

Notification of the Department of Air Transport

Re: Flight Operations Officer or Dispatcher Training Program

By virtue of Clause 4.15 and Clause 12 of the Regulations of the Civil Aviation Board No. 78 dated 4 January 2008 governing the performance of duties of the flight operations officer or dispatcher (the “Dispatcher”) and maintaining familiarity with the procedures that are relevant to the performance of their duties, and in order to ensure that the Dispatcher is able to efficiently perform his/her duties and that he/she is familiar with the required procedures, the Air Operator Certificate Holder shall ensure that the Dispatcher under their supervision receives the training in accordance with the training plan which was approved by the Department of Air Transport¹ prior to the assigning him/her the work duties. Therefore, in the interests of establishing guidelines in respect of the flight operations officer or dispatcher training programs, the Department of Air Transport hereby issues the following Notification:

Clause 1 In this Notification:

“Competent Official” means the Director of the Flight Standards Bureau, Department of Air Transport, or a person assigned by him/her.

Clause 2 The Dispatcher training program shall comprise five types as follows:

2.1 Newly-hired training; this program is designed for the Dispatcher who is newly hired following his/her having been granted the Air Operator Certificate;

2.2 Conversion/transition training; this program is designed for the Dispatcher whose duties will change due to a change in the type rating (switching from one type of aircraft to another type of aircraft), e.g. changing from B737-300 to A300-600 or B747-400;

2.3 Difference training; this program is designed for the Dispatcher whose duties will change due to a change in the common type rating, which involves switching from one type of aircraft to another type of aircraft produced by the same manufacturer, whose performance, weight, and configuration

¹ Note: Now known as the Department of Civil Aviation

differ from one another, e.g. changing from B757 to B767. Examples of the change of the common type rating shall be as detailed in the appendix attached hereto;

2.4 Recurrent training; this program is designed to provide the Dispatcher with a review of specific topics from his/her past training in order to ensure that he/she is familiar with the relevant information at all times, and shall be conducted at least once a year. This program also involves training on operations in the pilot's room, subject to the relevant requirements, which shall be conducted in-flight at least once a year;

2.5 Requalification training; this program is designed for the Dispatcher who has not performed the duties of a Dispatcher for his/her supervising Air Operator Certificate holder for more than one year.

Clause 3 The five types of training programs for the Dispatcher in Clauses 2.1 – 2.5 shall comprise training on the following matters:

3.1 Theoretical components

3.1.1 Aircraft systems

- 3.1.1.1 General information on the aircraft;
- 3.1.1.2 Power plant system;
- 3.1.1.3 Electrical system;
- 3.1.1.4 Hydraulic system;
- 3.1.1.5 Fuel system;
- 3.1.1.6 Pneumatic system;
- 3.1.1.7 Air conditioning and pressurisation system (if any);
- 3.1.1.8 Flight control;
- 3.1.1.9 Landing gear and brake system (if any);
- 3.1.1.10 Ice and rain protection (if any)
- 3.1.1.11 Equipment and furnishing;
- 3.1.1.12 Navigation equipment;

- 3.1.1.13 Auto flight system (if any);
- 3.1.1.14 Flight instruments;
- 3.1.1.15 Communication equipment;
- 3.1.1.16 Warning system;
- 3.1.1.17 Fire protection system;
- 3.1.1.18 Oxygen system (if any);
- 3.1.1.19 Lighting;
- 3.1.1.20 Emergency equipment;
- 3.1.1.21 Auxiliary power unit (if any); and
- 3.1.1.22 Other systems installed in the aircraft.

3.1.2 General subjects

- 3.1.2.1 Basic indoctrination;
- 3.1.2.2 Dispatch procedures;
- 3.1.2.3 Weight and balance procedures;
- 3.1.2.4 Adverse weather practices and procedures e.g. icing,

turbulence, heavy precipitation, thunderstorms with wind shear and microburst phenomena, low visibility, contaminated runways;

3.1.2.5 Evaluation of aircraft performance under normal conditions, adverse conditions (special operational conditions), and emergencies, and the use of flight manuals, e.g. the Minimum Equipment List (MEL), Configuration Deviation List (CDL), and Special Operational Conditions manual;

3.1.2.6 Knowledge of and procedures for dangerous goods and the transport of dangerous goods in the aircraft;

3.1.2.7 Crew resource management and human performance, and threat and error management;

3.1.2.8 Practices in the event of preventive corrective actions of sabotage and unlawful interference;

3.1.2.9 Duties and responsibilities of Dispatcher as specified in the dispatcher manual and operations manual;

3.1.2.10 Thai, international, and local (overseas) laws and regulations relating to aircraft dispatch; and

3.1.2.11 Laws and regulations relating to the Air Operator Certificate, and the operations specifications.

3.1.3 Aircraft systems integration training

3.1.3.1 Flight planning (which takes into account the performance limitations, required fuel load, and weather report); and

3.1.3.2 Implementation of the Reduced Vertical Separation Minima (RVSM), Required Navigation Performance (RNP), Minimum Navigation Performance System (MNPS), and Extended Range Twin-Engine Aircraft Operation System (ETOPS).

3.1.4 The minimum number of hours for the theoretical component of the training program for all five program types in Clauses 2.1 – 2.5 is set out below:

Topic	Newly hired training (Hours)	Conversion/ transition training (Hours)	Difference training (Hours)	Recurrent training (Hours)	Requalification training (Hours)
3.1.1	8	1	1	3	3
3.1.2	24	6	6	24	24
3.1.3	8	1	1	2	4

3.1.5 The classroom to be used for holding training sessions for the theoretical component of the program shall be equipped with the materials needed for conducting such

training, e.g. white board, lesson plan, software program(s), projector, audiovisual presentations, aircraft operating manual, flight operations manual, and handouts. The maximum number of participants in each training session shall not exceed 15.

3.1.6 The trainee must receive a minimum of 70 percent for the theoretical examinations in Clause 3.1.1, 3.1.2, and 3.1.3 in order to be granted a passing grade.

3.2 Observation flights

The Dispatcher who has passed the theoretical examinations in Clause 3.1 shall observe flight operations in the pilot room. The minimum number of observation flights that the Dispatcher is required to attend is as follows:

Program	Newly hired training	Conversion/ transition training	Difference training	Recurrent training	Requalification training
Number of flights	2 (different routes)	1	-	1	1

Clause 4 The training conditions for the Dispatcher in each program are as follows:

4.1 If the Dispatcher passes the theoretical examinations but fails to attend observation flights for a period of over three months for the program, he/she shall undergo theoretical training for that program again.

4.2 If the Dispatcher fulfills the observation flight requirements but does not perform his/her duties as a dispatcher within six months from such date, he/she shall receive Recurrent Training and complete the theoretical component and fulfill the observation flight requirement.

4.3 If, during the training, whether for the theoretical component or observation flight, there is an event rendering the Air Operator Certificate holder temporarily unable to continue conducting the programs, the Air Operator Certificate holder shall give the Department of Air Transport a notice thereof without delay. The Air Operator Certificate holder shall also resume conducting the training programs within 30 days from the date on which the event is remedied. If the training does not resume within such time, the trainee shall attend the theoretical training and observation flights in Clause 3.1 and Clause 3.2 again.

Clause 5 The instructor for the Dispatcher training programs shall be granted the Dispatch Instructor Certificate from the Department of Air Transport and shall perform his/her duties in compliance with the rules determined by the Department of Air Transport. The Training Instructor Certificate holder shall possess the following qualifications:

- 1) Being at least twenty-five years of age;
- 2) Being a holder of the Dispatcher Certificate and having at least five years of experience as a Dispatcher;
- 3) Possessing all of the required qualifications and none of the prohibited characteristics prescribed in the Regulations of the Department of Air Transport governing the Certification of Flight Instructors B.E. 2551 (2008), particularly with respect to the part concerning the Ground Instructor Certificate.

The application for and issuance of the Dispatch Instructor Certificate shall be in compliance with the Regulations of the Department of Air Transport governing Certification of Flight Instructors B.E. 2551 (2008), *mutatis mutandis*.

Clause 6 The Air Operator Certificate holder shall obtain approval for the training plan from the competent official. He/she shall submit the training manual and description of the testing procedures, and other details as prescribed by the Department of Air Transport at least 30 business days prior to the commencement of the training to the competent official for consideration. The Dispatcher training plan which

has been approved by the competent official shall be included in the Dispatcher training manual of the Air Operator Certificate holder.

If the training is not in line with the Dispatcher training plan which has been approved by the Department of Air Transport, or such training is not conducted by an instructor holding the Dispatch Instructor Certificate, the Department of Air Transport shall not approve such program under any circumstances.

Clause 7 The Air Operator Certificate holder shall make changes to and improve the dispatch training manual to ensure that it is always up-to-date and meets the aviation safety standards determined by the International Civil Aviation Organisation (ICAO) or other higher standards. The Air Operator Certificate holder shall submit the revised dispatch training manual to the competent official for approval at least 15 business days prior to the conducting of training.

Clause 8 This Notification shall be in full force and effect 60 days after the date on which it is published.

Published on 19 August 2008

Mr. Chaisak Angkasuwan

Director General of the Department of Air Transport

Appendix

Examples of Common Type Rating Changes

The difference dispatcher training program is designed for dispatchers whose work duties will change due to a common type rating change (changing from one type of aircraft to another which is also produced by the same manufacturer), which involves changes in the performance, weight, and configuration of the aircraft. Examples of such changes are as follows:

1. Boeing company change:

- B727-100, B727-200
- B737-200, B737-300, B737-400
- B757, B767
- B777-200, B777-300
- B747-100, B747-200, B747-300
- B747-400, B747-800
- MD80 Series, MD90

2. Airbus company change:

- A300, A310
- A318, A319, A320, A321
- A330, A340, A350

3. Embraer change:

- ERJ135, ERJ140, ERJ145