

Checklist Number: OPS-CLFOI-405

Checklist Name: OPS – Operational Control

Applicability:

Location: Date:

No	Subject	Reference	S	U	N/A	Comment
0	Preliminary					
0.1	Operator Name					
0.2	Place of Operation					
0.3	CAAT FOI					
0.4	Date of Inspection					
1	Organizations (Main base if applicable)					
1.1	Different sections/Function of the OCC. (check if rostering section included)	AOCR Iss.2 Rev.1 Ch.1 Item 7.1 Ch.2 Item 32.1 App. O Item 1				
1.2	Number of staffs in OCC has adequacy with the volume of activities. (Supervisor, Dispatcher, Non-Dispatcher)	AOCR Iss.2 Rev.1 Ch.1 Item 7.1 Ch.2 Item 32.1 Ch.5 Item 1.1 App. O Item 2				
1.3	Selection of Supervisors (Supervisions of OCC) and OJT Trainer (Supervision of the dispatcher OJT)	AOCR Iss.2 Rev.1 Ch.1 Item 7.1 Ch.5 Item 1.1 App. D 7.2				
1.4	Duty Organization (24/7)/ Workload (Roster) (Duty time for staff according to the number of flight)	AOCR Iss.2 Rev.1 Ch.1 Item 7.1 Ch.2 Item 32.1 Ch.5 Item 1.1				
1.5	Management of an Emergency situation when an inexperienced Flight Operations Officer/Flight Dispatcher is on duty?	AOCR Iss.2 Rev.1 App. O Item 4.3				
1.6	Flight Operations Officer/Flight Dispatcher should have access to the occurrence reporting system of the operator including reporting forms.	AOCR Iss.2 Rev.1 Ch.5 Item 9				
1.7	The Emergency Response Plan and a checklist for immediate reaction to an event, as well as all phone number of key managers are provided for OCC.	AOCR Iss.2 Rev.1 Ch.5 Item 10 App. O Item 2.3 and 4.3				
1.8	Sub-Contracted activities	AOCR Iss.2 Rev.1 App. O Item 10				
2	Facilities					
2.1	Access to facilities	AOCR Iss.2 Rev.1 App. O Item 2.2				

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2.2	Adequate workspaces for the number of staffs, including adequate workspaces for managers/ supervisors (with a good overview)	AOCR Iss.2 Rev.1 Ch.1 Item 7.1 Ch.2 Item 32.1 Ch.5 Item 1.1				
2.2.1	Lighting/ air conditioning/ access to food and drink	AOCR Iss.2 Rev.1 App. O Item 2.2				
2.2.2	Briefing area (front desk, crew briefing room), including necessary equipment e.g. Airport diagram, Navigation chart, AIP, etc.	AOCR Iss.2 Rev.1 App. O Item 2.2				
2.2.3	Equipment Computerized (Software Subscriptions) and others (easily accessible and easy to use)	AOCR Iss.2 Rev.1 App. O Item 2.2				
2.3	Electrical power supply: emergency supply	AOCR Iss.2 Rev.1 App. O Item 2.2				
2.4	Communication means: (a) Ground to ground (Dispatcher to maintenance, ground services, ATS...) and possibility to contact the crew at the gate; (b) Ground to Air; (c) Internal; and (d) Backup communications links in case of a failure of the primary system.	AOCR Iss.2 Rev.1 App. O Item 6.1				
3	Manual and Document					
3.1	Internal documents including procedures and instructions for flight preparations.	AOCR Iss.2 Rev.1 Ch.2 Item 30 App. O Item 4.2				
3.2	External documents Operational and Aeronautical information necessary for flight operation/ preparations and performance (e.g. NOTAMs, WX, FPL, Destination/alternate aerodrome, AIP, etc.))	AOCR Iss.2 Rev.1 Ch.2 Item 30 App. O Item 4.2				
3.3	How it is ensured that the latest versions are used?	AOCR Iss.2 Rev.1 Ch.2 Item 30 App. O Item 4.1				
3.4	The list of documents to be carried.	AOCR Iss.2 Rev.1 Ch.2 Item 35 App. O Item 5.12				
3.5	The list of documents to be kept on ground – Returned Flight Document.	AOCR Iss.2 Rev.1 Ch.5 Item 11, 13				
3.6	The list of information contained in OFP.	AOCR Iss.2 Rev.1 Ch.5 Item 11.3				
3.7	EFB Management: How they are updated?	AOCR Iss.2 Rev.1 Ch.10 Item 25				

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4	Training and checking: Dispatcher and Supervisor					
4.1	Is the Flight Operations Officer/Flight Dispatcher operating at the moment trained according to the regulations and the tasks he is assigned to?	AOCR Iss.2 Rev.1 App. D Item 4.1				
4.2	If young Flight Dispatcher in OJT, check who is the OJT supervisor?	AOCR Iss.2 Rev.1 App. D Item 7.2, 8				
4.3	Dangerous goods training and Security training	AOCR Iss.2 Rev.1 Ch.4 Item 16, 17				
4.4	Computerized systems and software	AOCR Iss.2 Rev.1 App. D Item 7.1				
4.5	Flight Operations Officer/Flight Dispatcher has been briefing or trained when new destination to be operated.	AOCR Iss.2 Rev.1 Ch.2 Item 40				
4.6	Qualification for the use of communications needs	AOCR Iss.2 Rev.1 App. O Item 1.4, 5.1 App. D Item 7.1				
4.7	Training on Human factors and CRM.	AOCR Iss.2 Rev.1 App. D Item 7.1				
5	Flight Preparations					
5.1	Elements of navigations					
5.1.1	How the Flight Operations Officer/Flight Dispatcher ensures that aerodrome on the route and likely to be used are adequate? e.g. (a) ATS availability; (b) Ground facilities and services availability; (c) Lighting; (d) Communication; (e) Weather report; (f) Navigation aids; (g) Emergency services; and (h) Aerodrome categories.	AOCR Iss.2 Rev.1 Ch.2 Item 40 App. O Item 5.4, 5.8				
5.1.2	How the dispatcher takes into consideration the relevant operational elements when establishing the flight plan? (a) The performance of the aircraft to comply with minimum flight altitude requirements including engine failure case; (b) The equipment of the aircraft to meet the minimum requirements for the planned operations; (c) Appropriate maps and charts are available; (d) Weather elements (avoidance);	AOCR Iss.2 Rev.1 Ch.2 Item 40 App. O Item 5.4, 5.8				

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	(e) Equipment missing (according to the MEL or CDL); (f) National regulations and policies; and (g) Specific path in case of engine failure.					
5.1.3	Selection of Destination alternate aerodrome (a) One destination alternate aerodrome condition; (b) Two destination alternate aerodrome condition;	AOCR Iss.2 Rev.1 Ch.2 Item 13.18 App. O Item 5.10				
5.2	Fuel Calculation					
5.2.1	Fuel policy – General The operator shall ensure that the pre-flight calculation of usable fuel required for a flight includes: (a) Taxi fuel; (b) Trip fuel; (c) Contingency fuel; (d) Alternate fuel, if a destination alternate aerodrome is required; (e) Final reserve fuel; and (f) Additional fuel, if required by the type of operation; and (g) Extra fuel if required by the PIC.	AOCR Iss.2 Rev.1 Ch.2 Item 6.2				
5.2.2	Fuel policy – Contingency fuel Contingency fuel should be the higher of: (a) 5 % of the planned trip fuel or, in the event of in-flight re-planning, 5 % of the trip fuel for the remainder of the flight; and (b) not less than 3 % of the planned trip fuel or, in the event of in-flight re-planning, 3 % of the trip fuel for the remainder of the flight, provided that an en-route alternate (ERA) aerodrome is available; and (c) or an amount to fly for 5 minutes at holding speed at 1 500 ft (450m), above the destination aerodrome in standard conditions.	AOCR Iss.2 Rev.1 Ch.2 Item 6.2.1 (c)				
5.2.3	Fuel policy – Final Reserve fuel Final reserve fuel, which shall be: (a) for aeroplane- with reciprocating engines, fuel to fly for 45 minutes; or (b) for aeroplanes with turbine engines, fuel to fly for 30 minutes at holding speed at 1 500 ft (450 m) above aerodrome elevation in standard conditions, calculated with the	AOCR Iss.2 Rev.1 Ch.2 Item 6.2.1 (f)				

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	estimated mass on arrival at the destination alternate aerodrome or the destination aerodrome, when no destination alternate aerodrome is required.					
5.2.4	Fuel policy – Minimum additional fuel The minimum additional fuel, which should permit: (a) the aeroplane to descend as necessary and proceed to an adequate alternate aerodrome in the event of engine failure or loss of pressurization, whichever requires the greater amount of fuel based on the assumption that such a failure occurs at the most critical point along the route, and (i) hold there for 15 minutes at 1 500 ft (450 m) above aerodrome elevation in standard conditions; and (ii) make an approach and landing, except that additional fuel is only required if the minimum amount of fuel calculated is not sufficient for such an event; and (b) holding for 15 minutes at 1 500 ft (450) above destination aerodrome elevation in standard conditions, when a flight is operated without a destination alternate aerodrome.	AOCR Iss.2 Rev.1 Ch.2 Item 6.2.2				
5.2.5	Case of fuel jettison when available (Fuel Dump)	Recommendation				
5.3	Mass and Balance					
5.3.1	The Operator shall have a process to ensure aircraft weight and balance data. (a) Take into account limitations of the manufacturer and Operator; and (b) Are current and accurate.	AOCR Iss.2 Rev.1 Ch.3 Item 1.1.1				
5.3.2	How Flight Operations Officer/Flight Dispatcher ensure the BOW or DOW in OFP are the latest one?	AOCR Iss.2 Rev.1 Ch.3 Item 1.1.1				
5.3.3	Mass and Balance documentation The Mass and Balance documentation shall contain the following information: (a) Aircraft registration and type; (b) Flight identification, number and date; (c) Name of the PIC; (d) Name of the person who prepared the document; (e) Dry operating mass and the corresponding CG of the aircraft:	AOCR Iss.2 Rev.1 Ch.3 Item 2				

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	(i) for performance class B aeroplanes and for helicopters the CG position may not need to be on the M&B documentation if, for example, the load distribution is in accordance with a pre- calculated balance table or if it can be shown that for the planned operations a correct balance can be ensured, whatever the real load is; (f) Mass of the fuel at take-off and the mass of trip fuel; (g) Mass of consumables other than fuel, if applicable; (h) Load components including passengers, baggage, freight and ballast; (i) Take-off mass, landing mass and zero fuel mass; (j) Applicable aircraft CG positions; and (k) The limiting mass and CG values.					
5.4	Flight Planning					
5.4.1	Weather forecast used for the preparation and provided to the crew; (a) Source of information? Reliability? (b) How the Flight Operations Officer/Flight Dispatcher ensures that the PIC has the information he needs? (c) Update of the forecast? When? Consequence on the flight plan? Information to the crew? (d) Weather analysis (in particular, adverse weather conditions)	AO CR Iss.2 Rev.1 Ch.2 Item 13 App. O Item 5, 7				
5.4.2	What are the criteria to select the NOTAM area? How?	AO CR Iss.2 Rev.1 App. O Item 5.5				
5.4.3	The operator shall complete and file to the appropriate ATS unit an ATS flight plan for each intended flight.	AO CR Iss.2 Rev.1 Ch.5 Item 11.2				
5.4.4	Preparation of the Operational Flight Plan (OFP): (a) Content of the OFP (b) How the OFP is edited and controlled by the Flight Operations Officer/Flight Dispatcher (c) Signatures on the OFP of a flight of the current day (documents to be kept on ground) and (d) Relevance of the information reported on the OFP.	AO CR Iss.2 Rev.1 Ch.5 Item 11.3				
5.4.5	The operational flight plan used and the entries made during flight shall contain the following items:	AO CR Iss.2 Rev.1 Ch.5 Item 11.3				

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	(a) Aircraft registration; (b) Aircraft type and variant; (c) Date of flight; (d) Flight identification; (e) Names of flight crew members; (f) Duty assignment of flight crew members; (g) Place of departure; (h) Time of departure (actual off-block time, take-off time); (i) Place of arrival (planned and actual); (j) Time of arrival (actual landing and on-block time); (k) Type of operation (etops, vfr, ferry flight, etc.); (l) Route and route segments with checkpoints/waypoints, distances, time and tracks; (m) Planned cruising speed and flying times between checkpoints/ waypoints (estimated and actual times overhead); (n) Safe altitudes and minimum levels; (o) Planned altitudes and flight levels; (p) Fuel calculations (records of in-flight fuel checks); (q) Fuel on board when starting engines; (r) Alternate(s) for destination and, where applicable, take-off and enroute, including information required in (12) to (15); (s) Initial ATS flight plan clearance and subsequent re-clearance; (t) In-flight re-planning calculations; and (u) Relevant meteorological information.					
5.4.6	How information on the emergency and equipment carried on board is communicated to relevant services on request.	AOCR Iss.2 Rev.1 Ch.5 Item 11.6				
5.4.7	What is information of Emergency and Survival Equipment Carried available to the flight Operations Officer/Flight Dispatcher.	AOCR Iss.2 Rev.1 Ch.5 Item 11.6				
6	Flight monitoring and en-route assistance					
6.1	Flight monitoring and en-route assistance - Communications (means)	AOCR Iss.2 Rev.1 App. O Item 8				

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7	Aircraft release and maintenance					
7.1	Information from Maintenance to the Flight Operations Officer/Flight Dispatcher; e.g.: (a) Change in aircraft schedule; (b) Maintenance delay that could impact operations; and (c) Flight under MEL or CDL (to allow Flight Operations Officer/Flight Dispatcher to check the relevance of decision and to identify possible limitations)	AOCR Iss.2 Rev.1 App. O Item 5 (I)				
7.2	Information from Flight Operations Officer/Flight Dispatcher to maintenance; e.g.: Information on technical delays or the mechanical irregularities at aerodrome not reported to the maintenance (received by OCC)	AOCR Iss.2 Rev.1 App. O Item 5.9				
8	Interaction with flight crew					
8.1	Crew scheduling (a) Flight Dispatcher responsibilities when a problem with a crew emerges (b) Coordination in case of flight delayed or incidents? - How to ensure that crew is compliant with FTL	AOCR Iss.2 Rev.1 App. O Item 1.3				
8.2	Flight Crew briefing (a) Sharing of responsibilities between PIC and Flight Operations Officer/Flight Dispatcher clearly defined? (b) Content of the briefing? (c) Is the briefing formatted? (d) Is there a document proving that the briefing has been performed? Signature on a document? (e) Are specific pilot's requirements identified?	AOCR Iss.2 Rev.1 Ch.2 Item 12 App. O Item 1.4, 1.5, 7				
8.3	Flight returned documents	AOCR Iss.2 Rev.1 App. O Item 9				
9	Safety					
9.1	Connection to the reporting system (a) Means to ensure in any situation a quick and reliable communication of safety messages	AOCR Iss.2 Rev.1 Ch.2 Item 17				
9.2	ERP implementation (a) ERP training (b) ERP manual and relevant checklist (c) Bomb threat, Hijack (security)	AOCR Iss.2 Rev.1 Ch.5 Item 10 App. O Item 2.3 and 4.3				
10	Special authorizations					

No	Subject	Reference	S	U	N/A	Comment
10.1	ETOPS/EDTO					
10.1.1	Operations manual and procedures relevant to Operational Control	AOCR Iss.2 Rev.1 Ch.2 Item 20				
10.1.2	Training of acting Flight Operations Officer/Flight Dispatcher if monitoring ETOPS/EDTO flight	AOCR Iss.2 Rev.1 Ch.2 Item 20				
10.1.3	Knowledge of the diversion time for different routes used by the operator	AOCR Iss.2 Rev.1 Ch.2 Item 20				
10.1.4	List of EDTO/ETOPS alternate aerodromes is available to the Flight Operations Officer/Flight Dispatcher	AOCR Iss.2 Rev.1 Ch.2 Item 20.2				
10.1.5	Access to aircraft limitations and performance including approved OEI speeds and time limited system capabilities	AOCR Iss.2 Rev.1 Ch.2 Item 20				
10.1.6	A list of airports planning minima is available	AOCR Iss.2 Rev.1 Ch.2 Item 20				
10.1.7	Dispatch of the aircraft (a) Condition of airworthiness (ETOPS MEL, CDL) (b) Access to the list of significant systems that could have consequences on the ETOPS flight performance (c) In case of EDTO/ETOPS more than 180 minute, consideration of time limit (ETOPS Guidance Appendix 2 and 3)	AOCR Iss.2 Rev.1 Ch.2 Item 20				
10.1.8	Flight Preparation (a) Identification of the maximum diversion time for the flight. (b) Weather conditions; (c) Weather conditions on the route and alternate aerodrome; (d) Crosswind conditions at alternate-for the runway expected to be used; (e) Status of navigation aids; (f) Availability of relevant NOTAM; (g) List of ETOPS en-route adequate/suitable aerodromes (map with relevant max diversion times circles, EEP, ETP, EXP and CP according to prevailing wind conditions) including take-off, alternate and destination; (h) Alternate ETOPS or non ETOPS route; (i) OFP (Identification of EEP, ETP, EXP on OFP) (j) Validity of OFP; (k) Fuel calculation; and (l) The minimum fuel amount is the highest of either the standard fuel or the ETOPS fuel.	AOCR Iss.2 Rev.1 Ch.2 Item 20 App. O Item 7				

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10.1.9	Flight monitoring (a) Information related to any changes during the flight, in particular related to any significant changes at alternate during the flight; (b) Validity of alternate and window time monitoring; (c) Assistance to evaluation of the aircraft status, fuel remaining, weather and aerodrome conditions (runway surface conditions, landing distances, aerodrome services and facilities) at ETOPS en-route alternates prior EEP.	AOCR Iss.2 Rev.1 Ch.2 Item 20 App. O Item 8				
10.1.10	Communication (a) Communication devices availability; (b) List of required communications means (two-way voice and/or data link communication between aeroplane and ATC, as well as between aeroplane and OCC); (c) Aircraft/Dispatch communication procedures; and (d) Control of communication means before EEP.	AOCR Iss.2 Rev.1 Ch.2 Item 20 App. O Item 6				
10.2	RVSM					
10.2.1	Aircraft approved for RVSM. Dispatcher has a list of authorized aircraft	AOCR Iss.2 Rev.1 Ch.2 Item 21.3 App. O Item 7				
10.2.2	Adequate Equipment (RVSM MEL)	AOCR Iss.2 Rev.1 Ch.2 Item 21. App. O Item 7				
10.2.3	Weather conditions	AOCR Iss.2 Rev.1 App. O Item 7				
10.2.4	Flight planning	AOCR Iss.2 Rev.1 App. O Item 7				
10.2.5	Flight monitoring	AOCR Iss.2 Rev.1 App. O Item 8				
10.3	RNP/RNAV					
10.3.1	Training If appropriate, ensure that the Flight Operations Officer/Flight dispatcher on duty is trained in: (a) Authorized RNP procedures in particular RNP AR APCH (b) List of required equipment and MEL requirements (c) Aircraft performance (d) Navigation signal availability	AOCR Iss.2 Rev.1 App. D Item 7.1				
10.3.2	Dispatch of aircraft	AOCR Iss.2 Rev.1				

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	(a) Database validity (current AIRAC cycle); (b) Check airworthiness according to MEL; and (c) Currency of the database and adequacy with the planned flight.	App. O Item 5				
10.3.3	Routing (a) Knowledge of the route requirements for the planned flight; (b) Navigation signal availability, including; (c) destination and alternate aerodromes, at the time of flight/approach. Predictive possibility as well as monitoring capability during the whole flight; (d) Alternative solutions in case of loss of PBN capability; and (e) Weather changes, mainly wind if RNP AR APCH.	AOCR Iss.2 Rev.1 App. O Item 5				

S = Satisfied

U= Unsatisfied

N/A= Not Applicable

Comment= Description the detail of compliance or Non Compliance or other information

Inspector Name:.....

(.....)

Position:.....

Completed on:.....