Transport Canada Inspector Training Booklet
For Operational Control
OBJECTIVES

Upon completion of the training book, inspectors should be familiar with the contents of Subparts of the Canadian Aviation Regulations (CARs) 702, 703, 704 and 705, of the Commercial Air Services Standards (CASS) 723, 724 and 725 as they pertain to Operational Control. The intent is to have inspectors better:

1. Understand Operational Control
2. Understand co-dispatch and operations co-ordination.
3. Understand the types of operational control systems “A” “B” “C” “D”.
4. Identify what types of operational control systems are co-dispatched and which are pilot self dispatched.
5. Identify the difference between Flight Following and Flight Watch.
6. Understand the authorities under a co-dispatch operational control system.
7. Understand the training requirements for co-dispatch and flight watch system.
8. Understand flight following and Pilot self-dispatch.
9. Understand the inspector responsibilities when approving operational control systems.
10. Approve the operational control manuals or the sections of the company operations manual as it pertains to operational control.
11. Understand the training requirements for dispatchers and flight followers.
12. Identify deficiencies in the duties and responsibilities of dispatchers and flight followers.
13. Understand the approval process of a Check Dispatcher.
INTRODUCTION

This booklet is designed for the use of Transport Canada inspectors who are required to inspect and approve air operators operational control systems. The booklet may help inspectors understand the concepts of operational control as it pertains to pilot self-dispatch systems and a full co-dispatch system.

Inspectors are not expected to memorize all the regulations or standards but are expected to be able to use them efficiently as reference and to carry out their responsibilities with regard to the approval of an air operators operational control system.

Throughout the booklet, there will be references to both The Canadian Aviation Regulations (CARs) and The Commercial Air Services Standards (CASS). It is suggested that inspectors use the appropriate sections of the Regulations and Standards to verify that current information is being provided.

At the end of each section there are questions related to the section. The intent is to aid inspectors in a better understanding of operations control systems and generate discussion regarding Regulations Standards and the concepts of operational control.
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DEFINITIONS AND ABBREVIATIONS

**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 Transport Canada (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) for the purpose of this manual 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 it’s aircraft.

**Authorized person** – means a person who is delegated the authority by the Minister to conduct dispatcher annual competency checks and by signing the Dispatchers Certificate validates that certificate as per the standard 725.124 (4) (f) (ii) and 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 licenses.

**Flight Dispatcher/Dispatcher** – means a person that has completed Transport Canada generic examinations, the air operators’ specific training, and competency check and holds a Flight Dispatchers Certificate.

**FTAE** – means Flight Training and Aviation Education database that is maintained to validate and control Dispatch Competency Check (DCCs) and the status of all issued ACD authorities.

Issuing authority – means the Regional Manager, Commercial and Business Aviation, the Regional Superintendent for Aeroplanes, Rotorcraft or Certification, or the Chief, Airline Inspection, as appropriate.

**Competency check** – means a check conducted in accordance with paragraph 725.124 (21) and section (i), CASS 724.109, and CASS 723.16 of the Air Carrier using large aeroplanes (note most 703 and 704 have Type “C” or “D” operational control systems and do not conduct competency checks. Those air operators choosing to implement an “A” or “B” operational control system must adhere to the training provisions described in paragraph 725.124 (21) further information is also available in TP14114 Approved Check Dispatcher Manual.

**Nominee** – means a person nominated by an Air Operator as a candidate for CCD or CACD approval by TC.
Operator – means the holder of an Air Operator Certificate

Professional suitability – means a demonstrated willingness to work cooperatively with Transport Canada to uphold the principles of aviation safety.

Scripted DCC – means a document that governs the events presented to candidates during a DCC that is conducted during a competency check. The script provides a detailed plan for the execution of mandatory events.

SOPs – means approved Standard Operating Procedures established by an Air Operator, which enable the dispatchers plan aircraft operations within the limitations specified in the Aircraft Flight Manual.

TC Inspector – means a Transport Canada Inspector who works in the Commercial and Business Aviation (CBA) 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 shall be taken in a timely manner consistent with the (Aircraft Operating Manual) AOM or SOPs as appropriate.

Co-authority dispatch – means the shared authority, between the pilot-in-command and the flight dispatcher in a Type A or B operational control system, for decisions respecting the operational flight plan prior to acceptance of the operational flight plan by the pilot-in-command.

Complex operations – means operations where any two of the following conditions exist:

1) the air operator operates more than 6 aeroplanes having a passenger-seating configuration of 20 or more and a maximum gross take-off weight of 45,455 kg (100,000 lbs.) or more;

2) the air operator operates more than 18 flights (constituting 18 take-offs and 18 landings) per 24 hour period; and

3) the air operator’s operations are mixed domestic and international.

Note: Transport Canada does consider operations into the U.S. as international. Cities such as New York, Los Angeles, Atlanta, require additional planning and monitoring due to high traffic volumes etc.

Flight following – means the monitoring of a flight’s progress, the provision of such operational information as may be requested by the pilot-in-command, and the notification of appropriate air operator and search-and-rescue authorities if the flight is overdue or missing. Meteorological information provided to the pilot-in-command by the flight follower shall not include analysis or interpretation.
Note: *It is important to understand the implications of the last line in the above statement*

**Flight watch** – means maintaining current information on the progress of the flight and monitoring all factors and conditions that might affect the Operational Flight Plan.

**Pilot’s self-dispatch** – means a flight where the pilot-in-command is solely responsible for Flight Watch.

**Operations co-ordination** – is normally the commercial section 725.124 (21) (i) and article 724.109 and 723.16 of CASS (of the air operator. This group during actual operations will provide information to the operational section of the air operator to better co-ordinate the needs of the air operators clients.
SECTION 1

GENERAL OPERATIONAL CONTROL INFORMATION

1.1 What is Operational Control?
Operational Control is the exercise of authority over the formulation, execution, and amendment of an operational flight plan in respect of a flight.

1.2 Requirements
Section 702.12 703.16 704.15 and 705.20 of The Canadian Aviation Regulation (CARs) all state:

No air operator shall operate an aircraft unless the air operator has an operational control system that meets the (CASS), Commercial Air Service Standards and is under the control of its operations manager.

1.3 Operational Control, Operations Control, Operations Co-ordination
During the implementation of the CARs and CASS the meaning of operational control and operations co-ordination were discussed in detail. It became evident that the two terms were being interpreted differently and in many cases confused. In an effort to clarify the issue, Transport Canada with the concurrence of industry and labor decided that the term Operational Control would pertain to the functions dealing with the actual operational aspects of a flight from the formulation of the flight plan until the termination of a flight.

The Operations Co-ordination function is considered the commercial side of the air operator. The operations co-ordination functions during actual operation provide information and facilitate the commercial needs of the air operator to the operational control function. Operations Co-ordination is one of the many sources of information used by operational control personnel to provide safe, economical and pleasant service to the air operators customers. Transport Canada prefers air operators use the term Operations Co-ordination rather than Operations Control in order to reduce the potential confusion between the terms Operational Control and Operations Control.

1.4 Roles and Responsibilities
It is important operations manuals clearly indicate the duties and responsibilities of the pilot-in-command PIC, dispatcher, and flight follower. The PIC under a “C” or “D” operational control system is self dispatched and may have the support of a flight follower. The “A” or “B” operational control system is a co dispatched system requiring certified dispatchers and a flight watch system apposed to flight following system.

It must be clearly stated that all final decisions will be made by the PIC
after brake release for take-off for a type “A” or “B” operational control systems. Prior to brake release and from the time of the formulation of the flight plan, flights under a co-dispatch system are jointly shared by the PIC and dispatcher. Both the PIC and dispatcher must agree on the content of the operational flight plan and sign the operational flight plan.

Air operators must either designate a time (i.e. 3 hours before scheduled departure) when operational control begins or state that it begins with the formulation of the flight plan CASS 725.20 (1) General (v). A designated time is acceptable and allows the air operators to plan multiple flight legs without being constrained by the statement “formulation of the flight plan”. Example: Air operators may indicate operational control begins 3 hours prior to scheduled departure. The three-hour limit clearly indicates to all personnel the requirement to channel operational information through the dispatcher once that time limit is passed. Air operators using the term “formulation of the flight plan” are restricted to advising the dispatcher of all changes related to the flight as soon as the formulation of the operational flight plan has been inaugurated.

1.5 Flight Watch and Flight Following

Flight Watch: all information that may affect the safety of the flight must be forwarded to the PIC. Air operator using the term flight watch will indicate a type “A” or “B” operational control system and the use of certified dispatchers. The certified dispatcher can provide analysis and provide operational opinions to aid the PIC in making good command decisions.

Flight Following the flight follower is not certified and is not required by regulation to inform the PIC of adverse information. Information is provided upon request by the PIC and is without analyses or interpretation. Air operators using the term flight following indicate a type “C” or “D” operational control system and do not have certified dispatchers. The flight follower provides information without analysis or opinion.

Responsibilities in the type “C”, “D” operational control system is delegated to the PIC for flight watch. The flight follower provides the PIC with information on request and is not mandatory. Responsibilities in a type “A”, “B” operational control system using a certified flight dispatcher requires information must be provided to the PIC and is mandated by regulation. CASS 725.20 (1) General (a) Responsibility and Authority.
SECTION 2

TYPE “D” OPERATIONAL CONTROL SYSTEM

2.1 Types of Operational Control Systems

All commercial operators under Subsection 702/703/704 and 705 of the CARs must have some type of operational control system. The system must be under the control of its operations manager. Operational control is tasked with the safety aspects of the daily flight operations of the air operator. It is recognized that the marketing divisions are extremely important and the information from the commercial divisions must be addressed. Operational decisions during the planning execution and amendment of an operational flight plan must be based on adherence to safety, the regulations and standards set forth by the regulator and must not be compromised by financial or marketing constraints. It is important for inspectors to ensure air operators clearly show that the commercial function of the air operator (operations co-ordination) has no direct link or no authority over the air operator’s operational control system.

2.2 Type “D” Operational Control System

The manuals and explanations for a type “D” operational control system are normally not as complicated or as in-depth as those for other type of operational control systems. The “D” type operator is that small operator having one or two aircraft and operating normally short flights over an area close to the air operators base of operation. The owner may also be the pilot of many of the companies flights.

Operations conducted under Subpart 702/703/704 of (CARs) require a minimum Type “D” operational control system. As an air operator develops in size and complexity it may through evolution move up the scale from a type “D” to type “C” operational control system. In both the “C” and “D”, operational control system an air operator may contract an outside agency to exercise operational control on their behalf. If the air operator contracts an outside agency, Transport Canada deems the employees of the agency as the air operators employees. The air operator remains responsible and accountable for the actions of the contractor.

*Note: In both a “C” and “D” type operational control systems all flights are PIC self dispatched and use flight followers not certified flight dispatchers. The method used to monitor flights in a “C” and “D” systems use flight following not flight watch.*

2.3 Responsibility and Authority

Operational control is delegated to the (PIC) of a flight by the Operations Manager, who retains responsibility for the day-to-day conduct of flight operations.
Current information on the location of the air operator’s aircraft shall be maintained at the main base of operations, sub-base or where appropriate, from the location from which the flight following is being conducted.

Operations manuals must clearly indicate operational control is delegated to the PIC of a flight by the Operations Manager who retains responsibility for the day-to-day conduct of flight operations Section (723.16 (1) General (b)

2.4 Communications

Each aircraft shall be equipped with serviceable and functioning communications equipment that permits the PIC to communicate with a ground radio station for the purpose of flight following with the air operator. Such a ground station may be operated by the government, the air operator or a private agency.

25 On Duty

A person qualified and knowledgeable in the air operator’s flight alerting procedures shall be on duty or available when Instrumental Flight Rules (IFR) or Visual Flight Rules (VFR) at night flight operations are being conducted.

2.6 Flight Following

Flight Following for a Type D system is the monitoring of a flight’s progress and the notification of appropriate air operator and search and rescue authorities if the flight is overdue or missing.

Flight Following procedures and the standards of qualifications for the individual performing this function shall be described in the air operator’s Company Operations Manual.

Each flight shall be conducted under an IFR Flight Plan, VFR Flight Plan or Flight Itinerary as appropriate.

The PIC is responsible for flight watch but shall be supported by the air operators flight follower. The Flight Following System shall monitor the progress of each IFR flight or VFR at night flight from its commencement to its termination, including any intermediate stops. The person performing the flight following function shall be delegated to do so by the operations manager.

The PIC shall be responsible for passing messages concerning landings, departures from the point of origin including any enroute stops. This requirement is required in order to satisfy, the requirements of search and rescue support. The Flight Follower must implement the air operators emergency procedures as prescribe in the air operators operations manual.
Operations conducted under Subpart 704 of CARs require a Type C or D operational control system. Another organization may be contracted to exercise operational control on behalf of an air operator.

Operations manuals must clearly outline flight following procedures and PIC must be aware they are responsible for Flight Watch.
SECTION 3

3.1 Type “C” Operational Control System

A Type C operational control system shall apply to subsection 704 Commuter Operations operating under Instrument Flight Rules (IFR) and Visual Flight Rules (VFR) at night.

All cargo air operators utilizing a “C” type operational control system can revert to an “A” or “B” system for passenger operations, there are restrictions and a specific training requirement for pilots, dispatchers and flight followers is required. See section 725.20 (3), 725.124 (10 (iv) and 725.124 (5)(t) of CARs. An air operators that is clearly a type “C” operation may chose to upgrade to an type “A” or ”B” operational control system provided the air operator adheres to all certification requirements.

3.2 Responsibility and Authority

Operational control is delegated to the PIC of a flight by the Operations Manager, who retains responsibility for the day-to-day conduct of flight operations.

Operations manuals must clearly outline the procedures and policies of the air operator. Inspectors reviewing operations manuals must assure the manual clearly indicates the policies and procedures of the air operator.

Examples of some possible deficiencies are follows:

a) The organizations charts do not indicate proper reporting requirements.
   Example: Chief Pilots, Operational Control Systems personnel or other operations personnel not shown on organization charts or their reporting structure to the Director of Flight Operations (DFO).

b) The duties of operational personnel are not clearly stated in the manual. Many manuals simply indicate particular position exists but with little elaborations of the function. The following is a possible example of how operational control personnel may be addressed:
   Position Title (Flight Dispatcher)
   Reports to-Manager of dispatch
   Requirements: will hold a Transport Canada Flight Dispatcher certificate
   Duties; (a full list in dot points or paragraphs should be used)
   o Develop, reviewing, authorizing issuing and revising, as required, the operational flight plan.
Exercising operational control on a co-authority bases with the PIC, and joint responsibility of the safe and efficient planning and monitoring of a flight.

3.3 Operational Control Centre

Current information on the location of the air operator’s aircraft shall be maintained at the main base of operations, a sub-base, or where appropriate, the location from which flight following is being carried out.

3.4 Communications

Each aircraft shall maintain two-way communications with a ground radio station for the purpose of flight following. Such ground stations may be operated by the government, the air operator or a private agency.

3.5 Dispatch Release

Inspectors will not normally see a dispatcher release within a type “C” or “D” operational control system. Flights operated under the “C” or “D” system are self dispatched and released by the PIC.

3.6 Flight Following

Flight Following for a Type C system is the monitoring of a flight’s progress, the provision of such operational information as may be required by that flight, and the notification of appropriate air operator and search and rescue authorities if the flight is overdue or missing.

Flight Following procedures and the standards of training and qualification for the individual performing this function must be described in the air operators Company Operations Manual. Flight Followers in a “C” or “D” operational control system are not required to complete annual recurrent training. The air operator is required to maintain the records of any training proved to the Flight Followers.

The PIC is solely responsible for flight watch but shall be supported by an air operator provided flight following system containing the following elements:

(i) a person knowledgeable in the air operator’s flight alerting procedures, on duty and able to respond to requests by the pilot-in-command for information related to the flight. Such information shall include meteorological information without analysis or interpretation;

(ii) the progress of each flight from its commencement to its termination, including any intermediate stops, shall be monitored, which may be done by the same person as in paragraph (i) above; and
(iii) the pilot-in-command shall be responsible for passing messages concerning landings and departures from point of origin, enroute stops and final destination to the person described in paragraph (i) above. Type “D”

Inspectors should note that a cargo operation utilizing a “C” type operational control system could revert to an “A” or “B” system for passenger operations. There are restrictions and specific training requirements for pilots, dispatchers and flight followers. See Subsection 725.20 (3) and also 725.124 (10 (iv) and 725.124 (5)(t) of CARs

Note: In both a “C” and “D” type operational control systems all flights are PIC self dispatched and use flight followers not certified flight dispatchers. The method used to monitor flights in a “C” and “D” systems use flight following not flight watch.
SECTION 4

4.1 Type “A” or “B” Operational Control System

Type A

A Type A classification shall apply to air operators carrying passengers in Airline Operations using more than 6 aeroplanes:

(a) having a passenger-seating configuration of 20 or more;
(b) having a maximum gross take-off weight of 45,455 kg (100,000 lbs.) or more; and
(c) operating under complex operations.

Type B

(a) Type B classification shall apply to air operators carrying passengers in Airline Operations using aeroplanes:

(i) having a passenger-seating configuration of 20 or more; and
(ii) having a maximum gross take-off weight of less than 45,455 kg (100,000 lbs.).

(b) This classification shall also apply to air operators carrying passengers in Airline Operations using 6 or fewer aeroplanes:

(i) having a passenger-seating configuration of 20 or more;
(ii) having a maximum gross take-off weight of 45,455 kg (100,000 lbs.) or more; and
(iii) not operating under complex operations.

4.2 Responsibilities and Authority

Prior to acceptance by the PIC of the Operational Flight Plan (OFP), operational control, as delegated by the Operations Manager in the company operations manual, is exercised jointly by the flight dispatcher and the PIC.

After the PIC accepts the OFP, the flight dispatcher and the pilot-in-command share responsibility for Flight Watch. The flight dispatcher and the pilot-in-command shall share pertinent and related flight information, including any proposed changes to the OFP.

CASS 725.20(1) (a) (iii)
The air operator shall specify in their company operations manual how formal acceptance of the operational flight plan by the pilot in command and the dispatcher are recorded.
Air operators can accomplish this requirement by:

Examples:

1) The air operator can use a simple signed document by the dispatcher and PIC.

2) Air operators having sophisticated computer systems can have the dispatcher name attached automatically to the document and a copy then signed by the PIC and left with a planning facility.

3) PIC having secure signin codes for flight planning can also use this as an electronic means of signing the flight plan. In this case, a copy would not have to be left at a base because the information is readily available within the computer system.

*CASS 725.20(1) (a) (iii)*

If flight plans are formulated and accepted for a series of flights, air operators must develop procedures to ensure any changes to the subsequent flight plans are approved by the pilot-in-command and dispatcher.

The air operator can accomplish this by clearly indicating in the company operations manual the procedures to be followed for multiple leg flight plans.

*Examples:*

1) A PIC accepting a flight plans for multiple fight legs must confirm on arrival at interim stations that the original flight plan is still valid. This can be done by a radio contact or phone call. The dispatcher will complete a dispatch log entry indicating time of approval etc.

2) For multiple flight plans the PIC will be sent a message by (FAX, teletype, data link, e-mail) indicating that the original flight plan is valid. PICs not receiving this message must contact dispatch for confirmation the flight plan is still valid.

3) PICs receiving final load information will be given confirmation the information is based on the original flight plan. PIC receiving an indication that this is a revised flight plan must contact dispatch to verify the revision and document any changes.

*CASS 725.20(1)(a)(iv)*

The flight planning and flight watch phases of operational control can be separated into two functions requiring qualified dispatchers for each function. Air operators separating the flight planning and flight watch shall specify in their company operations manual the procedures required to transit from flight planning to flight watch.
Some International routings require air operators 10-15 hours or longer for pre flight planning. The CASS has addressed this problem allowing air operators to separate the planning and flight watch phases. The important issue is both the planner and flight watcher must be a qualified dispatchers. In addition, the air operators manuals must clearly outline the procedures to be utilized if planning and flight watch are separated.

Example of some of the issues to be addressed:

1) One issue that must be addressed is who will sign the flight plan, the planning dispatcher or the flight watch dispatcher.

2) How are disagreements between the planning dispatcher and flight watch dispatcher addressed?

3) Who designates the alternates required for the flight?

4) How are enroute problems solved (rerouting for ATC, Weather etc.)

5) Who is responsible for briefing the flight crew?

CASS 725.20(1) (a)(v)

Once a flight has commenced, the final decision on any changes to the Operational Flight Plan shall be taken by the pilot-in-command based on considerations of safety. For the purpose of operational control systems, a flight is deemed to be "commenced" after brake release for take-off.

Some air operators have considered the commencement of flight the point at which flight watch begins. Others have indicated flight watch begins with the signing of the operational flight plan.

In order to clarify this apparent ambiguity the following should be considered.

Flight watch begins with the signing of the operational flight plan and continues until the termination of the flight. The PIC and flight dispatcher shall share pertinent and relative flight information during the entire flight watch phase.

Co-authority is the shared joint authority between the PIC and the flight dispatcher and extends from the formulation of the flight plan to the commencement of flight (brake release for take-off). The PIC and dispatcher have joint responsibility up to and until the commencement of the flight, to cancel, delay or amend the operational flight plan if in the opinion of either party the flight cannot be operated safely. The intent of the standard is to cover those situations at larger airports where ATC or the requirement to deice aircraft may delay departures for many hours thus invalidating an operational flight plan.

Following commencement of flight, it must be clearly understood final authority is held by the PIC.
CASS 725.20(1) (a) (vi)
Limited pilot self-dispatch of flights may be permitted at those enroute stops where a lack of communications facilities prevents the co-authority dispatch of a flight. In such cases, the air operator shall develop, and submit to Transport Canada – Civil Aviation for approval, those additional procedures that are intended to compensate for the lack of flight dispatcher participation in the flight’s next operational flight plan.

Air operators must receive approval from Transport Canada when operating flights into remote areas where full type “A” or “B” operational control system communications are not available. The approval must outline the process and procedures for operating in those remote areas. The purpose of the standard is to provide relief during those occasions when limited operations are expected and is not intended for long term-scheduled operations. The duties and responsibilities of the dispatcher must be clearly defined in the company operations manuals. If an air operator utilizes a separate Operational Control Manual, this manual must be designated as part of the company operations manual. Some of the areas that must be addressed are as follows:

(a) The air operator shall ensure that each flight dispatcher is trained and qualified in accordance with the requirements of its approved training program.

(b) Before commencing duty, a flight dispatcher shall receive a briefing on, or shall study, all pertinent weather charts, weather reports, Notice Containing Aeronautical Information (NOTAM), operational restrictions in force, flights in the air, flights for which OFP (Dispatch Releases) have been issued but that have not yet commenced and for which he or she shall be responsible, and the forecast flight schedule.

(c) The responsible flight dispatcher may supervise personnel, including assistants, as part of an approved on-the-job training program, provided this supervision does not interfere with the performance of his or her duties.

(d) The flight dispatcher shall maintain a record of information generated or exchanged in relation to any flight for which that flight dispatcher has responsibility.

4.3 Operational Control Centre
The Flight Dispatch Centre shall be established to ensure operational control throughout the air operator’s entire route structure or area of operations.
4.4 Communications
Air operators are expected to have available timely and direct communication between the responsible flight dispatcher, and the PIC. The communications shall be maintained during flight time over all or almost all the route structure. Operational Control systems may be authorized by Transport Canada for mid-route sectors of flights and certain remote destinations where direct communication is not practical.

Note in a “B” operational control system Direct or indirect communication between the flight dispatcher and the PIC shall be maintained during flight time with as short a delay as practical considerations permit. A private agency under contract to the air operator may be approved to provide the required communications services. The use of Air Traffic Services (ATS) communications is permitted if the services of a private agency are not available.

This is the major difference between the type “A” and type “B” operational control system. The type “B” system provides for a more flexible interpretation of communications requirements.

4.5 On-ground Communications
A direct communications capability between the (PIC), and the flight dispatcher shall be provided at any station regularly served by the air operator. The equipment must be readily available and be relatively private. The equipment used shall be accessible to the PIC and may include the following:

   a) VHF/HF Radio voice;
   b) telephone;
   c) data link; and
   d) teletype.

An example of unacceptable communication would be a phone used as operations at the check in counter used by agents and in full listening range of passengers.

The on-ground communication requirement can be adjusted or waived by Transport Canada - Civil Aviation, at those stations where a lack of facilities prevents communication between the PIC and flight dispatch.

Inspection of the air operators communication system should be tested periodically to ensure communications standards are being maintained.

Timely communication means the ability to establish communications domestically within thirty minutes of first trying and internationally within one hour when the flight is in cruise.
**Direct communication means** the ability of the flight dispatcher and the PIC to communicate using the air operator’s facilities, an electronic data link facility, or a facility operated by a third party **according to an agreement**.

### 4.6 Flight Dispatchers on Duty

The air operator will provide sufficient dispatchers to operate their operational control system based on the air operator’s workload analysis.

The dispatch centre must have available to the dispatcher at least the following immediately:

1. NOTAM and NOTAM summaries;
2. all weather reports for airports used as destination or alternate airports or for emergencies;
3. forecasts, area and terminal, for the area of responsibility and such wider area as are needed for proper weather trend analysis; and
4. weather radar summaries, where available as part of the normal weather reporting system.

The information listed above must have a system in place to inform a dispatcher of any significant changes in flight conditions and in conditions at stations significant to the company’s flights.

During inspections or monitors of the operational control facility;

(a) Each centre shall be provided with:

1. aeroplane operating manuals and Minimum Equipment Lists, as appropriate;
2. company operations manual;
3. airport runway data; and
4. such additional information as may be needed to enable the formulation of an operational flight plan or to exercise Flight Watch services.

(b) Each centre shall be provided with communications equipment that ensures:

1. a means to provide a hard copy of an operational Flight Plan, or an amendment, to the PIC; and
2. direct ATS contact.
4.7 Dispatch Release
The Dispatch Release of a flight occurs when the flight dispatcher approves the Operational Flight Plan, after which it is submitted to the PIC for acceptance. If a disagreement between the flight dispatcher and the pilot-in-command over the dispatch of a flight occurs, the disagreement resolution policy, where one has been specified by the air operator or the most conservative course of action shall be followed. The dispatch release may be in the form of an Operational Flight Plan or a separate document, signed by the flight dispatcher and issued in accordance with the company operations manual.

The release form is normally used by the air operator when multiple flight legs have been authorized. This should not be confused with a re-release or re-file of an operational flight plan.

The air operator must provide procedures and direction to PICs and dispatchers to ensure that at each location where flights originate, the PIC:

a) receives meteorological information related to the flight;

b) obtains a hard copy of the Operational Flight Plan; and

c) except where communication is not practical, can contact the responsible flight dispatcher prior to take-off, if necessary.

4.8 Flight Watch
A flight dispatcher shall maintain current information on the progress of flights for which he or she is responsible.

Flight Watch, begins with the acceptance of the operational flight plan by the PIC and shall continue until completion of the flight. Dispatchers must maintain a continuous watch on all factors and conditions that might affect the Operational Flight Plan. The PIC shall be kept fully advised of all these factors and conditions.

PICs must direct in-flight reports shall to the flight dispatcher performing Flight Watch. Items forwarded to the dispatcher are a follows:

(i) the operating times after each take-off and landing;

(ii) positions reports at least once an hour on any flight longer than one hour conducted in uncontrolled airspace;

(iii) at intervals within two hours after departure and every two hours there after on operations conducted on other than flight plan routes within Canadian and Continental U.S.A domestic airspace. Where communications are not possible, the air operator must have an acceptable alternative to the two-hour in-flight report.
(iv) when the fuel remaining at any time on the flight falls below the minimum specified on the operational flight plan; and

(v) where the pilot-in-command determines a change is necessary to the operational flight plan enroute.

Reports are not required by flights on operations conducted within Canadian domestic and continental U.S.A. air space using Aircraft Situation display system (ASDS). Alternatively, other automated tracking methods integrated into the flight watch system. The ASDS or other automated tracking system shall

(i) supply identification, position, track, speed and altitude automatically refreshed at less than five-minute intervals.

(ii) display the information in (i) above in a readable and unambiguous manner and;

(iii) when used as a primary means for flight watch shall be redundant system including back-up displays, controls, power-supplies and data feeds. In addition to the redundancies built into the system, the air operator shall establish operational procedures for use during system failures and document the training required to operate the system in their company operations manual.

Air operators using ASDS but not having a backup system in place must have a process in place enabling the dispatcher to revert quickly to a manual flight watch system.

Note: Direct routing or radar vectoring which does not affect the safety of the flight is considered to be within the flight plan route.

Reports by flights on international operations, as stipulated by International Civil Aviation Organization (ICAO) standards, are required on international operations conducted outside Canadian and continental U.S.A. domestic airspace.
SECTION 5

SELF TESTS

Questions

1) The term Operational Control is the exercise of:
   a) authority over the amendment of an OFP in respect of a flight.
   b) control of commercial and safety requirements of the air operators flight planning systems.
   c) authority over the formulation, execution, and amendment of an OFP in respect of a flight.
   d) authority regarding commercial operations and has sole authority of the formulation of the operational flight plan.

2) The PIC under a “D” type operational control system:
   a) shares flight watch with a qualified dispatcher.
   b) is responsible for flight watch.
   c) shares flight following with a qualified dispatcher.
   d) may only receive flight information from Flight Service Station (FSS).

3) A type “C” or “D” operational control system:
   a) may not contract their operational control system to an outside source.
   b) may contract their operational control system to an outside source.
   c) outsourcing operational control to a contracting company that company is held responsible by Transport Canada.
   d) outsourcing operational control to a contracting company that companies personnel must occupy offices at the air operators facility.

4) A type “C” or “D” operational control system requires operational personnel to be:
   a) certified dispatchers.
   b) certified flight followers.
   c) trained but not certified.
   d) none of the above.
5) The term flight following indicates operational control is:
   a) performed using a co-dispatch operational control system.
   b) the same as flight watch and can be interchanged.
   c) responsible directly to the commercial departments of the air operator.
   d) not to provide the PIC with analysis and interpretation of weather.

6) Under a flight watch system the dispatcher is:
   a) required to share pertinent and related flight information to the PIC.
   b) able to provide analysis and interpretation of weather information.
   c) required to hold a Transport Canada certificate as a flight dispatcher.
   d) all of the above.

7) A company operations manual indicated there is a flight following system. This would indicate the air operator is a type:
   a) “A” or “B” operational control system with certified dispatchers.
   b) “C” or “D” operational control system with certified dispatchers.
   c) “A” or “B” operational control system with flight followers.
   d) “C” or “D” operational control system with flight followers.

8) A cargo operator with eight B737 type aircraft under a type “C” operational control system wishing to revert occasionally to limited passenger service is required to:
   a) continue the passenger operation under a type “C” operational control system.
   b) obtain approval from Transport Canada and upgrade the in-flight communications systems.
   c) upgrade to a full type “A” or “B”, operational control system for the cargo and passenger operation.
   d) operate the passenger service under a type “A” or “B” system and provide training for flight dispatchers and pilots explaining the system differences.*
9) An air operator in a type “A” or “B” operational control system if separating flight planning and flight watch require:
   a) the persons conducting flight planning and flight watch to be certified dispatchers.
   b) only the person exercising flight watch to be a certified dispatcher.
   c) only the person exercising flight planning to be a certified dispatcher.
   d) a certified dispatcher as a flight planner and a flight follower.

10) Co authority dispatch extends from the:
   a) formulation of the flight plan until commencement of flight.
   b) formulation and acceptance of the flight plan by the PIC until commencement of flight.
   c) brake release of a flight until the termination of flight.
   d) acceptance of the flight plan by the PIC until the termination of the flight.

11) In an type “A” or “B” operational control system, timely communications is the ability to establish communications:
   a) domestically within thirty minutes.
   b) domestically within one hour.
   c) within two hours, when in flight cruise.
   d) Air Traffic Control (ATC) compulsory check points only.

12) Air operators using Aircraft Situation Display System (ASDS) or other automated tracking systems, as a primary flight watch system must have:
   a) a redundant system supplied with a back-up power and data feeds. *
   b) two separate tracking systems.
   c) a manual system available at all times as backup.
   d) at least two display units available at all times.
Answers to Questions

1) The term Operational Control is the exercise of:
   a) authority over the amendment of an operational flight plan in respect of a flight.
   b) control of commercial and safety requirements of the air operators flight planning systems.
   c) authority over the formulation, execution, and amendment of an operational flight plan in respect of a flight. *
   d) authority regarding commercial operations and has sole authority of the formulation of the operational flight plan.

2) The PIC under a “D” type operational control system:
   a) shares flight watch with a qualified dispatcher.
   b) is responsible for flight watch. *
   c) shares flight following with a qualified dispatcher.
   d) may only receive flight information from the Flight Service Station (FSS).

3) A type “C” or “D” operational control system:
   a) may not contract their operational control system to an outside source.
   b) may contract their operational control system to an outside source. *
   c) outsourcing operational control to a contracting company that company is held responsible by Transport Canada.
   d) outsourcing operational control to a contracting company that companies personnel must occupy offices at the air operators facility.

4) A type “C” or “D” operational control system requires operational personnel to be:
   a) certified dispatchers.
   b) certified flight followers.
   c) trained but not certified. *
   d) none of the above.
5) The term flight following indicates operational control is:
   a) performed using a co-dispatch operational control system.
   b) the same as flight watch and can be interchanged.
   c) responsible directly to the commercial departments of the air operator.
   d) not to provide the PIC with analysis and interpretation of weather. *

6) Under a flight watch system the dispatcher is:
   a) required to share pertinent and related flight information to the PIC.*
   b) not required to share pertinent and related flight information to the PIC.
   c) required to hold a Transport Canada license as a flight follower.
   d) not required to hold a Transport Canada certificate as a flight follower.

7) A company operations manual indicates the air operator has a flight following system in place. This would be indicate the air operator is a type:
   a) “A” or “B” operational control system with certified dispatchers.
   b) “C” or “D” operational control system with certified dispatchers.
   c) “A” or “B” operational control system with flight followers.
   d) “C” or “D” operational control system with flight followers. *

8) A cargo operator with eight B737 type aircraft under a type “C” operational control system wishing to revert occasionally to limited passenger service is required to:
   a) continue the passenger operation under a type “C” operational control system.
   b) obtain approval from Transport Canada and upgrade the in-flight communications systems.
   c) upgrade to a full type “A” or “B”, operational control system for the cargo and passenger operation.
   d) operate the passenger service under an type “A” or “B” system and provide training for flight dispatchers and pilots explaining the system differences. *
9) An air operator in an type “A” or “B” operational control system if separating flight planning and flight watch require:
   a) persons conducting flight planning and flight watch to be certified dispatchers. *
   b) only the person exercising flight watch to be a certified dispatcher.
   c) only the person exercising flight planning to be a certified dispatcher.
   d) a certified dispatcher as a flight planner and a flight follower.

10) Co authority dispatch extends from the:
   a) formulation of the flight plan until commencement of flight. *
   b) formulation and acceptance of the flight plan by the PIC until commencement of flight.
   c) brake release of a flight until the termination of flight.
   d) acceptance of the flight plan by the PIC until the termination of the flight.

11) In an type “A” or “B” operational control system, timely communications is the ability to establish communications:
   a) domestically within thirty minutes.*
   b) domestically within one hour.
   c) within two hours, when in flight cruise.
   d) ATC compulsory check points only.

12) Air operators using ASDS or other automated tracking systems, as a primary flight watch system must have:
   a) a redundant system supplied with a back-up power and data feeds. *
   b) two separate tracking systems.
   c) a manual system available at all times as backup.
   d) at least two display units available at all times.
SECTION 6

INSPECTOR RESPONSIBILITIES AND OPERATIONAL CONTROL MANUALS

6.1 Inspector Responsibilities

Inspectors are required to approve the air operators operations manuals. The CARs and CASS stipulate the inspector responsibility with regard to the approval and content of an air operators operations manual. CAR 703.104(4), 704.120(4), 705.134 (4), CASS 723.104(g), 724.121(g) 725.135. It is essential inspectors verify CAR and CASS requirements are addressed in the air operators manuals.

Manuals are living documents and are amended continually in order to keep pace with industry standards and regulatory changes. Some air operators have implemented separate Operational Control or Dispatcher manuals in order to reduce the volume of information carried by the PIC. Air operators need only publish essential items regarding operational control in the company operations manual thus not requiring full operational control manuals to be carried on each flight. Inspectors, approving air operator manuals must assure pertinent information is repeated or correctly cross-reference between the operational control and company operations manuals. The operational control manuals should be available at remote bases for use by flight crews a separate manual is used.

Listed below are areas, which must be clearly addressed in an operational control manual or in the appropriate section of the company operations manual. The list is general in nature and maybe expanded depending on the size and complexity of the air operator.

- Is it clearly indicated who has control over the manuals? Normally the Director of Flight Simulator (DFO) or delegate.
- Is there a brief outline in the first section of the manual?
- Is there clear direction for dispatchers to acknowledge and indicate understanding of operational bulletins or company memos etc.? CASS 725.135g) (v)
- If the air operator uses an Minimum Equipment List (MEL), are there procedures on how MEL items are forwarded to flight crews through the dispatcher? Some air operators use the remarks sections of computer flight plans others use a simple message or Facsimile (FAX) system.
- Does the manual describe how a maintenance facility advises dispatch of MEL items? CASS 725.135 (g)
• Is there a clear indication when the day begins in relation to MEL items? This is normally in MEL section of the aircraft manuals but many air operators also clearly define this within their operations manuals.

• Does the manual clearly define or reference the procedures for dispatchers to take advantage of the flight safety program? (725.135 00)

• Is there a clear and unambiguous line from the dispatcher to the Director of Flight Operations (DFO)? (Be aware that the marketing division MUST NOT be involved in operational control)

• Is the disagreement policy in the dispatch manual the same as that in the company operations manual? In the past, it has been found that the policy either is missing or is not the same in both company and dispatch manuals.

• Does the air operator clearly define the procedure to be followed if a disagreement between a PIC and dispatcher arises?

• Does the air operator clearly indicate the person described in duties and responsibilities is a qualified dispatcher? At some air operators, upper management personnel may not be certified dispatchers example the DFO or manager of dispatch is not required to be a certified dispatcher. In the case of the manager of dispatch not being qualified, it must be clear the person cannot work as a dispatcher.

• Is it clearly stated in the operational control section or separate operational control manual the Flight Dispatcher and PIC shall share pertinent and related flight information and any proposed changes to the Operational Flight Plan during flight watch?

• Do the manuals clearly indicate the PIC responsibility to share information with the dispatcher?

• Does the air operator indicate when operational control begins? (Usually the air operator will indicate a specific time example 3 hours prior to scheduled departure).

• Does the air operator indicate that operational control ends with the termination of the flight?

• If the operational control system provides for the planning of multiple flight legs is there a process for verifying the down line legs. (see 725.20 (1) General (iii) & (v).

• Does the manual clearly indicate the procedure and process for entering information in a dispatch log? (see 725.20.(2) (b)

• Is there a clear process of how the formal acceptance of the flight plan is recorded? (CASS 725.20 (1) General (iii)
• Do the manuals clearly define the issues of flight watch and the joint authority?

• Is there a section indicating joint authority is from formulation of the flight plan until brake release and flight watch is from the signing of the flight plan until the termination of the flight? CASS 725.20 (1) General (v)

• Does the communications section of the manual address the procedures and equipment available for the dispatcher to contact flights in a timely manner? CASS 725.20 (1) (c) (ii). (The manual should indicate the systems available and their use).

• Is their direct and timely communication available as per CASS 725.20 (1)(c) (i)? If there are areas, where this requirement cannot be met, is there documentation from Transport Canada permitting a deviation from the standard?

• Does the manual provide clear direction to flight crews and dispatchers on how alternates are assigned and/or revised? Inspectors should take particular notice on how take-off alternates are assigned especially after the flight plan has been signed by the dispatcher and PIC. Both the PIC and dispatcher must record the assigned takeoff alternate.

• Does the manual clearly indicate the flights under the co-dispatch system? (are ferry flights, test flight and training flights under the co-dispatch system?)

• Does the manuals provide clear direction for dispatchers to acknowledge and indicate understanding of operational bulletins etc. CASS 725,135 (v).

• Are both dispatchers and PICs aware of what items are to be covered during a formal briefing?

• Does the manual clearly, indicate the total time required for annual familiarization flights?

• Does the training manual clearly indicate the total time for initial and recurrent training?

6.2 Flight Dispatcher Generic Training

The Generic Training consists of the common body of knowledge required by all flight dispatchers. It is not approved by Transport Canada – Civil Aviation. Transport Canada – Civil Aviation shall verify the level of knowledge of flight dispatcher candidates who have completed generic training by administering two examinations: one on the meteorology-related subjects and another on the remaining subjects contained in the Study and Reference Guide -Flight Dispatchers (T12513E). The generic examinations are closed book and require a pass mark of 70%. A candidate failing a generic exam must allow 14 days to elapse before rewritting the exam as per the standard. CASS 725/124 (21) (a). A flight dispatcher
candidate shall pass both generic examinations prior to commencing on-the-job training at the air operator. A person not commencing specific training with the air operator within 24 months of writing generic exams must rewrite the Transport Canada exams.

Note: Schools offering dispatcher generic training programs are not monitored, or approved by Transport Canada and therefore inspectors must be cautious when suggesting educational programs to potential students.

The Transport Canada generic exams are re-validated to the first day of the 25-month following a competency check or to the first day of the 25-month from the date of the last active day of duty as a certified dispatcher with the air operator. The last active day of duty does not include vacation or time owed by the air operator. The following two examples cover the intent of the policy.

Example 1:
A competency check is completed on March 10, 2004 with air operator “A”. The candidate takes vacation until April 2, 2004 and decides not to return the position of dispatcher. The candidate’s generic exam will be valid until April 1, 2006. The vacation time is not counted as active duty and therefore the date of the competency check is used.

Example 2:
A competency check is completed on March 10, 2004 with company “A”. The candidate takes vacation until April 2, 2004 returns to work and later in the year accepts an assignment with company “B” effective Oct 4, 2004. The candidate’s last active day of duty as a dispatcher with company “A” is Sept 26, 2004 and is owed six days of vacation and days off making the last day of employment Oct 2, 2004. In this case, generic exam will be valid until Oct 1, 2006. Remember we use the last active day of duty NOT the last employment date.

6.3.1 Specific Training
Transport Canada approves an air operators specific training program. The specific training must provide instruction in the specific areas of the air operator’s flight operations and operational control system. Specific training includes the course itself, on-the-job training and cockpit familiarization.

The air operator’s specific training is approved by Transport Canada and a copy of the syllabus for specific training course is to be submitted to Transport Canada for approval. The training syllabus must be in the company operations manual or in a separate approved training manual. Specific training courses must be applicable to the air operator and provide flight dispatcher with a level of proficiency specified for each
applicable subject. The syllabus must indicate the time allotted for class review, examinations, and the review of examinations as well as the total time allotted to the delivery of the course. The intent of requiring the total allotted time is to allow some flexibility for the air operator to adjust training times for those areas requiring additional study. The course material must relate to operational control procedures, aeroplane types, and the route structure of the air operator.

An examination shall be given at the end of specific training. The examination is left to the discretion of the air operator; however, the examination’s relevance to the subject matter specified in the approved course syllabus its validity as a test of the candidate’s knowledge must be periodically monitored and be acceptable to Transport Canada.

Air operators are required to have two specific examinations: one primary and the second for a possible re-write. All closed book examinations given during specific training must have a pass make 75%, and any open-book examination or quiz must be corrected to 100%.

Recurrent training shall be given to each flight dispatcher once every 12 months. Transport Canada requires the completion of an annual competency completed by the first day of the thirteenth month following certification. The recurrent training shall cover those subjects specified in the standard for recurrent training at least once every three years. The recurrent training syllabus must be approved by Transport Canada. Satisfactory completion of recurrent training and an annual competency check, are required in order to maintain the validity of a Flight Dispatcher Certificate.

Inspectors should note the that recurrent training for items requiring a frequency greater than every three years must be conducted in accordance with applicable requirements. (i.e. - security measures and aeroplane de-icing/anti-icing procedures.)

Familiarization flights are part of the recurrent training program and must be completed on an annual base. The total time of annual familiarization flights must be listed in the training manual and approved by Transport Canada.

The air operator can request revisions to a specific training program syllabus or for making significant changes to facilities but these must be submitted to Transport Canada for approval.

6.3.2 Training Records

It is the air operators responsibility to maintain the training record for each flight dispatcher. The record shall contain information on all the training completed by the flight dispatcher, including the results of Transport Canada generic examinations, copies of all other examinations taken in the previous three years, records of on-the-job training, and all
certifications of competency. When an air operator employs a flight dispatch organization under contract, the record of training for those flight dispatchers may be located at the flight dispatch organization. The air operator remains responsible for both the training given and the completeness and accuracy of the record.

Maintaining records of competency checks is the responsibility of the air operator. Regulations also require the air operator to advise Transport Canada anytime a certificate has been issued or removed.

Note: Inspectors should take particular notice and ensure operational control training instructors are knowledgeable and able to present their subjects in an effective manner. If the instructors used to teach specific course material are not themselves qualified flight dispatchers, a qualified flight dispatcher must be available for coordinating and answering questions relating to the practical application of the course material.

6.5 Competency Checks and Check Flight Dispatchers

Transport Canada standards require an annual competency check be conducted on all qualified dispatchers under a type “A” or “B” operational control system. The validity of the competency check is valid from the date of the check until the first day of the following thirteenth month. A record of competency checks is maintained within the Transport Canada on the National Aviation Company Information System (NACIS) system and must be maintained by the air operator. The competency check can be conducted by the Principal Operating Inspector (POI) or the air operator’s check dispatcher who has been accepted by Transport Canada.

The air operator’s POI should periodically monitor the air operator’s check dispatcher. The check dispatcher must be a qualified dispatcher and maintain dispatcher competency. The monitoring of check dispatchers is also recorded within Transport Canada’s NACIS system. The standard provides the POI and air operator flexibility when scheduling the monitoring of a check dispatcher. Normally the monitor program is completed annually. A check dispatcher monitor can be extended at the discretion of the POI.
SECTION 7

SELF TESTS

Questions:

1) Air operators submitting separate operational control manuals for approval is required to:
   a) reproduce the operational control manual in the company operations manual as a section.
   b) ensure the company operations manual references the operational control manual.
   c) issue copies of operational control manuals to PICs.
   d) Issue copies of operational control manuals to all operations personnel.

2) If a take off alternate is required after the signing of the flight plan that alternate is to be recorded:
   a) on the operational flight plan.
   b) recorded by the operational control facility.
   c) by the dispatcher and the PIC.
   d) is not required to be recorded.

3) The Transport Canada generic exams are valid for ____ months and are revalidated for ____ months following the annual competency check or last day of active duty.
   a) 12 - 12
   b) 24 - 12
   c) 24 - 24
   d) 36 - 24

4) Dispatchers in an “A” or “B” operational control systems are required to undergo recurrent training: is required:
   a) on an annual bases.
   b) once every two years on all items.
   c) once every two years on specific items.
   d) once every three years on all items.
5) Training instructors providing operational control instruction:
   a) must have training instructor qualifications.
   b) are required to hold a dispatchers certificate.
   c) must have a qualified dispatcher available for co-coordinating information.
   d) may provide instruction if holding a commercial pilots certificate.

6) The syllabus for specific operational control training must be:
   a) approved by the air operator.
   b) written in the company operations manual.
   c) written in the company operations manual or separate approved training manual.
   d) written in a separate approved operational control training manual.

7) All closed book examinations given during specific training must have a pass mark of:
   a) 70%.
   b) 75%.
   c) 80%.
   d) corrected to 100%.

8) The monitoring of a check dispatcher must be completed:
   a) annually.
   b) every two years.
   c) very three years.
   d) at the discretion of the POI.

9) All operational control recurrent training items must be covered:
   a) on an annual basis.
   b) by the first day of the 13th month following a competency check.
   c) by the first day of the 25th month following a competency check.
   d) over a three year period.
10) When a dispatcher certificate is issued or removed it is the responsibility of:
   a) the air operator to notify Transport Canada.
   b) Transport Canada to maintain these records.
   c) the contracted operational control facility to notify Transport Canada.
   d) the dispatcher to notify Transport Canada.

**Answers to Questions:**

1) Air operators submitting separate operational control manuals for approval are required to:
   a) reproduce the operational control manual in the company operations manual as a section.
   b) ensure the company operations manual references the operational control manual. *
   c) issue copies of operational control manuals to PICs.
   d) issue copies of operational control manuals to all operations personnel.

2) If a take off alternate is required after the signing of the flight plan that alternate is to be recorded:
   a) on the operational flight plan.
   b) recorded by the operational control facility.
   c) by the dispatcher and the PIC *
   d) is not required to be recorded.

3) The Transport Canada generic exams are valid for ____ months and are revalidated for ____ months following the annual competency check or last day of active duty.
   a) 12 - 12
   b) 24 - 12
   c) 24 – 24 *
   d) 36 - 24
4) Dispatchers in an “A” or “B” operational control systems are required to undergo recurrent training:
   a) on an annual bases.*
   b) once every two years on all items.
   c) once every two years on specific items.
   d) once every three years on all items.

5) Training instructors providing operational control instruction:
   a) must have training instructor qualifications.
   b) are required to hold a dispatchers certificate.
   c) must have a qualified dispatcher available for co-coordinating information.*
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   a) approved by the air operator.
   b) written in the company operations manual.
   c) written in the company operations manual or separate approved training manual.*
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   a) 70%.
   b) 75%. *
   c) 80%.
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8) The monitoring of a check dispatcher must be completed:
   a) annually.
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   a) on an annual bases.
   b) by the first day of the 13th month following a competency, check.
   c) by the first day of the 25th month following a competency, check.
   d) over a three year period *

10) When a dispatcher certificate is issued or removed it is the responsibility of:
    a) the air operator to notify Transport Canada.*
    b) Transport Canada to maintain these records.
    c) the contracted operational control facility to notify Transport Canada.
    d) the dispatcher to notify Transport Canada.