________

Subject: Name of Approved Check Dispatcher __________________________

Dear Sir/Madam,

The Approved Check Dispatcher (ACD) referred to above is no longer authorized to conduct Dispatcher Competency Checks (DCC) on behalf of the Minister.

Therefore, the Approved Check Dispatcher Authorization dated ________________ is ________________ hereby revoked.

Dated at __________________________, Canada, this ________________ day of ________________ month, ________________ year

______________________________
Regional Superintendent / Chief National Operations
For the MINISTER OF TRANSPORT

cc: Operator’s Transport Canada Principal Operations Inspector
    Inspector Operational Control, HQ

A copy of this letter must be attached to the ACD’s training file.
APPENDIX H: RECOMMENDATION FOR COMPETENCY CHECK

<table>
<thead>
<tr>
<th>Name of Candidate</th>
<th>5802</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Operator</td>
<td>5258</td>
</tr>
</tbody>
</table>

**Part A - INITIAL DCC**

If this is for a recurrent, skip to Part B

**Training Record & Personal Information**

<table>
<thead>
<tr>
<th>FDOPS Date</th>
<th>DOB</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FDMET Date</th>
<th>OJT commenced on</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FAM Flight Date</th>
<th>OJT terminated on</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Specific Training commenced on</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

**Documents & Information checklist**

- Radio License
- FDMET Letter
- Age (21)
- FDOPS Letter
- FAM Flight Report
- Specific Training Exam

**Part B - RECURRENT DCC**

**Training Record & Documents checklist**

- Recurrent Training terminated on
- FAM Flight Date
- Recurrent Training Exam
- FAM Flight Report

I testify that this candidate has received ground school in accordance with the requirements of CASS 725.124(21) and has successfully completed all the required training necessary for the final evaluation. Therefore, I certify that this person is eligible to receive a Dispatcher Competency Check (DCC).

**Date**

Manager Operation Control Centre (or delegate)

**Date**

Approved Check Dispatcher (ACD)
The following standard reference is included to assist in the interpretation of regulatory requirements that pertain to the DCC.

725.124(21)

(a) General
Flight Dispatcher Generic Training

(d) Examinations for Specific Training

(e) Training Records

(g) On-the-Job Training

(h) Cockpit Familiarization Training

(p) Radio Licence

(q) Minimum Age
APPENDIX I: OPERATIONAL CONTROL INSPECTION REPORT

THIS FORM HAS BEEN REMOVED FROM THIS MANUAL. IT IS AVAILABLE ONLINE AND IN TP 3783 AIR CARRIER INSPECTOR MANUAL AS WELL AS TP 14216 INSPECTOR QUICK GUIDE FOR APPROVALS & INSPECTIONS OF OPERATIONAL CONTROL SYSTEMS.
October 8, 2010

John Deere, Director of Flight Operations  
ABC Airlines  
123 Aviation Road  
City, Province X1Y 2Z3

Dear Sir:

Enclosed is the Approved Check Dispatcher Delegation of Authority for:

<table>
<thead>
<tr>
<th>Name</th>
<th>Certificate #</th>
<th>Authority Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paul JEFFREY</td>
<td>987654</td>
<td>Type B Operational Control System</td>
</tr>
</tbody>
</table>

Mr. Jeffrey recently received his interview and initial monitor, and Transport Canada found him to be an acceptable Approved Check Dispatcher (ACD) in accordance with subparagraph 725.124(4)(f)(ii) of the Commercial Air Services Standards.

You are reminded that it is the air operator’s responsibility, in accordance with the Approved Check Dispatcher (ACD) Manual, TP 14114 section 7.2.2, to ensure that an ACD has been monitored within the preceding 12 months.

In this capacity, Mr. Jeffrey has been informed that he may administer Dispatcher Competency Checks (DCC) as a delegate of the Minister of Transport. Attached, for your information and record, is a copy of the delegation of authority sent to Mr. Jeffrey.

Operators are further required to advise this office in writing when an ACD authority is no longer required, so that it may be revoked.

Should you have any questions, please contact your Principal Operations Inspector, at 123-456-7890 or e-mail name@tc.gc.ca

Yours truly,

A. B. Johnson  
Acting Regional Manager / Gestionnaire régional intérimaire  
Commercial Flight Standards / Direction des normes relatives aux vols commerciaux  
Atlantic Region / Région de l’Atlanticque

Enc.
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# APPENDIX K: FLIGHT DISPATCHER TRAINING & PROFICIENCY RECORD

## FLIGHT DISPATCHER TRAINING AND PROFICIENCY RECORD

<table>
<thead>
<tr>
<th>Name of Candidate / Nom du candidat</th>
<th>5802</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Operator / Nom de l'exploitant</td>
<td>5258</td>
</tr>
<tr>
<td>DOB / Date de naissance</td>
<td></td>
</tr>
<tr>
<td>Date of hire / d'embauche</td>
<td></td>
</tr>
<tr>
<td>FDOPS passed date / réussi</td>
<td></td>
</tr>
<tr>
<td>FDMET passed date / réussi</td>
<td></td>
</tr>
<tr>
<td>Year / Année</td>
<td>20</td>
</tr>
<tr>
<td>Initial</td>
<td></td>
</tr>
<tr>
<td>Recurrent / Périodique</td>
<td></td>
</tr>
<tr>
<td>Competency Check Date / Date Vérification de Compétence</td>
<td>20 YY MM DD</td>
</tr>
<tr>
<td>If Recurrent Training</td>
<td></td>
</tr>
<tr>
<td>Si entraînement périodique</td>
<td></td>
</tr>
<tr>
<td>Year</td>
<td>1</td>
</tr>
<tr>
<td>Total Hours Including FAM &amp; OJT</td>
<td></td>
</tr>
<tr>
<td>Heures totales incluant FAM et formation sur le tas</td>
<td></td>
</tr>
<tr>
<td>Instructor(s) name(s) / Nom(s) de(s) l'instructeur(s)</td>
<td></td>
</tr>
</tbody>
</table>

## Subjects Covered / Sujets couverts

| Familiarization Flight(s) Date | |
| Date du vol(s) de familiarisation | |
| Number of Legs | |
| Hrs Till Actual / Actuelles | |
| OJT Formation sur le tas | Start 20 |
| End Fin 20 |

## Recurrent Training

| Year / Année | 20 |
| Recurrent | |
| Entraînement périodique | |
| Year | 1 | 2 | 3 |
| Total Hours Including FAM | |
| Heures totales incluant FAM | |
| Instructor(s) name(s) / Nom(s) de(s) l'instructeur(s) | |

## Subjects Covered / Sujets couverts

<p>| Familiarization Flight(s) Date | |
| Date du vol(s) de familiarisation | |
| Number of Legs | |
| Hrs Till Actual / Actuelles | |</p>
<table>
<thead>
<tr>
<th>Year / Année</th>
<th>Competency Check Date / Date Vérification de Compétence</th>
<th>Year</th>
<th>Total Hours Including FAM</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 YY</td>
<td></td>
<td>1 2 3</td>
<td>Heures totales incluant FAM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Instructor(s) name(s) / Nom(s) de(s) l'instructeur(s)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Subjects Covered / Sujets couverts</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Familiarization Flight(s) Date</th>
<th>Number of Legs</th>
<th>Hrs Ttl</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date du vol(s) de familiarisation</td>
<td>Nombre de segments</td>
<td>Actual / Actuelles</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year / Année</th>
<th>Competency Check Date / Date Vérification de Compétence</th>
<th>Year</th>
<th>Total Hours Including FAM</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 YY</td>
<td></td>
<td>1 2 3</td>
<td>Heures totales incluant FAM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Instructor(s) name(s) / Nom(s) de(s) l'instructeur(s)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Subjects Covered / Sujets couverts</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Familiarization Flight(s) Date</th>
<th>Number of Legs</th>
<th>Hrs Ttl</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date du vol(s) de familiarisation</td>
<td>Nombre de segments</td>
<td>Actual / Actuelles</td>
</tr>
</tbody>
</table>
APPENDIX L: FAMILIARIZATION FLIGHT REPORT

FAMILIARIZATION FLIGHT REPORT

Name of Candidate / Nom du candidat

Name of Operator / Nom de l'exploitant

Leg Segment | Flight Number Numéro de vol | Date | From De | To À | Aircraft Type Type d'avion | Total Time * Temps total * | Captain Commandant
--- | --- | --- | --- | --- | --- | --- | ---
1 | | | | | | | |
2 | | | | | | | |
3 | | | | | | | |
4 | | | | | | | |
5 | | | | | | | |
6 | | | | | | | |

Comments / Commentaires

The familiarization flight is an integral part of the initial and recurrent training. It has been established in order to provide the flight dispatcher or candidate dispatcher with knowledge and feedback on the administrative and operational parts of flight crew functions with operational control. To this end, the flight crew members should be aware that the dispatcher or candidate dispatcher is on the flight deck to learn or to enhance his/her knowledge, and should attempt to create a learning environment that will accommodate their learning needs. Dispatchers or candidate dispatchers are required to gather knowledge, information and/or comment on subjects that have an impact with their functions. They should include generic comments on their observations during pre-departure, in-flight and post-flight phases of the flight. Comments on the information requested from, or provided by dispatch on topics such as delays, weather, communications, ATC, flight planning, ground equipment, altitude and flight levels flown, turbulence, mechanicals & deferred maintenance items, etc. should be noted as learning points.

Note: ATC communications should be made available at all times.

Use reverse for additional space / Utilisez le rendu pour plus d'espace.

26-0731
## APPENDIX M: COMPETENCY CHECK PRACTICES GUIDE

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>ORGANIZATION</th>
<th>TECHNICAL KNOWLEDGE</th>
<th>COOPERATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>QUALITY AND ACCURACY</td>
<td>Practical Understanding</td>
<td>Following SOPs, Rules, Regulations</td>
<td>Team Building and Maintaining, Support of Others, Conflict Resolving</td>
</tr>
<tr>
<td>COMMUNICATION</td>
<td>Orderly, well organized</td>
<td>Knowledge of all applicable SOPs, rules and regulations</td>
<td>Establishes atmosphere for open communication, Encourages input and feedback, Does not compete with others</td>
</tr>
<tr>
<td>PROFESSIONALISM</td>
<td>Adequate knowledge of aircraft systems, performance data, charts, weather, etc.</td>
<td>Adheres to dispatchers’/crew members’ and takes precautions when proceeding outside SOPs</td>
<td>Takes notice of suggestions of other team members, Even if he or she does not agree</td>
</tr>
<tr>
<td>SECURITY</td>
<td>Proper takeoff and landing procedures</td>
<td>Knows SOPs, rules and regulations</td>
<td>Takes condition of other team members</td>
</tr>
<tr>
<td>SAFETY</td>
<td>Good technical knowledge of aircraft, its systems, flight planning, and performance software, radio equipment, etc.</td>
<td>Establishes and maintains a good understanding of SOPs, rules and regulations</td>
<td>Gives personal feedback</td>
</tr>
<tr>
<td>EFFECTIVENESS</td>
<td>Competence that gets the job done safely and efficiently</td>
<td>Takes notice of suggestions of other team members, Even if he or she does not agree</td>
<td>Helps other team members in demanding situations</td>
</tr>
</tbody>
</table>

### POOR PRACTICE
- Disorganized, out of sequence
- Lacking in-depth understanding of aircraft systems, performance data, charts, weather, etc.
- Lacking in-depth understanding of administrative, flight planning, and performance software, radio equipment, etc.
- Poor competency has potential to affect safety
- Lacking in-depth understanding of abnormal situations
- Late reaction to abnormal situations
- Not aware of some SOPs, rules or regulations
- When deviating from SOPs, does not consider potential problems or adverse outcomes and/or does not advise other dispatchers/crew members
- Blocks open communication
- Keeps barriers between team members
- Competes with others
- Ignores suggestions of other team members
- Does not take into account condition of other team members
- Shows no reaction to other team members in demanding situations
- Does not offer assistance
- Sticks to own position and is considering a compromise
- Accuses other team members of making errors

### GOOD PRACTICE
- Orderly, well organized
- Using approved procedures
- Action taken to abnormal situations
- Practical understanding of aircraft systems, performance data, charts, weather, etc.
- Practical use and understanding of administrative, flight planning, and performance software, radio equipment, etc.
- Competent in all applicable SOPs, rules and regulations
- Adheres to dispatchers’/crew members’ and takes precautions when proceeding outside SOPs
- Establishes atmosphere for open communication
- Encourages input and feedback, does not compete with others
- Takes notice of suggestions of other team members, Even if he or she does not agree
- Takes condition of other team members
- Gives personal feedback
- Helps other team members in demanding situations
- Offers assistance
- Keeps calm in interpersonal conflicts
- Suggests conflict resolutions
- Concentrates on what is right rather than what is wrong
<table>
<thead>
<tr>
<th>LEADERSHIP AND MANAGERIAL SKILLS</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Providing and Maintaining Standards</td>
<td>- Subscribes to SOPs, ensures SOP compliance among team</td>
<td>- Does not comply to SOPs; does not monitor team for compliance</td>
</tr>
<tr>
<td></td>
<td>- Intervenes if he or she sees something deviates from standards</td>
<td>- Does not intervene in case of deviations from standards</td>
</tr>
<tr>
<td></td>
<td>- With team being consulted, deviates from standards if necessary</td>
<td>- Deviations from standards are neither announced nor consulted</td>
</tr>
<tr>
<td></td>
<td>- Demonstrate will to achieve top performance</td>
<td>- Does not care for performance effectiveness</td>
</tr>
<tr>
<td>Planning and Coordination</td>
<td>- Encourages team participation in planning and execution</td>
<td>- Plans only for self, team not involved</td>
</tr>
<tr>
<td></td>
<td>- Plan is clearly stated and confirmed</td>
<td>- Intentions not stated or confirmed</td>
</tr>
<tr>
<td></td>
<td>- With team consultation, changes plan if necessary</td>
<td>- Changes plan w/o informing team or follows plan blindly</td>
</tr>
<tr>
<td></td>
<td>- Clearly states goals and boundaries for plan execution</td>
<td>- Goals and boundaries remain unclear</td>
</tr>
<tr>
<td>Workload Management</td>
<td>- Distributes tasks among team, checks and corrects appropriately</td>
<td>- Works individually w/o other team members involved</td>
</tr>
<tr>
<td></td>
<td>- Secondary operational tasks are prioritized to retain sufficient resources for primary duties</td>
<td>- Secondary operational tasks interfere with primary duties</td>
</tr>
<tr>
<td></td>
<td>- Allots adequate time to complete plans</td>
<td>- Increased workload due to inadequate planning</td>
</tr>
<tr>
<td></td>
<td>- Notifies signs of stress and fatigue</td>
<td>- Ignores signs of stress and fatigue</td>
</tr>
<tr>
<td>SITUATIONAL AWARENESS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Environmental Awareness</td>
<td>- Collects information about environment (weather, potential maintenance issues, ground delay programs)</td>
<td>- Does not inquire about environmental changes</td>
</tr>
<tr>
<td></td>
<td>- Shares key information about environment with team</td>
<td>- Does not comment on relevant environmental factors, or is surprised by them</td>
</tr>
<tr>
<td></td>
<td>- Contacts outside resources when needed (to maintain situational awareness)</td>
<td>- Operates a &quot;closed shop&quot;</td>
</tr>
<tr>
<td>Awareness of Time and Anticipation of Future Events</td>
<td>- Discusses time constraints with team</td>
<td>- Does not set priorities with respect to time limits</td>
</tr>
<tr>
<td></td>
<td>- Discusses contingency strategies</td>
<td>- Does not discuss relationship between past events and present / future</td>
</tr>
<tr>
<td></td>
<td>- Identifies possible future problems</td>
<td></td>
</tr>
<tr>
<td>DECISION MAKING</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Problem Definition / Diagnosis</td>
<td>- Gathers information to identify problem</td>
<td>- Nature of problem not stated or failure to diagnose</td>
</tr>
<tr>
<td></td>
<td>- Reviews causal factors with other team members</td>
<td>- No discussion of probable causes</td>
</tr>
<tr>
<td>Option Generation</td>
<td>- States alternative options</td>
<td>- Does not search information</td>
</tr>
<tr>
<td></td>
<td>- Asks team members for options</td>
<td>- Does not ask team members for alternatives</td>
</tr>
<tr>
<td>Risk Assessment</td>
<td>- Considers and shares estimated risk of alternative options</td>
<td>- Inadequate discussion of limiting factors with team members</td>
</tr>
<tr>
<td></td>
<td>- Talks about possible risks for action in terms of limitation</td>
<td>- No consideration of limiting factors</td>
</tr>
<tr>
<td>Option Selection</td>
<td>- Confirms and states selected option / agreed action</td>
<td>- Does not inform team of decision path being taken</td>
</tr>
<tr>
<td>Outcome Review</td>
<td>- Checks outcome against plan</td>
<td>- Falls to check selected outcome against goal</td>
</tr>
</tbody>
</table>
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