

AOG6-2



CIVIL AVIATION AUTHORITY, BANGLADESH

**AIR OPERATOR GUIDANCE
ON
FLIGHT DISPATCH**

FLIGHT SAFETY AND REGULATIONS DIVISION

Issue-1.0

May, 2017

**CAAB HQ, Kurmitola, Dhaka-1229
Bangladesh**

Foreword

This Air Operator Guidance on Flight Dispatch is the Issue -1 which has been prepared by the Directorate of Flight Standard & Regulations for the use and guidance of Flight dispatcher in the performances of their duties. All matters pertaining to Flight dispatcher duties, responsibilities and procedures have been covered to the extent possible in this Guide.

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

This Air Operator Guidance contains the standards, policies & procedures that pertain to Flight Dispatcher. The contents of the Guidance on Flight Dispatch shall not be deemed to supersede any instructions contained in the following documents:- Aircraft Manuals; CARs; ANOs, Rules & Regulations, AIP; AICs; FOI Hand Book; Standard Circulars; Airlines Operations Manual.

All Flight Dispatchers are required to be fully conversant with the relevant contents of this Book. The contents of this Guide are mainly extracted from ICAO Annexes, Documents; Aircraft Manuals; CARs; ANOs, Rules & Regulations, AIP; AICs; FOI Hand Book; Standard Circulars; Airlines Operations Manual.

The undersigned certifies that this Air Operator Guidance on Flight Dispatch satisfies all the regulatory requirements. The responsibility to publish, make revisions and amendments and to control of the Guidance shall be vested in and done according to the instructions and procedures described.

This Air Operator Guidance on Flight Dispatch (AOG6-2) will be updated from time to time in relation to the changes in rules, regulations and/ or based on received suggestive ideas. Comments and recommendations are welcome and should be forwarded to the undersigned.



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Director
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RECORD OF REVISIONS

Revision Number	Pages affected	Date Entered	Entered by

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CHAPTER-1

GENERAL

1.1 ACRONYMS

A

AAL	: Above Aerodrome Level
ABM	: Abeam
AC	: Advisory Circular
A/C	: Aircraft
ACAS	: Aircraft Collision Avoidance System
ACARS	: ARINC Communication Addressing & Reporting System
ADF	: Automatic Direction Finder
ADIRS	: Air Data Inertial Reference System
AEA	: Association of European Airlines
AFM	: Airplane flight Hand Book
AGA	: Aerodromes, air Routes and Ground Aids
AGL	: Above Ground Level
AH	: Alert Height
AHARS	: Attitude and Heading reference System
AIP	: Aeronautical Information Publication
ALT	: Altitude
ALTN	: Alternate
AMSL	: Above Mean Sea Level
ANO	: Air Navigation Order
AOC	: Air Operator Certificate
AOG	: Aircraft On the Ground
AOM	: Aircraft Operating Hand Book
A/P	: Autopilot
ATS	: Air Traffic Services

APU	: Auxiliary Power Unit
ASAP	: As Soon As Possible
ASDA	: Accelerate Stop Distance Available
ASI	: Air Speed Indicator
ASR	: Airport Surveillance Radar
ATA	: Actual Time of Arrival
ATC	: Air Traffic Control
ATD	: Actual Time of Departure
ATIS	: Automatic Terminal Information Service
ATL	: Aircraft Technical Log
ATM	: Air Traffic Management
ATOL	: Air Transport Operating Licence
ATPL	: Airline Transport Pilot Licence
ATS	: Air Traffic Service
ATS	: Auto Thrust System
ATT	: Attitude
AUTO	: Automatic
AUX	: Auxiliary
AVI	: Live Animal
AWB	: Airway Bill
AWO	: All Weather Operations
AWY	: Airway
B	
BATT	: Battery
BI	: Basic Index
BW	: Basic Weight
C	
C	: Celsius, Centigrade
CAAB	: Civil Aviation Authority of Bangladesh
CAPT	: Captain

CAR	: Civil Aviation Rules
CAT	: Clear Air Turbulence
CAT1	: Landing Category 1 (11 or 111)
C/B	: Circuit Breaker
CBT	: Computer Based Training
CC	: Cabin Crew
CCQ	: Cross Crew Qualification
CDL	: Configuration Deviation List
CDU	: Control Display Unit
CFIT	: Controlled Flight into Terrain
CFP	: Computerised Flight Plan
CG	: Center Of Gravity
CLB	: Climb
C of A	: Certificate of Airworthiness
C of R	: Certificate of Registration
C of G	: Centre of Gravity
CRM	: Crew Resource Management
CRS	: Course
CRZ	: Cruise
CSS	: Cockpit System Simulator
CTA	: Control Area
CVR	: Cockpit Voice Recorder
D	
DA	: Decision Altitude
DEST	: Destination
DH	: Decision Height
DEV	: Deviation
DFDR	: Digital Flight Data Recorder
DFO	: Director Flight Operations

DG	: Dangerous Goods
DGR	: Dangerous Goods Regulation
DIV	: Diversion
DME	: Distance Measuring Equipment
DO	: Director Operations
E	
ECAM	: Electronic Centralized Aircraft Monitoring
ECTM	: Engine Condition Trend Monitoring
EEP	: ETOPS Entry Point
EFIS	: Electronic Flight Instrument System
EGT	: Exhaust Gas Temperature
ELT	: Entry Level Training/Emergency Locator Transmitter
EMER	: Emergency
ENG	: Engine
ETA	: Estimated Time of Arrival
ETD	: Estimated Time of Departure
ETOPS	: Extended Twin Operations
ETP	: Equip-Time Point
EXP	: Exit Point (ETOPS)
EXT	: External
F	
FDR	: Flight Data Recorder
FAA (USA)	: Federal Aviation Administration
FAR	: Federal Aviation Regulation
FAM	: Flight Attendant Hand Book
FOD	: Foreign Object Damage
FOI	: Flight Operations Inspector
FOM	: Flight Operation Hand Book
FPL	: Floor Proximity Emergency Escape Path Lighting

FBS	: Fix Based Simulator
FDI	: Flight dispatch Inspector
FDIHB	: Flight dispatch Inspector Hand Book
FF	: Fuel Flow
FFS	: Full Flight Simulator
FIR	: Flight Information Region
FL	: Flight Level
FLT	: Flight
FM	: Flight Hand Book
FMA	: Flight Mode Annunciate
FMS	: Flight Management System
F/O	: First Officer
FOB	: Fuel On Board
FOD	: Foreign Object Damage
FOO	: Flight Operations Officer
F-PLN	: Flight Plan
FPM	: Feet Per Minute
FQI	: Fuel Quantity Indicator
FT	: Foot (Feet)
FTL	: Flight Time Limitation
FU	: Fuel Used
FWD	: Forward
G	
G	: Gust
GA	: Go Around
GEN	: Generator
GMT	: Greenwich Mean Time
GND	: Ground
GNSS	: Global Navigation Satellite System
GP	: Glide Path

GPS : Global Positioning System
GPU : Ground Power Unit
GPWS : Ground Proximity Warning System
GS : Ground Speed
G/S : Glide Slope

H

H : Hour
HAA/T : Height Above Airport/Touchdown
HDG : Heading
HF : High Frequency (3 to 30 MHz)
Hg : Mercury
HI : High (altitude or intensity)
HIALS : High Intensity Approach Light System
HIL : Holding Items List
HIRL : High Intensity Runway Lights
HP : High Pressure
HPA : Hecto-pascal
HSI : Horizontal Situation Indicator
HUD : Head up Display
HYD : Hydraulic
Hz : Hertz (cycles per second)

I

IAS : Indicated Air Speed
IATA : International Air Transport Association
ICAO : International Civil Aviation Organisation
IFALPA (INT): International Federation Of Airline Pilots Association
IFR : Instrument Flight Rules
ILS : Instrument Landing System
IMC : Instrumental Meteorological Conditions
INOP : Inoperative

IOE : Initial Operating Experience
INS : Inertial Navigation System
IRS : Inertial Reference System
IRT : Instrument Rating Test
ISA : International Standard Atmosphere
ISO : International Standard Organisation

J

JAA : Joint Aviation Authorities
JAR : Joint Aviation Regulation

K

Kg : kilogram
KHz : kilohertz
KM : Kilometer
KT : Knot

L

LB : Pounds (weight)
LCN : Load Classification Number
LDA : Landing Distance Available
LDG : Landing
LDM : Load Message
L/G : Landing Gear
LH : Left Hand
LLZ : Localizer
LOC : Localizer
LOFT : Line Oriented Flight Training
LMC : Last Minute Change
LT : Local Time
LTR : Liter
LVL : Level
LVP : Low Visibility Procedures

LVTO	: Low Visibility Take Off
M	
M	: Mach
M	: Meter
MAC	: Mean Aerodynamic Chord
MAP	: Missed Approach Point
MAX	: Maximum
MB	: Millibar
MCC	: Multiple Crew Co-operation or concept
MD	: Managing Director
MDA/H	: Minimum Descent Altitude / Height
MEA	: Minimum Enroute Altitude MEL
	: Minimum Equipment List
METAR	: Aviation Routine Weather Report
MHz	: Megahertz
MIALS	: Medium Intensity Approach Light System
MID	: Middle Runway Portion
MIN	: Minimum
MIRL	: Medium Intensity Runway Light
MOCA	: Minimum Obstruction Clearance Altitude
MORA	: Minimum Off-Route Altitude
MLS	: Microwave Landing System
MLW	: Maximum Landing Weight
MM	: Middle Marker
MMEL	: Master Minimum Equipment List
MMO	: Maximum Operating Mach
MNPS	: Minimum Navigation Performance Specification
MSA	: Minimum Safe (or Sector) Altitude
MSL	: Mean Sea Level
MTOW	: Maximum Take-off Weight

MZFW : Maximum Zero Fuel Weight
N
NA : Not Applicable
NAT : North Atlantic
NAV : Navigation
NM : Nautical Miles
NDB : Non Directional Beacon
NOTAM : Notice to Airmen
NOTOC : Notice To Commander
NTSB (USA) : National Transportation Standard Board

O

OAT : Outside Air Temperature
OCA/H : Obstacle Clearance Altitude / Height
OEB : Operations Engineering Bulletin
OEW : Operating Empty Weight
OHS : Occupational Health and Standard
OM : Outer Marker/ Operations Hand Book
OPS : Operations
OPT : Optimum
OJT : On-the-Job Training
OTS : Oceanic Track System

P

PA : Passenger Address
PANS : Procedures for Air Navigations Services
PAPI : Precision Approach Path indicator
PAR : Precision Approach Radar
PAX : Passenger
PBN : Performance –based navigation
PBE : Protective Breathing Equipment

PCN : Pavement Classification Number

PEDS : Portable Electronic Devices

PERF : Performance

PF : Pilot Flying

PFD : Primary Flight Display

PIREP : Pilot Report

PIC : Pilot In Command

PNR : Point of No Return

PNF : Pilot Not Flying

PPC : Pilot Proficiency Check

POI : Principal Operations Inspector

PRESS : Pressure

PSI : Pounds per Square Inch

PWR : Power

Q

QA : Quality Assurance

QDM : Magnetic bearing to facility

QDR : Magnetic bearing from facility

QFE : Actual atmosphere pressure at airport Elevation

QNE : Sea level standard atmosphere (1013 hPa or 29.92” Hg)

QNH : Actual atmosphere pressure at sea level based on local station pressure.

QRH : Quick Reference Handbook

QTY : Quantity

R

RA : Radio Altitude / Radio Altimeter

REIL : Runway End Identification Light

REF : Reference

RH : Right hand

RL : Runway Light

RPL : Repetitive Flight Plan

RPM	: Revolutions Per Minute
RMI	: Radio Magnetic Indicator
RNP	: Required Navigation Performance
RNAV	: Area Navigation
RQD	: Required
RVR	: Runway Visual Range
RWY	: Runway
S	
SAR	: Search And Rescue
SAT	: Static Air Temperature
SB	: Service Bulletin
SCT	: Scattered
SEEP	: Standard Equipment & Emergency Procedures
SIC	: Second In Command
SID	: Standard Instrument Departure
SIGMET	: Significant Meteorological Information
SJIA	: Shah Jalal International Airport
SL	: Sea Level
SM	: Statute Mile
SMS	: Standard Management System
SOB	: Souls on Board
SOP	: Standard Operating Procedures
SPECI	: Aviation selected Special weather report
SPD	: Speed
SRA	: Surveillance Radar Approach
SRE	: Surveillance Radar Element of precision
SSR	: Secondary Surveillance Radar
STAR	: Standard Terminal Arrival Route
STBY	: Standby

STD	: Standard
SYS	: System
T	
T	: Ton, Tonne
TA	: Traffic Advisory
TACAN	: Tactical Air Navigation
TAF	: Terminal Aerodrome Forecast
TAS	: True Air Speed
TAT	: Total Air Temperature
TBD	: To Be Determined
TBC	: To Be Confirmed
TCAS	: Traffic Collision and Avoidance System
TDZ	: Touch Down Zone
TEMP	: Temperature
T/O	: Take-Off
TOC	: Top of Climb
TOD	: Top of Descent
TODA	: Take-Off Distance Available
TOGA	: Take-Off/Go Around
TOGW	: Take-Off Gross Weight
TORA	: Take-off Run Available
TOW	: Take-Off Weight
TRE	: Type Rating Examiner
TWR	: Tower
TWY	: Taxiway
U	
UBD	: United Airways (BD) Limited
UHF	: Ultra High Frequency (300-3000 MHz)
U/S	: Unserviceable
UTC	: Co-ordinated Universal Time

V

V	: Volt
V1	: Critical engine failure speed
V2	: T/O Standard speed
VA	: Maximum Maneuvering Speed
VB	: Turbulence Penetration Speed
VDF	: Very High Frequency Direction-finding
VASI	: Visual Approach Slope Indicator
VFE	: Maximum Velocity Flaps/slats extended
VFR	: Visual Flight Rules
VFTO	: Velocity Final T/O
VHF	: Very High Frequency (30-300 MHz)
VIS	: Visibility
VLE	: Max L/G Extended Speed
VLO	: Max L/G Operation Speed
VMC	: Visual Met Condition
VMCA	: Minimum Control Speed Air
VMCG	: Minimum Control Speed Ground
VMIN	: Minimum operating speed
VMO	: Maximum Operating speed
VOR	: VHF Omni-directional Range
VR	: Rotation speed
VREF	: Landing reference speed
VS	: Stall speed
V/S	: Vertical Speed
VSI	: Vertical Speed Indicator
VIP	: Very Important Person
VVIP	: Very Very Important Person
VX	: Best angle of climb speed

W

WBM : Weight and Balance Hand Book

WGD : Windshield Guidance Display

WPT : Waypoint

WX : Weather

WXR : Weather Radar

Z

Z : Zulu time (UTC)

ZFCG : Zero Fuel Center of Gravity

ZFW : Zero Fuel Weight

1.1 DEFINITIONS

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

Accelerate Stop Distance Available (ASDA): The length of the takeoff run available plus the length of stopway, if such stopway is declared available by the appropriate authority and is capable of bearing the mass of the airplane under the prevailing operating conditions.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

1. Take-off alternate: An alternate aerodrome at which an aircraft can land should this become necessary shortly after take-off and it is not possible to use the aerodrome of departure
2. En-route alternate: An aerodrome at which an aircraft would be able to land after experiencing an abnormal or emergency condition while enroute.
3. Destination alternate: An alternate aerodrome to which an aircraft may proceed should it become impossible or inadvisable to land at the aerodrome of intended landing.

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

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

Appropriate Authority:

1. Regarding flight over the high seas:

The relevant authority of the State of Registry.

2. Regarding flight other than over the high seas:

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

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

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

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

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

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

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

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

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

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

1. Surface water more than 3mm (0.125in) deep, or by slush, or loose snow, equivalent to more than 3mm (0.125in) of water, or
2. Snow which has been compressed into a solid mass which resists further compression and will hold together or break into lumps if picked up (compacted snow), or
3. Ice, including wet ice

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

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

Cross Crew Qualification (CCQ): A term for applying the concepts of FAA Advisory Circular 120.53 to related aircraft types like the A320, A330, A340. The term is intended to provide for the carryover of credit from one aircraft type to another based on the common design characteristics, and if applicable to transition between types as well as mixed fleet flying of different types of aircraft. (Note: term defined for fleet combination when such will be required).

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Flow Control: Measures designed to adjust the flow of traffic into a given airspace, along a given route, or bound for a given aerodrome, so as to ensure the most effective utilization of the airspace.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

1. Take-off (one engine failure):

0.8 % for two-engine craft

0.9 % for three-engine aircraft

1.0 % for four-engine aircraft

2. En-route (one engine failure):

1.1 % for two-engine aircraft

1.3 % for three-engine aircraft

1.4 % for four-engine aircraft

3. En-route (two-engine failure):

0.3 % for three-engine aircraft

0.5 % for four-engine aircraft

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

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

Class I distribution: Distribution by means of telecommunication

Class II distribution: Distribution by means other than telecommunication

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Snow (on the ground):

1. Dry snow: Snow which can be blown if loose or if compacted by hand, will fall apart upon release
Specific gravity; up to but not including 0.35.
2. Wet snow: Snow which, if compacted by hand, will stick together and tend to or form a snowball;
Specific gravity; 0.35 up to but not including 0.5.
3. Compacted snow: Snow which has been compressed into a solid mass that resists further compression and will hold together or break up into chunks if picked up;
Specific gravity; 0.5 and over.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

1.1 Intent

This Civil Aviation Authority Bangladesh (CAAB) Flight Dispatch Inspector Hand Book (IHB62), CAAB'S Air Navigation Orders (Part 1 & 6), Rules 42, 116, 123, 124, 127, 147A, 170, Regulations (OPS) B-1, (AT) A-2 and AOG6-2 provides information of CAAB policy regarding Flight Dispatcher's applicable regulations, licence, training and qualification requirements.

Note: The term Flight Operations Officer, as used in ICAO Annexes, means Flight Dispatcher.

1.2 Applicability

This guidance and policy material applies to all Bangladeshi operators and holders of flight dispatcher licences. These IHB6-2 and AOG6-2 will also apply to applicants who hold foreign licence seeking reciprocal recognition.

1.3 References

This IHB6-2 Guide will also apply to applicants who hold foreign licence seeking reciprocal recognition. should be read in conjunction with the following documents used as reference material.

- (a) ICAO Annex 6- Operations of Aircraft, Parts I & III - International Commercial Air Transport
- (b) ICAO Docs. 7912-AN/857 & 8335

1.4 Background and Objectives

A Flight Dispatcher is normally employed to provide supervision of flight and act as a close link between aircraft in flight and the ground services and also between the aircrew and the operator's ground staff. The Civil Aviation Authority Bangladesh (CAAB) Rules and Regulations (OPS) B-1 and (AT) A-2 requires that operators only assign or use authorised

and licensed Flight Dispatchers to exercise operational control over its flight .

To fulfil these requirements, operators (and training organisation's) Flight Dispatcher training and qualification programmes for the issuance of Flight Dispatcher licence must be approved by the CAAB in accordance with this IHB-6-4 , CAAB'S ANO Rules- 42 also contains the requirements in respect of knowledge, experience, skill and age limits for the licensing of flight dispatcher.

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

1.5 PUBLICATION, DISTRIBUTION & AMENDMENT OF AOG6-2

A copy of the Air Operator Guide on Flight dispatch will be made available to all FDIs of CAAB, Commercial and Business Aviation and other interested parties. The Flight dispatch guide shall be accessible on the CAAB website and other Internet & Intranet sites.

All recipients of the AOG6-2 are individually responsible to ensure that their Flight dispatch guide is up to date. This will be reviewed annually and amended periodically. If any procedural changes occur, they will be notified through Bulletins. These Bulletins are to be inserted in the relevant portion of the AOG6-2 .

FDIs and other interested personnel are invited to proffer and justify their suggestion/s and guidance material/s which are to be evaluated in the amendment process, to the Director Flight Standard & Regulations of CAA Bangladesh.

CHAPTER-2

2. FLIGHT DISPATCHER LICENSING :

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

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

2.2 General: An application is made to CAA Bangladesh. A Bangladeshi Flight Dispatch licence is issued only to persons who are employed by an air operator which operates Bangladeshi registered aircraft; as follows:

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

Note: A licence shall only be issued when the conditions of CAAB ANO-1 – Personnel Licensing of FD/FOO are met.

In accordance with the CAA Bangladesh Air Navigation Orders (Rule-42). Flight Operations Officer (FOO) / Flight Dispatch (FD) Licence requirements for the issue of the Licence: A person engaged in, or intended to be engaged in any phase of airline flight operations may apply to the Chairman for the grant of a Flight Operations Officer Licence, and the Chairman shall require the applicant for the licence to meet the following requirements:

2.3 Requirements

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

1. Air Law:

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

2. Aircraft general knowledge:

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

3. Flight performance calculation, planning procedures and loading:

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

4. Human performance:

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

5. Meteorology:

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

6. Navigation:

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

7. Operational procedures:

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

8. Principles of flight

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

9. Radio communication:

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

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

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

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

2. Pass the required knowledge test.

(d) Experience.

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

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

- (A) A flight crewmember in air transportation; or
- (B) A meteorologist in an organization dispatching aircraft in air transportation; or
- (C) An air traffic controller; or a technical supervisor of flight operations officers or air transportation flight operations systems.

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

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

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

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

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

- (i) Regulatory requirements.
- (ii) Meteorology.
- (iii) Weather observations, analysis, and forecasts.
- (iv) Weather related hazards.
- (v) Aircraft systems, performance, and limitations.
- (vi) Navigation and aircraft navigation systems.
- (vii) Practical dispatch applications.
- (viii) Manuals, handbooks and other written guidance.

2. Preflight, takeoff, and departure, including the applicants' knowledge and performance of the following tasks—

- (i) Air traffic control procedures.
- (ii) Aerodrome, crew, and company procedures.

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

- (i) Routing, re-routing, and flight plan filing.

(ii) En route communication procedures and requirements.

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

(i) Air traffic control and air navigation procedures.

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

(i) Communication procedures and requirements.

(ii) Trip records.

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

(i) Abnormal and emergency procedures.

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

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

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

10. Recognize and manage threats and errors.

(f) Privileges. Subject to compliance with the requirements specified in this Part, the privileges of the holder of a flight operations officer licence shall be to serve in that capacity with responsibility for each area for which the applicant meets the requirements, as contained in Parts 8 and 9 of these regulations.

(g) Validity. The validity period of the licence is 5 years. A licence shall become invalid when a flight operations officer has ceased to exercise the privileges of the licence for a period of 6 months. A licence shall remain invalid until the flight operations officer's ability to exercise the privileges of the licence has been re-established.

(h) Renewal. The Flight Operations Officer Licence may be renewed by presenting to the CAAB evidence of successfully passing a competency check.

(i) Reissue. If the Flight Operations Officer Licence has expired, the applicant shall have received refresher training acceptable to the CAAB, and passed a skill test

2.4 Skill Test for the Flight Operations Officer Licence

(a) Current inspector guidance contains the list of operations included in the Flight Operations Officer Licence skill test.

2.4 INSTRUCTORS FOR FLIGHT OPERATIONS OFFICERS

2.4.1 Requirements for Flight Operations Officer Instructor Licence

- (a) **Age.** An applicant for Flight Operations Officer instructor licence and rating shall be at least 21 years of age.
- (b) **Knowledge.**
- (1) An applicant for a Flight Operations Officer instructor licence shall have met the instructor requirements in 2.2.6 of this part; and
 - (2) Any additional requirements as may be specified by the CAAB.
- (c) **Experience.** The applicant for a Flight Operations Officer instructor licence shall hold at least a current and valid Flight Operations Officer licence and have a minimum of three years of experience as a Flight Operations Officer.
- (d) **Privileges.** The privileges of a Flight Operations Officer instructor licence are to give instruction to Flight Operations Officer licence applicants and to endorse those applicants for a knowledge or skill test as applicable.
- (e) **Validity.** Subject to compliance with the requirements specified in this Part, the validity period of the Flight Operations Officer instructor licence is 2 years.
- (f) **Renewal.** A Flight Operations Officer instructor licence that has not expired may be renewed for an additional 24 calendar months if the holder presents to the CAAB evidence that he/she has within the past 12 months preceding the expiry date —
- (1) Conducted at least six exercises in an approved course for a Flight Operations Officer licence; or
 - (2) Received refresher training acceptable to the CAAB.
- (g) **Reissue.** If the Flight Operations Officer instructor licence has expired, the applicant shall have received refresher training acceptable to the CAAB.

2.4.1 DESIGNATED EXAMINERS FOR FLIGHT OPERATIONS OFFICERS

2.4.1.1 General Requirements

- (a) **Age.** An applicant for a flight operations officer examiner licence shall be at least 23 years of age.
- (b) **General eligibility.**
- (1) Show evidence of a high level of aeronautical knowledge in the subject areas for the Flight Operations Officer (FOO) certification.
 - (2) Have held a FOO licence for at least five years prior to the designation.
 - (3) Have been actively exercising the privileges of the FOO licence in commercial air transport in the previous three years.
 - (4) Have a good record as a FOO and a person engaged in the industry and community with a reputation for hones and dependability.
 - (5) Have satisfactorily completed the FOO examiner orientation programme with the CAAB.
- (c) The applicant must have available a test site that is fully capable of doing all items required for the proper dispatch of a commercial flight in accordance with the regulatory requirements. This may be the Flight Operations Office of an active commercial airline.

2.4.1.2 Knowledge

- (a) The applicant shall have passed a pre-designation test on the following:
- (1) Air Law and Regulations for FOO personnel.
 - (2) Aircraft knowledge on the aircraft used for testing.
 - (3) Flight performance calculation and planning procedures.
 - (4) Human performance.
 - (5) Meteorology.
 - (6) Navigation.
 - (7) Radio communication.
 - (8) Recent changes in technology to include fly by wire aircraft systems, GPS navigation, required navigation performance (RNP) requirements, TCAS, ADS-B, as well and Enhanced Wind Shear Systems.

2.4.1.3 Skill

- (a) The CAAB shall observe the applicant conducting a complete actual FOO certification using the approved STS in a satisfactory manner.
- (b) The applicant shall complete all required paper work for the certification as required by the CAAB.

2.4.1.4 Currency

- (c) After designation, a FOO examiner shall maintain currency by
- (1) Attending initial and recurrent training conducted by the CAAB, and
 - (2) Maintaining a current and valid FOO licence.
- (d) The FOO examiner shall conduct at least 6 skill tests during any 12 calendar month period in order for the designation to remain current.
- The FOO examiner shall be observed by the CAAB in the conduct of a skill test at least once each 12 calendar months.

2.4.1.5 Privileges

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

Validity

- (g) The FOO examiner licence shall be valid for one year.

Renewal

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

3. FLIGHT DISPATCHER DUTIES AND RESPONSIBILITIES

In accordance with CAAB's ANO,RULES- 42,116,124,147 & 170 are as follows:

- (a) A flight dispatcher in conjunction with a method of control and supervision of flight operations shall:
- (1) assist the pilot-in-command in flight preparation and provide the relevant information;
 - (2) assist the pilot-in-command in preparing the operational and ATS flight plans, sign when applicable and file the ATS flight plan with the appropriate ATS unit; and
 - (3) furnish the pilot-in-command while in flight, by appropriate means, with information which may be necessary for the safe conduct of the flight.

(b) A flight dispatcher shall not be assigned to duty unless that person has:

- (1) satisfactorily completed an operator-specific training course that addresses all the specific components of its approved method of control and supervision of flight operations;
- (2) made, within the preceding 12 months, at least a one way qualification flight in the flight crew compartment of an aeroplane over any area for which that individual is authorised to exercise flight supervision. The flight should include landings at as many aerodromes as practicable;

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

- (3) demonstrated to the operator a knowledge of:
 - (i) the contents of the operations manual;
 - (ii) the radio equipment in the aeroplanes used; and
 - (iii) the navigation equipment in the aeroplanes used;
- (4) demonstrated to the operator a knowledge of the following details concerning operations for which the officer is responsible and areas in which that individual is authorised to exercise flight supervision:
 - (i) the seasonal meteorological conditions and the sources of meteorological information;
 - (ii) the effects of meteorological conditions on radio reception in the airplanes used;
 - (iii) the peculiarities and limitations of each navigation system which is used by the operation; and
 - (iv) the aeroplane loading instructions;

- (5) demonstrated to the operator knowledge and skills related to human performance relevant to dispatch duties; and
- (6) demonstrated to the operator the ability to perform the duties specified in CAAB ANO'S Rules & Regulations.
- (7) maintained complete familiarization with all features of the operation which are pertinent to such duties, including knowledge and skills related to human performance.
- (c) A flight operations officer/flight dispatcher should not be assigned to duty after 12 consecutive months of absence from such duty, unless the provisions of CAAB ANO'S Rules & Regulations are met.
- (d) Each training organisation and operator must obtain the CAA approval for Flight Dispatcher training and qualification programmes.
- (e) A person shall not act as a Flight Dispatcher without a valid and appropriate Bangladeshi licence/validation issued by the CAA. Licence holders cannot exercise the privileges of their licence if that licence has not been renewed prior to the expiry date.

4. DISPATCH MANUAL

Under CAAB'S ANO states that responsibility for operational control shall be delegated only to a flight dispatcher if an operator's approved method of control and supervision of flight operations requires the use of flight dispatcher personnel. The organisation and methods established to exercise operational control should be included in the operations manual and should cover at least a description of responsibilities concerning the initiation, continuation, termination or diversion of each flight For large operations, the approved method of control and supervision must be contained in a dedicated Dispatch Manual.

Note: An example of the contents of a Dispatch Manual is shown at Appendix 3.

5. TRAINING

5.1 Categories of Training

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

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

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

(a) Initial Training.

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

(b) Recurrent Training.

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

(c) Re-qualification Training.

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

(d) Transition training.

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

(e) Differences training.

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

5.2 Initial Ground Training Curriculum

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

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

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

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

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

5.3 Recurrent training

Flight Dispatchers shall undergo recurrent training every 12 calendar months. Recurrent training is to be conducted by the respective operator or by an approved training organisation and must ensure that each Flight Dispatcher is adequately trained and currently proficient with to the type airplane including differences training if applicable. The recurrent training for Flight Dispatchers must include at least the following;

- (a) Question and answer or other review to determine the state of the Flight Dispatcher's knowledge with respect to the aircraft.
- (b) Instruction as necessary in the subjects required for initial ground training.
- (c) The recurrent ground training must also consist of at least 10 programmed hours

It is strongly recommended that within a preceding 12 months, a Flight Dispatcher is given at least a one way qualification flight on the flight deck of an aeroplane over any area in which that individual is authorised to exercise flight supervision. The flight should include landings at as many aerodromes as practicable.

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

5.4 Other Ground Training

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

6. COMPETENCY CHECKS

6.1 General

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

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

6.2 Competency Checks for Each Category of Training

(a) After Initial Training.

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

(b) Recurrent and Re-qualification Training.

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

GROUND EXAMINATION AND TEST

7.1 General

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

(a) Written knowledge ground examination.

(b) Oral and Practical examination based on the CAA Practical test standards.

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

7.2 Written Knowledge Ground Examination

(a). Examination validity.

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

(b) Failure

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

7.3 Practical Test Standard

(a) General.

An applicant for an oral and practical examination is required to have passed the appropriate ground knowledge examination. The applicant is also required to have successfully completed the CAA approved initial training course within the past 3 months.

(b) Required material for the test

The Flight Dispatch examiner is responsible for supplying weather data for the test when current weather information is not available. Materials to be supplied by the applicant are;

- (1) Company aircraft operating manual or flight manual
- (2) General operations manual and operations specification.
- (3) Enroute low/high altitude chart
- (4) Standard instrument departure
- (5) Standard instrument arrival routes
- (6) Standard instrument approach procedures chart
- (7) Flight plan form.
- (8) Load manifest form
- (9) Dispatch release form.
- (10) Airman and international information manuals.
- (11) Computer and plotter.

(c) Test areas.

Applicant must demonstrate competency in the following area of operations.

- (1) Dispatch exercise (Flight Planning)
- (2) Aircraft
- (3) Air routes and airports
- (4) Operations manual
- (5) Dispatch and operation control
- (6) Emergency procedures

7.4 Designated Examiner

The CAA may designate persons to act as a representative of the CAA in conducting the practical test standard. The appointment is effective for 3 years and may be renewed for additional periods. A Designated Flight Dispatch Examiner must use an approved practical test standard handbook when conducting a test.

8. AIRLINE ORIENTATION AND DISPATCHERS' INDOCTRINATION COURSE

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

8.1 Airline Orientation and Dispatchers' Indoctrination Course Syllabus:

* <u>Introduction:</u>	2 hrs
Airline and Flight Operations Structure	
Duties and Responsibilities of FOOs	
<u>Knowledge on Manuals:</u>	4 hrs
Manufacturer's Manuals	
Operator's Manuals	
Regulatory Manuals	
AIP	
* Aviation Law	6 hrs
* Aircraft General Knowledge	6 hrs
* Flight Planning	6 hrs
* Human Performance	6 hrs
* Meteorology	6 hrs
* Navigation	6 hrs
* Operational Procedures	6 hrs
* Principles of Flight	6 hrs
* Radio Comm Procedure	6 hrs

9. RECURRENT TRAINING—FLIGHT OPERATIONS OFFICER

- (a) Each AOC holder shall establish and maintain a recurrent training programme, approved by the CAAB and established in the AOC holder's Operations Manual, to be completed annually by each flight operations officer.
- (b) Each flight operations officer shall undergo recurrent training relevant to the type(s) and/or variant(s) of airplane and operations conducted by the AOC holder, and that training shall consist of at least the following hours of instruction:
 - (c) Piston-engine aircraft – 8 hours.
 - (d) Turbo propeller-powered aircraft – 10 hours.
 - (e) Turbo-jet aircraft – 20 hours.

- (f) Other aircraft – 10 hours.
- (g) Each AOC holder shall have all recurrent training conducted by an appropriately qualified dispatch supervisor or ground instructor.
- (h) An AOC holder shall ensure that, every 12 months, each flight operations officer receives recurrent training in the subjects required for initial training listed in sufficient detail to ensure proficiency in each specified area of training. Operators may choose to provide in-depth coverage of selected subjects on any one cycle of training. In such cases the operator's training programme must cover all the subjects to the detail required for initial qualification within three years.
- (i) An AOC holder shall record completion of the required training.

ICAO Annex 6, Part I: 10.3 R, 10.4 R ICAO
Annex 6, Part III, Section II: 8.3 R, 8.4 R
14 CFR: 121.427, FAA AC 121-32

10. RECIPROCAL RECOGNITION

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

- a. The country of license issued is an ICAO contracting state
- b. The applicant has a current and valid foreign license
- c. A copy of approved syllabus of training attended must be provided
- d. Passes the required written examination as determined by the Department of Civil Aviation, Bangladesh.
- e. Ability to read, speak, write and communicate in English
- f. Meets the basic requirements as contained in training categories
(applicable to foreign license holder)

11 COMPETENCY CHECKS

11.1 A Check Flight Operations Officer/Flight Dispatcher is a designated personnel appointed by the operator and approved by the Department of Civil Aviation Authority Bangladesh to conduct the competency check. It is a comprehensive evaluation program whereby a Flight Operations Officer/Flight Dispatcher is required to demonstrate knowledge and ability to function as a Flight Operations Officer/Flight Dispatcher covering the geographical areas for which he/she is qualified. A portion of the competency check must include actual flight releases.

11.2 A competency check and record programs shall be conducted by the operator annually after an initial, recurrent or re-qualification training.

12. SCHEDULE OF FEES

12.1 The applicant shall pay to the Bangladesh Civil Aviation Authority fees as follows:

- a. Initial Issue
- b. Lost or Re-issuance
- c. Annual License Renewal
- d. Examinations per paper plus cost of paper
- e. Examinations fee for practical test conducted by the authorized designated examiner shall be agreeable by both parties.

13. All enquiries shall be made to the Director of Flight Operations, Department of Civil Aviation Authority Bangladesh,

14. IMPLEMENTATION

14.1 This AOG6-2 will become effective with immediate effect.

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

- (1) Each AOC holder shall provide aircraft differences training for flight operations officers when the operator has aircraft variances within the same type of aircraft, which includes at least the following:
 - (2) Operations procedures—
 - (i) Operations under adverse weather phenomena conditions, including clear air turbulence, wind shear, and thunderstorms.
 - (ii) Mass and balance computations and load control procedures.
 - (iii) Aircraft performance computations, to include takeoff mass limitations based on departure runway, arrival runway, and en route limitations, and also engine-out limitations.
 - (iv) Flight planning procedures, to include route selection, flight time, and fuel requirements analysis.
 - (v) Dispatch release preparation.
 - (vi) Crew briefings.
 - (vii) Flight monitoring procedures.
 - (viii) Flight crew response to various emergency situations, including the assistance the aircraft flight operations officer can provide in each situation.
 - (ix) MEL and CDL procedures.
 - (x) Manual performance of required procedures in case of the loss of automate capabilities.
 - (xi) Training in appropriate geographic areas.
 - (xii) ATC and instrument procedures, to include ground hold and central flow control procedures.

(xiii) Radio/telephone procedures.

(3) Emergency procedures—

- (i) Actions taken to aid the flight crew.
- (ii) AOC holder and CAAB notification.

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

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

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

1. Pre-acceptance of Operational Flight Plan (OFP):

- a. In the pre-flight phase of the flight, the responsibility for the flight is shared between the flight dispatcher and the PIC;
- b. Flight dispatcher's tasks include all items required in preplanning a flight. The flight dispatcher must take into consideration weight and balance, aircraft performance, MEL items, weather, NOTAMS or any other restriction that may effect the safety of the flight;

2. Although the operational flight plan is prepared by the flight dispatcher, the flight dispatcher and the PIC do share equal responsibility for the planning of the flight. Both must agree on the operational flight plan before accepting the flight plan. In case of disagreement on the operational flight plan, the disagreement must be resolved before the flight proceeds. The COM must clearly define how the PIC indicates acceptance of the flight plan; a. The company must specify a procedure in the COM for resolving disagreement between the PIC and the flight dispatcher during the flight planning.

3. After acceptance of OFP:

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

APPENDICES- CHAPTER ...		
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APPENDIX-1

FLIGHT OPERATION OFFICER'S LOG BOOK

CIVIL AVIATION AUTHORITY BANGLADESH

Flight Operation Officer's Log Book No.....

Date from.....

Date to.....

INSTRUCTIONS

1. All Flight Operations Officers/ flight dispatchers are required under CARs to maintain a log book of his daily activities.
2. Entries should be made neatly and accurately with pen/ball point.
3. The columns given in the log book are self-explanatory.
4. The last column in the log sheet is to be signed for:
 - a) All supervision flights are to be signed by the supervisors
 - b) All check Inspectors/ Examiners.

REF NO

P E R S O N A L D A T A

NAME.....

DATE OF BIRTH..... PLACE OF BIRTH.....

PERMANENT ADDRESS.....

...

POSTAL ADDRESS (in pencil).....

N A M E & A D D R E S S O F E M P L O Y E R S

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NOTES

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Air Operator Guidance on Flight Dispatch C AA, Bangladesh

YEAR 20 DATE MONTH	AIRCRAFT		CREW NAMES				FLIGHT TIME		NO. OF LDGS
	TYPE	REG: NO.	P-1	P-2	FROM	TO	DEPARTURE	ARRIVAL	

I certify that the entries in this log are correct.	THIS PAGE	\
	BF	\
Signature of pilot	TOTAL	\

DAY		NIGHT		X – COUNTRY				IN STRUCTIO NAL TOTAL FLYING	I PAX	SIGNATURE & RCC NO OF INSTRUCTOR/CAA EXAMINER
P-1	P-3	P-1	P-3	DAY		NIGHT				
P-1	P-3	P-1	P-3	P-1	P-3	P-1	P-3			
										FLYING HOURS GRAND TOTAL

YEAR 20 DATE	AIRCRAFT		CREW NAMES		ROUTE		EXERCISES/ ENDORSEM ENTS REMARKS	FLIGHT TIME		NO. OF LDGS
	TYPE	REG: NO.	P-1	P-3	FROM	TO		DEPARTURE	ARRIVAL	

<p>S PAGE</p> <p style="margin-top: 100px;">Signature of pilot</p>	<p>I certify that the entries in this log are correct.</p> <p>THI</p> <p>BF</p> <p>I PASSENGER HOURS ARE NOT TO BE INCLUDED IN TOTAL FLYING</p> <p>TOTAL</p>
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YEAR 20 DATE MONTH	AIRCRAFT		CREW NAMES		ROUTE		EXERCISES/ ENDORSEMEN TS REMARKS	FLIGHT TIME		NO. OF LDGS
	TYPE	REG: NO.	P-1	P-3	FROM	TO		DEPARTURE	ARRIVAL	

I certify that the entries in this log are correct.

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Signature of pilot	I PASSENGER HOURS ARE NOT TO BE INCLUDED IN TOTAL FLYING		
	TOTAL		\

TYPE QUALIFICATION CERTIFICATE

Vehicle/Aeroplane Type..... Registration No Flt Test Date Result Examiner Signature.....	Vehicle/Aeroplane Type..... Registration No Flt Test Date Result Examiner Signature.....
Vehicle/Aeroplane Type..... Registration No Flt Test Date Result Examiner	Vehicle/Aeroplane Type..... Registration No Flt Test Date Result Examiner

Signature.....

Signature.....

TYPE QUALIFICATION CERTIFICATE

Vehicle/Aeroplane Type..... Registration No Gistration No Flt Test Date Test date Result	Vehicle/Aeroplane Type..... Registration No Gistration No Flt Test Date Test date Result
Vehicle/Aeroplane Type..... Registration No Flt Test Date Result Examiner	Vehicle/Aeroplane Type..... Registration No Flt Test Date Result Examiner

Signature.....

Signature.....

APPENDIX-2

FLIGHT DISPATCHER DUTY TIMES REGULATIONS & MISCELLANEOUS

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

APPENDIX-2-A

1. DUTY TIMES REGULATIONS

1.1 Shift and duty time

Easy Fly Express Ltd. is following 08 hours duty time shift pattern in Flight Dispatch/Operations Control where a round the clock coverage is required due to the flight movements.

1.2 Reporting for duty

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

1.3 Rationalizes Shift Pattern of Flight Dispatch/Operations Control Center

SHIFT PATTERN	SHIFT TIMING	WEEKLY OFF	WORKING HRS
Morning Shift	0700-1500 LT	02 (two) days	GROSS 40 HRS
Afternoon Shift	1500-2300 LT		
Evening Shift	2300-0700 LT		

1.4 Shift/Workload change over

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

- relived by another shift;
- person on duty will remain on duty until all flights under his jurisdiction have terminated or unless he/she has been properly relieved.
- the shift incharge has been removed from his assignment by a shift with qualified shift incharge.

1.5 General duties Maximum 6 days per week

1.6 Minimum Rest Period

1.6.1 Minimum 12 hours rest period will be provided after each shift.

1.6.2 Minimum 24 hours rest period will be provided after each night shift under normal conditions to meet weekly duty hours limitations.

1.6.3 After 5 consecutive shift working days rest period of 48 hours will be provided.

1.6.4 All the duty hours will be recorded in a register which will be supervised by GM operations time to time.

1.7 Duty Time Limitation (Excluding over times hours/duties)

1.7.1 Total duty hours not to exceed 40 gross hours per week incase shift duty and 42 gross hours per week in general duty.

1.7.2 Off days to be planned according to operational requirement to maintain continuity.

1.8 Personal Electronic Devices

While on duty, Flight Dispatch personnel shall not wear headset apparatus for the purpose of listening to non-operational control related music and broadcasts. The flight dispatcher shall at all times, monitor company communications.

1.9 Physical Fitness and Psychoactive substances

If the Flight Dispatchers/Operations Officers is taking any psychoactive substances which could impair their ability to perform duties and responsibilities unless specifically declared fit. If the inability extended more than one day, he should report to doctor for fitness certification or any other advice by the authorized doctor.

1.9.1 Consumption of Psychoactive Substances

It has been proven that the consumption of psychoactive substances has a detrimental effect on the efficiency for some hours after it has been consumed. The following rules shall be observed at all times:

- a. prohibits the exercise of duties while under the influence of psychoactive substances.
- b. prohibits the problematic use of psychoactive substances.
- c. requires that all personnel who are identified as engaging in any kind of problematic use of psychoactive substances are removed from safety-critical functions.
conforms to the requirements of the authority

APPENDIX-3**VALIDATION OF LICENCES OF FLIGHT OPERATIONS OFFICERS
ISSUED BY OTHER CONTRACTING STATES OF ICAO**

1.	GENERAL	5.	PERIOD OF VALIDITY
2.	DEFINITIONS	6.	PRIVILEGES OF THE VALIDATION.
3.	DOCUMENTS TO BE SUBMITTED		
4.	PROCESSING OF THE DOCUMENTS		

1. GENERAL**1.1 Requirement.**

Regulation 42 of ANO of CAAB requires that no Flight Operation Officer of an Operator in Bangladesh shall perform the duties of a Flight Operations Officer unless he holds license granted or rendered valid under Regulation 21 (2) (b) of ANO of CAAB that outlines the procedures for validating the license or certificate issued by other Contracting State of ICAO.

1.2 Scope.

This order prescribes the procedures regarding issue of certificate of validation to the holder of the licences of Flight Operations Officers issued by other Contracting States of ICAO. Certificate of

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

2. DEFINITIONS

2.1 For the purpose of this Order, the definitions as mentioned under the Regulations:2 of the Civil Aviation Air Navigation Orders shall apply. Where a particular definition is not given under the Regulation, the under mentioned definitions shall apply:

- (a) **“Expiry type of licence”** means a licence having a fixed expiry date mentioned in the licence.
- (b) **“Licensing authority”** means the Authority designated by a Contracting State responsible for the licensing of personnel.
- (c) **“Non-expiry type of licence”** means a licence which does not have any expiry date mentioned in the licence.
- (d) **“Rendering a licence valid”** means the actions taken by CAAB in accepting a licence issued by another Contracting State as equivalent to the licence issued by CAAB.

3. DOCUMENTS TO BE SUBMITTED

3.1 For obtaining certificate of validation, the applicant must submit the following documents in English:

- (a) Curriculum vitae with two copies of recently taken photographs; (b) Photocopy of valid Passport, in case of foreign national;
- (c) Photocopy of valid FOO licence;
- (d) Certificate of having performed the duties of FOO during the preceding 90 days;
- (e) Photocopy of the appointment letter issued by the employer in Bangladesh in accordance with the prevailing regulations of the Government of Bangladesh.

4. PROCESSING OF THE DOCUMENTS

4.1 On receiving all the required documents, the applicant will be issued with an acknowledgement. Contact shall be established with the licensing authority for verification purposes. After being satisfied with the initial scrutiny, the applicant will be informed to appear for interview along with the following documents in original.

- (a) Valid Passport, in case of foreign national; (b) Valid FOO licence;
- (c) Certificate if Experience; and
- (d) Appointment letter issued by the employer in Bangladesh in accordance with the prevailing regulations of the Government of Bangladesh.

4.2 The applicant will be informed to undergo a written examination on the subject of ‘Air Law’.

4.3 After passing the written examination on the subject as mentioned in 4.2, the applicant will be asked to appear for oral examination on ‘Procedures on the duties and responsibilities of a Flight Operations Officer’.

4.4 Passing marks for both written and oral examinations shall be 70%.

5. PERIOD OF VALIDITY

After fulfillment of the requirements as mentioned in paras: 4 & 5, the licence of the applicant may be validated for a period:

- (a) not exceeding the validity period of the original licence, in case the applicant holds expiry type of licence.
- (b) not exceeding 06 (six) months in case the applicant holds non-expiry type of licence.

6. PRIVILEGES OF THE VALIDATION

Privileges of the certificate of validation shall be in accordance with the privileges granted for type of licence as specified in Regulations # 42 of CAAB.’s CAR.

APPENDIX-4

**FLIGHT PREPARATION & TRIP RECORDS
GUIDE**

The following areas should be inspected and the observation found, should be written down for report making on flight preparation & trip records guide:

A. LICENCES & CERTIFICATES

1. Mass and balance calculations and procedures?
2. Passenger seat assignments?
3. Last-minute mass and balance changes?
4. Takeoff and landing performance calculations?
5. Weather acquisition and briefing?
6. NOTAM acquisition and briefing?
7. Operational flight plan calculations and procedures?
8. Flight following procedures?
9. Adequate communications capability with main base operations and
10. maintenance function, including relay of information?
11. Flight preparation records filing?

B. RECORDS RETENTION & ACCURACY

1. Flight preparation records retention security?
2. Are operational flight plans/NAV logs retained?.
3. Are briefing weather documents retained?
4. Are briefing information such as NOTAMs and other aeronautical
5. data including NOTAMs retained?
6. Are copies of load manifests, including last minute calculations retained?
7. Are copies of tech log pages showing MEL dispatch or maintenance at station retained?
8. Are fuel and oil servicing records retained?
9. Are crew qualification records retained?

APPENDIX-5

AIR OPERATOR OPERATIONS CONTROL GUIDE

The following areas should be inspected and the observation found, should be written down for report making on Air Operator Operations Control Inspection:

A. HAND BOOKS

1. Current copy of the Flight Operations Hand Book available?
2. Current copy of the Aircraft-Specific Operations Hand Book available?
3. Current copy of Aircraft-Specific Checklists available?
4. Current copy of Flight Dispatch Hand Book available?
5. Current copy of AFM Performance available?
6. Current copy of Emergency Response Hand Book available?

B. OPERATIONAL FLIGHT PLAN - NAV LOG

1. “Standard” operational flight plan used for the flight(s)?
2. “Standard” ops flight plan appropriate for this flight operation?
3. “Standard” flight plan calculated accurately?
4. “Hand Book” operational flight plan/NAV log issued for the flight(s)?
5. “Hand Book” ops flight plan appropriate for this flight operation?
6. Assigned person accurately computed the Hand Book plan?
7. Computer operational flight plan/NAV log issued for the flight(s)?
8. Computer plan/NAV log obtained from an approved source?
9. Computer plan/NAV log calculated accurately?
10. Copy of the signed operational plan – NAV log retained?
11. Retention method and time period in use acceptable?
12. Operational flight plan/NAV log formats, examples and completion procedures accurately described in the Operations Hand Book?
13. Applicable Operations Hand Book content complete and acceptable?
14. Applicable Operations Hand Book policies applied as written?

C. WEATHER

1. Complete weather briefing received by the flight crew?
2. Weather data obtained from approved source(s)?
3. Terminal weather observations appropriate for the flight?
4. Terminal weather forecasts appropriate for the flight?
5. En-route weather appropriate for the flight?

6. Significant weather synopsis appropriate for the flight?
7. Winds aloft forecasts appropriate for the flight?
8. Upper Air pressure charts appropriate for the flight?
9. Severe weather reports and forecasts appropriate for the flight?
10. “Real-time” weather displays available for consultation?
11. Weather data consistent with that used for ops plan/NAV log?
12. Flight plan routing the best for the forecast weather?
13. Weather data appropriate to the flight(s) retained?
14. Retention method and period in use acceptable?
15. Weather data formats, examples and instructions accurately described in the Operations Hand Book?
16. Applicable Operations Hand Book content complete and acceptable?
17. Applicable Operations Hand Book policies applied as written?

D. SELECTION OF ALTERNATES

1. Appropriate takeoff alternate selected?
2. Appropriate en-route alternates selected?
3. Appropriate destination alternate selected?
4. Alternates included in ops plan – NAV log?

E. AERONAUTICAL DATA

1. Appropriate NOTAM data provided to the flight crew?
2. NOTAM data obtained from an approved source?
3. Route guide and NAV charts available to operational control?
4. NAV log coordinates compared to the NAV charts coordinates?
5. AFM aircraft-specific performance data available?
6. Aircraft specific takeoff and landing performance available?
7. Takeoff performance Hand Bookly calculated?
8. Appropriate obstacle data use in the takeoff calculation?
9. TO and LDG performance data from an approved source and current?
10. Takeoff and landing performance data computer-generated?

F. MINIMUM FUEL SUPPLY

1. Flight planning minimum fuel calculations based on weights approximated from a valid source?
2. Minimum fuel supply appropriate for aircraft and operation?
3. Minimum fuel contingencies considered?
4. Fuel/oil uplift information available?

G. AIRCRAFT CONSIDERATIONS

1. On-going MEL -deferred items of the aircraft available?
2. On-going maintenance status of the aircraft available?
3. Copy of the tech log with maintenance release available?
4. Aircraft CAT II/III ready?
5. Aircraft ETOPS ready?

H. ATS STATUS

1. ATS flight planned filed?
2. Operation conducted under instrument flight rules?

I. PROGRESS OF FLIGHT

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

J. COMMUNICATIONS RECORDS

1. Operational control person maintains a continuous log?
2. A record of all radio communications is maintained by log or tape?
3. ACARS readout is available for previous flights?

K. OVERALL ASSESSMENT

1. Personnel were competent and proficient?
2. Compliance with Operations Hand Book, except where noted.
3. Adequate facilities and equipment available for required tasks.

APPENDIX-6

AIR OPERATOR DISPATCH HANDBOOK GUIDE

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

A. AUTHORISED OPERATIONS

1. Are the operations that may and may not be conducted according to the Ops Specs (including areas of operation) clearly specified?
2. Are there clear definitions of domestic, flag, and supplemental
3. operations? Are there clear definitions of the rules under which each
4. of these operations is conducted?
5. Are the applicable regulations identified and the operator's policies
6. applicable to each type of operation clearly stated?

B. HAND BOOKS

1. Is there a section of the Ops Hand Book, Part A in which the policy and guidance for operational control has been collected for the guidance of flight crews and dispatchers?
2. Are the topics listed on this job aid adequately covered?
3. (Is the applicable section of the Ops Hand Book, Part A readily available to dispatchers and flight crews while they perform their duties?)
4. Is the copy of the operator's Ops Hand Book, Part A that is available to dispatchers or flight crews current?

C. ORIGINAL RELEASE

1. Are the conditions clearly stated under which a flight may and may not be dispatched?
2. Are the conditions stated under which a flight must be re-routed, delayed, or cancelled?
3. Does the flight release contain all required elements?
4. Are limitations required in the remarks of the release?
5. Is a written copy of weather reports and forecasts (including
6. PIREPs) and NOTAMs attached to the release and provided to the flightcrew?

D. RESPONSIBILITY FOR PRE-DEPARTURE FUNCTIONS

1. Are the responsibility and procedures for accomplishing the following functions clearly specified?
2. Crew assignment?
3. Load planning
4. Flight planning
5. Release of the aircraft from maintenance
6. Control of MEL and CDL limitations
7. Weight and balance
8. Have adequate procedures for crosschecking and verifying these

9. activities been established?
10. Is each of these procedures effective?
11. What means has the operator established for the PIC and dispatcher to ensure that each of these functions has been satisfactorily accomplished before the aircraft departs?

E. DISPATCHER BRIEFING

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

F. DUAL RESPONSIBILITY

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

G. FLIGHT-FOLLOWING

1. Are the dispatcher's flight-following requirements and procedures clearly stated?
2. Is policy and guidance provided to flight crews and dispatchers for
3. monitoring fuel en route?
4. Are flightcrew reporting requirements and procedures clearly stated?
5. Are there specified procedures for dispatchers to follow when a required report is not received?
6. Is a record of communication made and retained?

H. INABILITY TO PROCEED AS RELEASED

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

I. Weather

1. Does the operator obtain weather reports from an approved source?
2. Are procedures for making flight movement forecasts clearly specified?
3. Are those individuals authorized to make a flight movement forecast clearly specified? Are other individuals specifically prohibited from making flight movement
4. forecasts?
5. Does the operator have an adverse weather system?
6. Does the operator have adequate procedures for providing the latest available weather reports and forecasts to flight crews while the flight is en route?
7. Does the operator have adequate procedures for updating weather information when the aircraft is delayed on the ground?

J. WEATHER MINIMUMS

1. Is release under VFR authorized by CAAB?
2. If so, has the forecast and actual weather allowed VFR flight to destination on those flights so released?
3. Have turbojet aircraft been released under VFR?
4. Are IFR departure minimums authorized by CAAB?
5. When flights are released with the departure airport below landing minimums, are takeoff alternates named on the dispatch release?
6. Are destination weather minimums authorized by CAAB?
7. Weather minimums for “high minimums” captains followed?
8. When a flight is released to a destination below CAT I minimums, is that airplane type authorized at CAT II or CAT III operations at that location?
9. When destination alternates are required, are they named on the dispatch release?
10. Is the weather at the named alternate airport equal or better than that required by regulation?
11. Is “marginal” defined for the designation of two alternates on the dispatch release?
12. Are two alternates designated when required?
13. Are dispatchers made aware of these limitations before dispatching a flight?
14. Do weather forecasts from the trip records show that these limits have been complied with for dispatch?

K. SELECTION OF ALTERNATES

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

L. NOTAMS

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

M. INFORMATION

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

N. FUEL

1. Are all the required increments of fuel provided (start and taxi, takeoff to arrival at destination, approach and landing, missed approach, alternate fuel, 45 minutes of reserve, and contingency fuel)?
2. Are the operator’s policies concerning contingency fuel adequate for the environment in which operations are conducted?
3. Are there minimum fuel procedures specified for both dispatchers and PICs?
4. When aircraft are dispatched without an alternate, is adequate contingency fuel carried

for un-forecast winds, terminal area delays, runway closures, and contingencies?

O. EMERGENCY PROCEDURES

1. Are emergency action procedures and checklists published and readily available for the following emergencies?
 - a. In-flight Emergency
 - b. Crash
 - c. Overdue or missing aircraft
 - d. Bomb threat
 - e. Hijacking

P. CHANGEOVER PROCEDURES

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

Q. TRIP RECORDS

1. Are the required trip records carried to destination?
2. Are trip records retained for 30 days?

APPENDIX-7

DISPATCHER QUALIFICATION GUIDE

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

A. QUALIFIED DISPATCHERS

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

B. KNOWLEDGE OF WEATHER

1. Are dispatchers knowledgeable about the following weather conditions?
2. Surface (fronts, fog, low ceilings, etc.)
3. Upper air (tropopause, jet streams)
4. Turbulence (pressure and temperature gradients)
5. Severe (low-level windshear, microburst, icing, thunderstorms)
6. Can dispatchers read a terminal report, forecast accurately, and interpret the meanings?
7. Can dispatchers read various weather depiction charts and interpret
8. the meanings?
9. Can dispatchers read upper-air charts and interpret the meanings?

C. KNOWLEDGE OF THE AREA

1. Do dispatchers immediately recognize the airport identifiers for the airports in the area in which they are working?
2. Are dispatchers generally familiar with the airports in the area in which they are working (number and length of runways, available approaches, general location, elevation, surface temperature limitations)?
3. Are dispatchers aware of which airports, in the areas in which they
4. are working, are special airports, and why?
5. Are dispatchers aware of the terrain surrounding the airports in the
6. areas in which they are working?
7. Are dispatchers aware of dominant weather patterns and seasonal
8. variations of weather in the area?
9. Are dispatchers aware of route segments limited by drift-down?

D. KNOWLEDGE OF AIRCRAFT USED

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

E. KNOWLEDGE OF POLICY

1. Are dispatchers knowledgeable of the Ops Specs, particularly such items as authorized minimums?
2. Are dispatchers aware of the policies and provisions of the operator's Hand Book as discussed under policies and procedures?

F. KNOWLEDGE OF RESPONSIBILITIES

1. Are dispatchers knowledgeable of their responsibilities under CAR '84 (such as briefing PIC; canceling, rescheduling, or diverting for safety; in-flight monitoring; in-flight notification to PIC)?
2. Are dispatchers knowledgeable of their responsibilities under the operator's Hand Book?
3. Are dispatchers aware of their obligations to declare emergencies?

G. PROFICIENCY

1. Are dispatchers competent in the performance of their assigned duties?
2. Are dispatchers alert for potential hazards?

H. DUTY TIME

1. Are the regulatory duty time requirements being complied with?

I. SUPERVISORS

1. Are supervisors qualified and current as dispatchers?
2. Are competency checks appropriate, thorough, and rigorous?

APPENDIX-8

DISPATCH FACILITIES AND SUPPORT GUIDE

The following areas should be inspected and the observation found, should be written down for report making on Dispatch Facilities and Support Inspection:

PHYSICAL

1. Is enough space provided for the number of people working in the dispatch center?
2. Are the temperature, lighting, and noise levels conducive to effective
3. human performance?
4. Is access to the facility controlled?

A. INFORMATION

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

B. DUAL RESPONSIBILITY

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

C. MANAGEMENT

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

D. WORKLOAD

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

APPENDIX-9

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

