



Civil Aviation Notice

CAN 4-14

Flight Dispatcher & FD Training Organisations

Effective: 30th December 2021
Approved by: Mubarak Saleh Al-Ghelani
(DGCAR)

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Table of Contents

Corrigendum of Amendments	3
Table of Contents	4
Glossary of Terms or Abbreviations.....	7
FOREWORD	9
FLIGHT DISPATCHER CERTIFICATION	10
SECTION 1 – PURPOSE AND ELIGIBILITY REQUIREMENTS	10
14.001 General.....	10
14.005 Purpose	10
14.010 Applicability.....	10
14.015 Cancellation.....	10
14.020 Effective Date	10
14.025 Eligibility	10
AMC-1 to 14.025(c)(2).....	11
AMC-2 to 14.025(c)(3).....	11
SECTION 2 – APPLICATION AND VALIDITY REQUIREMENTS	11
14.030 Application	11
AMC-1 to 14.030 Application.....	11
AMC-2 to 14.030 Application.....	12
GM to 14.030 Application.....	12
14.035 Duration and Continued Validity.....	12
GM-1 to 14.035(a) Duration and Continued Validity.....	13
GM-2 to 14.035(a)(1) Duration and Continued Validity	13
SECTION 3 – KNOWLEDGE AND EXPERIENCE REQUIREMENTS	13
14.040 Knowledge Requirements	13
AMC to 14.040(a) Knowledge Requirements	13
GM to 14.040(a) Knowledge Requirements	13
14.045 Experience Requirements	13
AMC-1 to 14.045(c) Experience Requirements	14
AMC-2 to 14.045(c) Experience Requirements	14
14.050 OJT Requirements	14
AMC-1 to 14.050(a) OJT Requirements	14
AMC-2 to 14.050(a) OJT Requirements	15
GM to 14.050(a) OJT Requirements	15
14.055 Recurrent Training	15

AMC-1 to 14.055	Recurrent Training	15
14.060	Examination and Oral Test	16
AMC to 14.060(d)	16
SECTION 4 — APPROVAL OF FLIGHT DISPATCHER TRAINING ORGANISATIONS		18
Subpart A – Scope and Validity Requirements		18
14.065	General.....	18
14.070	Scope	18
14.075	Application	18
AMC to 14.075	Application Process.....	18
GM to 14.075	Application Process.....	18
14.080	Duration and Continued Validity	18
Subpart B – Organisational Requirements.....		19
14.085	Facility Requirements.....	19
AMC to 14.085(d)	Facility Requirements.....	19
AMC to 14.085(e)	Facility Requirements.....	19
GM to 14.085(e)	Facility Requirements.....	19
AMC to 14.085(f)	Facility Requirements.....	20
GM to 14.085(f)	Facility Requirements.....	20
14.090	Personnel Requirements.....	20
AMC-1 to 14.090(a), (b), (c)	Personnel Requirements	20
AMC-2 to 14.090(a)	Personnel Requirements.....	20
AMC-3 to 14.090(b)	Personnel Requirements.....	20
GM-1 to 14.090(b)	Personnel Requirements.....	21
AMC-4 to 14.090(c)	Personnel Requirements	21
GM-2 to 14.090(c)	Personnel Requirements.....	21
AMC-5 to 14.090(e)	Personnel Requirements.....	21
GM-3 to 14.090(e)	Personnel Requirements.....	21
14.095	Instructional equipment	22
GM to 14.095(a)	Instructional equipment.....	22
AMC to 14.095(b)	Instructional equipment.....	22
14.100	Training Programme	22
AMC to 14.100	Training Programme	23
GM to 14.100(a)	Training Programme.....	23
14.105	Records.....	23
AMC-1 to 14.105	Records	23

AMC-2 to 14.105(c) Records	24
GM to 14.105(c) Records	24
14.110 Quality system.....	24
AMC to 14.110(b) Quality system.....	24
GM to 14.110(b) Quality system.....	25
14.115 Examinations and Tests Requirements.....	25
GM-1 to 14.115(b) Examinations and Tests Requirements.....	26
GM-2 to 14.115(f) Examinations and Tests Requirements.....	26
AMC-1 to 14.115(g) Examinations and Tests Requirements	26
AMC-2 to 14.115(g) Examinations and Tests Requirements	26
14.120 Training and Procedures Manual	27
AMC to 14.120 Training and Procedures Manual.....	27
14.125 Privileges of The Training Organisation	27
GM to 14.125(a)(1) Privileges of The Training Organisation	28
AMC to 14.125(a)(4) Privileges of The Training Organisation	28
14.130 Changes to the Training Organisation.....	28
APPENDIX A – KNOWLEDGE REQUIREMENTS.....	29
APPENDIX B – APPROVAL OF FLIGHT DISPATCHER TRAINING ORGANISATIONS	30
POLICY	30
OVERVIEW	30
PHASE 1: PRE-APPLICATION	30
PHASE 2: FORMAL APPLICATION	31
Phase 3: DOCUMENT EVALUATION	32
Phase 5: CERTIFICATION	32
APPENDIX C – INSTRUCTORS AND EXAMINERS REQUIREMENTS.....	34
Chief Instructor	34
Knowledge Instructors	34
Instructors Requirements	34
Examiner Requirements.....	35
APPENDIX D – CONTENTS OF A TRAINING AND PROCEDURES MANUAL.....	37
APPENDIX E – APPLICATION FOR AN FDTO APPROVAL	40

Glossary of Terms or Abbreviations

The following terms or acronyms may be used in any manual or document published by CAA. Reproduction in part or whole is allowed without prior approval. The Document Control Office reserves the rights to include such a listing in any CAA manual or document prior to publishing.

ACAS	Airborne Collision Avoidance System
ACC	Area Control Centre
ACCID	Accident
ADREP	Accident/Incident Reporting System
AFIS	Aerodrome Flight Information Service
AFTN	Aeronautical Fixed Telecommunication Network
AIC	Aeronautical Information Circular
AIP	Aeronautical Information Publication
AIS	Aeronautical Information Service
A/C	Aircraft
AMSL	Above Mean Sea Level
AOC	Air Operator Certificate
APP	Approach Control Office
ARO	Air Traffic Services Reporting Office
ATC	Air Traffic Control
ATS	Air Traffic Service
CAA	Civil Aviation Authority
CAN	Civil Aviation Notice
CAR	Civil Aviation Regulation
CFMU	Central Flow Management Unit
COM	Communications/Equipment
FD	Flight Dispatch
FDTO	Flight Dispatch Training Organization
FIC	Flight Information Centre
FIS	Flight Information Service
GM	Guidance Material
IATA	International Air Transport Association
ICAO	International Civil Aviation Organisation
IIC	Investigator in Charge
INCID	Serious Incident
ISA	International standard atmosphere
Minister	Minister of Transport and Communications
NOTAM	Notice to Airmen
NPA	Notice of Proposed Amendment
OJT	On the Job Training
OTSB	Oman Transport Safety Bureau
PL	Policy Lead
RCC	Rescue Co-ordination Centre of the Sultanate
RNAV	Area Navigation
SAR	Search and Rescue
SIGMET	Significant Meteorological Report
SRA	Surveillance Radar Approach
SSR	Secondary Surveillance Radar
TCAS	Traffic Alert and Collision Avoidance System

TL	Technical Lead
UTC	Universal Time Coordinated
VHF	Very High Frequency
WX	Weather

FOREWORD

- (a) The responsibilities of a Flight Dispatcher include the provision of assistance to the pilot-in-command in flight preparation; completion of operational and ATS flight plans; liaison with air traffic control, meteorological and communication services and the provision to the pilot-in-command during flight of information necessary for the safe and efficient conduct of the flight. Flight Dispatchers should also be responsible for monitoring the progress of each flight under their jurisdiction and for advising the pilot-in-command of company requirements for cancellation, re-routing or re-planning, should it not be possible to operate as originally planned.
- (b) This Chapter contains requirements in respect of knowledge, experience, skill and age limits for the certification of Flight Dispatcher. These requirements are compliant with ICAO Annex 1/DOC 7192, D3/DOC 10106.
- (c) CAN 4-14 prescribes the requirements for:
 - (1) The establishment, implementation, and maintenance of flight Dispatcher certification;
 - (2) The certification requirements for the establishment of a Training Organisation to provide Flight Dispatcher training;
- (d) Amendments to the text in CAN 4-14 in revised editions will be issued in accordance with CAR 11.
- (e) The editing practices used in this document are as follows:
 - (1) 'Shall' is used to indicate a mandatory requirement and may appear in CARs.
 - (2) 'Should' is used to indicate a recommendation
 - (3) 'May' is used to indicate discretion by the Authority, or the industry as appropriate.
 - (4) 'Will' indicates a mandatory requirement and is used to advise of action incumbent on the Authority.
- (f) This issue of CAN 4-14 will enter into force and become applicable on 30th December 2021. Additionally, the following conditions shall apply:
 - (1) Any training, examination and OJT towards the issuance of a Flight Dispatcher Certification commenced before 30th December 2021 shall be carried out and completed as per the regulations existing prior to this new issue of CAN. Such training shall be deemed equivalent to the training, examination and OJT required by this new issue of CAN 4-14 and the respective validity of certifications therefrom shall be as stipulated by this new issue of CAN 4-14.
 - (2) Applicants holding current foreign Flight Dispatcher License/Certification/Qualification may apply for a Sultanate of Oman Certification under this CAN.
- (g) This CAN 4-14 supersedes CAN 4-11 which shall be repealed upon publication of this CAN.

Note 1: The CAA uses the term 'Flight Dispatcher' which has the same meaning as the term 'Flight Operations Officer' used by ICAO or other foreign Authorities.

Note 2: The use of the male gender implies the female gender and vice versa.

FLIGHT DISPATCHER CERTIFICATION

SECTION 1 – PURPOSE AND ELIGIBILITY REQUIREMENTS

14.001 General

This Notice applies to all persons authorised to conduct training in approved aviation training organisations in Oman.

14.005 Purpose

The Civil Aviation Notices, hereinafter referred to as Notices, are issued by the Civil Aviation Authority (CAA). The Notices are a means of circulating essential information of an administrative or technical nature to holders of CAA licenses and Certificates, foreign air operators in Oman, and foreign operators of Omani registered aircraft.

14.010 Applicability

- (a) No person shall act as a Flight Dispatcher with a Sultanate of Oman operator unless Certified by the CAA.
- (b) Unlicensed individuals may operate as flight dispatcher on the condition they meet these requirements.

14.015 Cancellation

This CAN supersedes CAN 4-11 – Requirements for Flight Operations Officer/Flight Dispatchers

14.020 Effective Date

This CAN is effective from the date of issue.

14.025 Eligibility

- (a) This CAN establishes the requirements for the training, application, issuance and renewal of a Flight Dispatcher Certification and includes reciprocal recognition of a foreign Flight Dispatcher License/Certificate.
- (b) Any person of at least twenty (21) years of age who has demonstrated acceptable theoretical knowledge and practical skills in accordance with Subpart shall be eligible to apply for a Flight Dispatcher certification on conditions that the applicant may be;
 - (1) A person who has undergone ab-initio training at a CAA Approved Training Organization;
 - (2) A person holding a current foreign FOO/Flight Dispatcher License/Certificate qualification requesting reciprocal recognition shall be able to demonstrate an experience of three (3) years as a Qualified FOO/Flight Dispatcher prior to submitting an application; or
 - (3) A person not eligible as per paras (c)(1) and (c)(2) with acceptable qualifications and experience as a flight dispatcher.

AMC-1 to 14.025(c)(2)

The holder of a foreign qualification may be granted reciprocal recognition of that qualification provided:

- (a) The foreign qualification is issued by an ICAO Contracting State.
- (b) The license/qualification/certification holder must provide a verification letter from the country of origin of the license/qualification/certification.
- (c) The license holder has successfully passed a CAA examination or attended a recurrent training course followed by a competency test conducted by the CAA, or by an approved training organisation, or AOC holder/operator.

AMC-2 to 14.025(c)(3)

- (a) The applicant has verifiable qualifications in Flight Operations Officer/Flight Dispatch older than 5 years,
 - (1) Qualifications to include course completion certificates
- (b) The applicant can prove and show five (5) years of experience in flight operations/flight dispatch,
 - (a) Proof of experience to include company experience letters, employment letters or any other documents
- (c) The Sultanate of Oman airline/operator conducts a satisfactory assessment of the applicant's knowledge and practical experience to assess equivalence to a flight dispatch certification.
- (d) The license/qualification/certification holder has successfully passed a CAA examination or attended a recurrent training course followed by a competency test conducted by the CAA or by an approved training organisation or AOC holder/operator.

SECTION 2 – APPLICATION AND VALIDITY REQUIREMENTS**14.030 Application**

An application for a Flight Dispatcher certification initial issue, renewal or amendment to such certificate shall be made on a form and in a manner established by the CAA.

AMC-1 to 14.030 Application

The application shall be made through CAA Oman licensing section supported by:

- (a) Documentation showing compliance with the applicable knowledge, practical training and experience requirements as shown in the table below, in particular the evidence should demonstrate that the applicant can read, write, speak and understand the English language;
- (b) One passport size (minimum of 3.0 x 3.5 cm) colour photograph (no headwear or glasses permitted);
- (c) Evidence of payment of the applicable fee.

Note: For the renewal or reissuance of the certificate, the application must be submitted at least 30 working days before the expiry of the current certificate.

AMC-2 to 14.030 Application

Type of application	Documentation Required
Initial issue of certificate	(1) Certificate of completion of basic knowledge requirement, examination and Oral test. (2) Certificate of OJT completion endorsed by the Head of Flight Operations and accompanied with the duty rosters, details of the duties and at least four copies of operational flight plans. (3) Certificate or endorsement to prove that the applicant can read, write, speak and understand the English language.
Renewal of certificate	(1) Certificate of recurrent training course from approved training organisation or recurrent training & competency check from the operator. (2) Proof of continued compliance with English Language Proficiency requirements. (3) Application 30 working days prior to expiry date.
Lapsed/expired license/certificate procedure	(1) Certificate of recurrent course from approved training organisation or recurrent training & competency check from the operator. (2) Certificate stating that the license/certificate/qualification privileges were not exercised after the expiry of the license/certificate.
Lost or damaged certificate	(1) Certificate of recurrent course from approved training organisation or recurrent training & competency check from the operator. (2) Copy of police report (in case of lost) (3) Original damaged certificate

GM to 14.030 Application

The certification fees are structured as follows:

Certificate	Price in Sultanate of Oman Riyals
Initial Issue	90 OMR
Re-issuance, lost or destroyed	90 OMR
Certificate Renewal	80 OMR
Additional Qualifications	10 OMR
Examinations	20 OMR

14.035 Duration and Continued Validity

(a) A Flight Dispatch certificate shall be valid for a maximum period of 2 years from the date of issue provided:

- (1) the holder remains in compliance with the requirements of this Subpart; and

- (2) the certificate is not surrendered or revoked.
- (b) Upon surrender or revocation, the certificate shall be returned to the CAA.

GM-1 to 14.035(a) Duration and Continued Validity

A Flight Dispatch certificate will remain valid until midnight of the expiry date stated on the certificate.

GM-2 to 14.035(a)(1) Duration and Continued Validity

The certificate holder shall comply with the organizational requirements of proficiency before exercising the privileges rendered by the certificate.

SECTION 3 – KNOWLEDGE AND EXPERIENCE REQUIREMENTS**14.040 Knowledge Requirements**

- (a) Applicants for Flight Dispatcher certification shall demonstrate, through written and practical examinations, a level of knowledge in the appropriate subject modules in accordance with Appendix A.
- (b) The knowledge training shall consist of a minimum of fifty (50) working days of instruction. The minimum participation time for the trainee shall not be less than 90% of the knowledge training hours. Additional training shall be provided by the training organisation to meet the minimum participation time. If the minimum participation defined for the course is not met, a certificate of recognition shall not be issued.
- (c) The training courses, examinations and tests shall be passed within one (1) year prior to the application for a Flight Dispatcher certificate. Should this not be the case, training courses, examinations or tests credits shall not be obtained.

AMC to 14.040(a) Knowledge Requirements

The knowledge training should be designed to meet requirements of Appendix A. Each lesson plan should identify the goal of the lesson with defined and documented knowledge, aptitude and skill requirements.

GM to 14.040(a) Knowledge Requirements

Any subject in addition to Appendix A cannot be used to serve the purpose of the requirement.

14.045 Experience Requirements

- (a) The experience shall encompass a theoretical and practical cross-section that is representative of the flight dispatching subjects contained in Appendix A.
- (b) The applicant for a Flight Dispatcher certificate shall have gained experience as follows:
 - (1) a total of two years of service in any one or in any combination of the capacities specified in paras (i) to (iii) inclusive, provided that in any combination of experience the period served in any capacity shall be at least one year:
 - i. a flight crew member in air transportation holding or have held a CPL with IR or ATPL license; or

- ii. a meteorologist in an organisation dispatching aircraft in air transportation; or
 - iii. an air traffic controller; or a technical supervisor of flight operations officers or air transportation flight operations systems; or
- (2) at least one year as an unlicensed Flight Dispatcher or two years as an assistant in the dispatching of air transport; or
- (3) have satisfactorily completed a course of approved training with an organisation certified under Subpart B.
- (c) For applicants having gained experience as per (b)(1) to (b)(2), the CAA may reduce to thirty (30) working days, the number of working days of knowledge instructions as mentioned in 14.040(b) for an abridged course conducted by a Training Organisation.

AMC-1 to 14.045(c) Experience Requirements

The CAA will decide by means of oral and written tests, if the experience gained as per paras (b)(1) to (b)(2) may qualify for a reduction of knowledge instructions stated in 14.040 para (b). If approved, the applicant may be permitted to complete an abridged course followed by the examinations and on-job-training; as described in 14.045 this Subpart. This function may be delegated to the ATO, if the ATO has an acceptable evaluation procedure for this purpose, approved by the CAA.

AMC-2 to 14.045(c) Experience Requirements

The credit given, including the total days and the basis for it should be recorded in the student's record.

14.050 OJT Requirements

- (a) Applicants, having gained experience as per 14.040 paras (b) and (c), shall have served under the supervision of a nominated Flight Dispatch Supervisor for at least ninety (90) working days within the six months immediately preceding the application for the issue of a CAA Flight Dispatch Certificate.
- (b) An applicant shall ensure that he/she performs his/her OJT with an aircraft operator which:
- (1) holds a valid Sultanate of Oman Air Operator Certificate or Sultanate of Oman Private Operator Certificate or a foreign AOC holder for commercial air transport operations issued in accordance with ICAO Annex 6;
 - (2) have in place approved (by the CAA or State of Operator) method of control and supervision of flight operations equivalent to ICAO Annex 6;
 - (3) has them engaged in the actual dispatch and supervision of aircraft; and
 - (4) be approved (by the CAA or State of Operator) to carry out the Flight Dispatch services in accordance with an approved operations manual.

AMC-1 to 14.050(a) OJT Requirements

The Flight Dispatch Supervisor should be nominated by the organisation hosting the applicant. He/She should be an active Flight Dispatcher holding a license/certificate and be proficient to supervise the work performed by such applicant.

AMC-2 to 14.050(a) OJT Requirements

- (a) At the completion of the supervised OJT period, the applicants should be issued with certificate of completion declaring that the applicant has completed their on-job-training. The certificate of completion is a statement declaring that the applicant meets the safety objectives of this CAN and can operate as a Flight Dispatcher.
- (b) The certificate shall be signed by the Head of Flight Operations (or a designated representative) and the records of training should include copies of the following:
 - (1) the duty rosters worked by the applicant;
 - (2) details of the duties completed; and
 - (3) at least four copies of operational flight plans prepared by the applicant, under supervision.
- (c) If delegated, this process should be specified in the Operation Manual (Part D) of the AOC Holder and hence will be accepted by the CAA.

GM to 14.050(a) OJT Requirements

The purpose of OJT for a Flight Dispatcher operating under supervision, is to ensure that the applicant has gained the following skills and abilities to:

- (a) Make an accurate and operationally acceptable weather analysis from a series of daily weather maps and weather reports;
 - (1) provide an operationally valid briefing on weather conditions prevailing in the general neighbourhood of a specific air route;
 - (2) provide forecast weather trends pertinent to commercial air transport operations with reference to destination requirements and suitable alternates available en-route;
- (b) Determine the optimum flight path for a given segment, create either accurate manual and/or computer-generated flight plans; and
- (c) Provide operating supervision and any other assistance required to a flight in actual or simulated adverse weather conditions, as appropriate to the duties of the holder of a Flight Dispatcher certificate; and
- (d) Recognise and manage any threats or errors that may arise during the flight.

14.055 Recurrent Training

- (a) A Flight Dispatcher certificate holder shall undergo recurrent training conducted by either the Oman AOC operator employing him/her, or with an approved Flight Dispatcher training organisation every twelve (12) months to maintain his/her competencies.
- (b) Recurrent training shall be conducted by instructors and examiners approved in accordance with Appendix C.

AMC-1 to 14.055 Recurrent Training

- (a) The recurrent training for a Flight Dispatcher shall be in accordance with CAA approved procedures.

- (b) An operator, when approved may conduct the recurrent training for its own employed Flight Dispatchers.
- (c) The recurrent training shall be conducted by a CAA approved instructor/examiner approved as per Appendix C.
- (d) The recurrent training for Flight Dispatchers should include at least the following;
 - (1) A minimum of two (2) day approved recurrent training course for maintaining the skills and abilities required for an operational Flight Dispatcher.
 - (2) Complete a Multi-choice examination conducted by a designated Flight Dispatch Examiner or by other means (oral/practical test) to determine the level of the Flight Dispatcher's knowledge with respect to the operational aspects of an aircraft.
 - (3) The recurrent training records shall be maintained by the operator for at least 5 years.

14.060 Examination and Oral Test

- (a) Applicants shall pass a knowledge examination, as required by 14.040, within a training organisation approved under Subpart B or by the CAA.
- (b) The knowledge examination shall cover a representative cross section of subjects specified in Appendix A and shall be valid for six (6) months from the date of the examination.
- (c) All knowledge examinations shall use the format as specified below:
 - (1) The questions shall be multi-choice question, except for numerical questions.
 - (2) All the alternatives answers shall be clearly related to the question and of similar vocabulary, grammatical construction and length.
 - (3) Each multi-choice question shall have three/four alternative answers of which only one must be the correct answer and the candidate shall be allowed an acceptable time.
 - (4) The pass mark for each module and sub-module multi-choice part of the examination is 75%.
- (d) Additionally, applicants shall demonstrate, by practical and oral test, acceptable level of skills in the preparation and execution of an operational flight plan and the practical use of common equipment, documentation, and tools, including the participation in representative flight dispatch activities being carried out. The test shall be conducted within fifteen (15) working days after the applicant has successfully completed OJT.
- (e) Applicants who failed a knowledge examination or test shall be entitled to re-sit for a maximum of two (2) attempts.
- (f) The minimum duration between each attempt shall be of 3-5 working days.

AMC to 14.060(d)

The test should be a practical and oral test where the applicants shall demonstrate that he/she is skilled in the following area of operations and competent with tools, equipment and operator/aircraft manuals:

- (a) Dispatch exercise (Flight Planning)
- (b) Aircraft and aircraft performance
- (c) Air routes and airports

- (d) Dispatch and operation control
- (e) Emergency procedures

SECTION 4 — APPROVAL OF FLIGHT DISPATCHER TRAINING ORGANISATIONS

Subpart A – Scope and Validity Requirements

14.065 General

An organisation shall not conduct training for a Flight Dispatcher certification, unless approved by the CAA.

14.070 Scope

This Subpart establishes the requirements to be met by an operator or an organisation when applying for and maintaining an approval to conduct Flight Dispatcher certification training and examination.

14.075 Application

- (a) An application for a Flight Dispatcher Training Organisation (hereafter called “Training Organisation”) approval or change/variation to such approval shall be made on a form and in a manner established by the CAA.
- (b) An operator shall include the Flight Dispatcher Certification Training as a Part within the Operations Manual – Part D and approved by the CAA.

AMC to 14.075 Application Process

- (a) The training certification application made through Flight Safety Department of the CAA shall contain the information stated in para (b) (1) to (5).
- (b) An application for an approval or change/variation to an approval should include the following information:
 - (1) the registered name and address of the applicant;
 - (2) the address of the organisation;
 - (3) the intended scope of approval or change to the scope of approval;
 - (4) the name and signature of the accountable manager;
 - (5) the date of application.

GM to 14.075 Application Process

The application process is detailed in Appendix B.

14.080 Duration and Continued Validity

- (a) A certificate shall be issued for two (2) years’ duration. It shall remain valid subject to:
 - (1) the organisation remaining in compliance with this CAN, and in accordance with the provisions related to the handling of findings raised during annual and renewal audit conducted by the CAA; and
 - (2) the CAA being granted on required basis; access to the organisation to determine continued compliance with this CAN; and

- (3) the certificate not being surrendered, suspended or revoked.
- (b) Upon surrender or revocation, the certificate shall be returned to the CAA.

Subpart B – Organisational Requirements

14.085 Facility Requirements

- (a) For housing of the training facility equipment, the structural entity shall be of such that environmental issues, both noise and elements, (internal and external) are below the acceptable legal requirements.
- (b) The appropriate classroom facilities shall be provided for instruction and the conducting of examinations and testing are as follows:
 - (1) The maximum number of students undergoing knowledge training during any training course shall not exceed twenty (20) students.
 - (2) The size of the classroom for examination purposes shall be such that no student can read the paperwork or computer screen of any other student from his/her position during examinations.
- (c) The paragraph (b) classroom environment shall be maintained such that students are able to concentrate on their studies, instructions, examination and test, without undue distraction or discomfort.
- (d) In the case of knowledge training course, training facilities separate from training classrooms shall be provided for practical instruction appropriate to the planned training course. In such case, the training organisation shall ensure that the OJT/practical training elements are properly carried out.
- (e) Secure storage facilities shall be provided for examination papers and training records.
- (f) A library shall be provided containing all technical material appropriate to the scope and level of training undertaken.

AMC to 14.085(d) Facility Requirements

If the organisation is unable to provide OJT/practical training elements, documented arrangements may be made with another organisation to provide such training facilities. The written agreement should specify the conditions of access (including the CAA access for audit purposes) and use thereof.

AMC to 14.085(e) Facility Requirements

The storage environment should be such that documents remain in good condition for the retention period as specified in 14.105. If the examination papers and training records are stored in electronic format, then the organisation should establish appropriate IT security features to avoid security intrusions.

GM to 14.085(e) Facility Requirements

The storage facilities and office accommodation may be combined, subject to adequate security.

AMC to 14.085(f) Facility Requirements

The library should ensure access to copies of all CARs, examples of typical aircraft manuals, maps, charts and procedures manuals. All documentation should be reviewed and updated on a regular basis.

GM to 14.085(f) Facility Requirements

Where the organisation has an existing library of regulations, manuals and documentation required by another regulation, it is not necessary to duplicate such a facility subject to student access being under controlled supervision.

14.090 Personnel Requirements

- (a) The organisation shall appoint an Accountable Manager (AM), acceptable to the CAA, who has the corporate authority for ensuring that all training commitments can be financed and carried out to the standards required by this CAN.
- (b) A person or group of persons shall be appointed by the organisation and approved by the CAA, with the responsibility of ensuring that the organisation remains in compliance with the applicable requirements. Such person(s) shall be ultimately responsible to the AM.
- (c) The organisation shall employ or contract sufficient instructors and examiners. The experience and qualifications of instructors, and examiners shall be established in accordance with a procedure and to a standard agreed by the CAA.
- (d) Instructors and examiners positions shall be specified in the training and procedures manual for the acceptance of such staff.
- (e) Instructors and examiners shall undergo updating training at least every twenty-four (24) months relevant to current technology, practical skills, human factors and the latest training techniques appropriate to the knowledge being trained or examined.

AMC-1 to 14.090(a), (b), (c) Personnel Requirements

The organisation should demonstrate to the CAA that the Accountable Manager (AM), post holders, instructors and examiners meet the safety requirements for assuring their roles and responsibilities with the training organization.

AMC-2 to 14.090(a) Personnel Requirements

In addition to be empowered with authority for ensuring that all approved activities can be financed and carried out to the standards required by the CAA, the AM should have experience in running businesses, preferably in the aviation industry. The AM should have an appropriate understanding of the CAA regulations,

AMC-3 to 14.090(b) Personnel Requirements

- (a) Training organisations conducting approved aviation courses should appoint a Chief Theoretical Knowledge Instructor (CTKI) with the responsibility of managing the training organisation on a day-to-day basis including the responsibility of managing the relevant 14.120, 14.125 and 14.130 examination system. The Chief Theoretical Knowledge Instructor shall be responsible to the Head of Training of the organization supervising all approved courses being conducted by the

organization. Such person may also be an instructor and/or examiner subject to approval by the CAA.

- (b) In addition, the organisation should appoint a quality/compliance manager with the responsibility of managing the quality system as specified in paragraph 14.110(b).
- (c) Small training organisations (organisations with the capacity to provide training for less than twenty (20) students) conducting only flight dispatch training, may combine positions subject to the CAA verifying and being satisfied that all functions can be properly carried out in combination and in accordance with this CAN.
- (d) The Chief Theoretical Knowledge Instructor should have adequate qualifications, and extensive experience as a Flight Dispatcher Instructor(see Appendix C).
- (e) The organisation shall have sufficient qualified instructor to plan, perform knowledge training, conduct knowledge examinations, including practical and oral test in accordance with the applicable requirements. The detailed requirements for Knowledge instructors and examiners are given in Appendix C.

GM-1 to 14.090(b) Personnel Requirements

When the organisation is also approved against CARs (e.g. CAR-ORA, CAR-ATCO) which contain some similar functions then such functions may be combined.

AMC-4 to 14.090(c) Personnel Requirements

- (a) The ratio of trainees to instructor should be of at least one instructor for every ten (10) students and two instructors for every twenty (20) students for the practical training.
- (b) The training organisation should consider human performance principles when determining the number of qualified instructors required to ensure that the ratio between number of instructors versus number of hours of instructions is acceptable to the CAA.
- (c) The instructors should be limited for twenty-three (23) hours training per working week.

GM-2 to 14.090(c) Personnel Requirements

Any qualified person may carry out any combination of the roles of instructor, and examiner.

AMC-5 to 14.090(e) Personnel Requirements

Updating training should normally be of thirty-five (35) hours duration but may be adjusted to the scope of training of the organisation and particular individual instructor and examiner.

GM-3 to 14.090(e) Personnel Requirements

- (a) Records for each instructor and examiner should show when the updating training took place.
- (b) The updating training may be subdivided during the twenty-four (24) months into more than one element and may include activities such as attendance at relevant lectures and symposiums.

14.095 Instructional equipment

- (a) Each classroom shall have appropriate presentation equipment of a standard that ensures students can easily read presentation text/drawings/diagrams and figures from any position in the classroom.
- (b) Presentation equipment shall include representative synthetic training devices to assist students in their understanding of the particular subject matter where such devices are considered beneficial for such purposes.
- (c) The training and/or facilities shall have all tools and equipment necessary to perform the approved scope of training.

GM to 14.095(a) Instructional equipment

- (a) Synthetic training devices are working models of a particular system, tool, or component and include computer simulations.
- (b) A synthetic training device is considered beneficial for presentation of complex systems purposes or when appropriately contextualization of the presentation is required.

AMC to 14.095(b) Instructional equipment

Training aids, facilities and tools should include:

- (a) Projectors
- (b) Maps and charts
- (c) Aircraft performance charts and tables
- (d) Meteorological charts, maps and tables
- (e) Mass and balance charts and tables
- (f) Basic arithmetic calculators
- (g) Manual flight planning computers as a major tool for flight planning exercises
- (h) Computer assisted flight planning systems for basic understanding

14.100 Training Programme

- (a) The organisation shall establish a training programme, acceptable to the CAA, to ensure proper training standards and compliance with all relevant requirements in this CAN. This shall include knowledge and skills related to human performance and arrangements related to OJT requirements in accordance with 14.050.
- (b) Training course material shall cover the knowledge syllabus specified in Appendix A of this CAN, be approved by the CAA and provided to the student.
- (c) Training course notes, diagrams and any other instructional material shall be accurate and regularly updated.
- (d) Students shall have access to examples of aircraft documentation and technical information of the library as specified in 14.085(e).

AMC to 14.100 Training Programme

- (a) The Training program should follow educational and human factors principles.
- (b) The maximum of training hours per day for the knowledge training should not be more than six (6) hours.
- (c) A training hour means sixty (60) minutes of tuition excluding any breaks, examination, test, revision, and preparation for visit.

Note: In exceptional cases, the CAA may allow deviation from this standard when it is properly justified that the proposed number of hours follows educational and human factor principles.

- (d) These principles are especially important in those cases where:
 - (1) Theoretical Knowledge and other training activities are performed at the same time;
 - (2) Training and normal duty are performed at the same time.

GM to 14.100(a) Training Programme

- (a) The CAA may approve a training programme that allows an alternative means of compliance with the experience requirements required provided that the training provides a level of competency at least equivalent to that provided by the minimum experience requirements for personnel not receiving such approved training. The requirements of paragraph 14.040 provides details with respect to training objectives with reference to conditions, performance and standards of accomplishment.
- (b) A training organisation may sub-contract the OJT requirements to an AOC holder if appropriate procedures and contracts are in place.

14.105 Records

- (a) The organisation shall establish a system of record-keeping that allows adequate storage and reliable traceability of all activities.
- (b) The student records including a chronological log of all instructors, subjects covered, course examination and results shall be kept for a minimum period of five years after completion of the training.
- (c) The organisation shall maintain a record of all instructors, and examiners. These records shall reflect the experience and qualification, training history and any subsequent training undertaken and shall be retained for a minimum period of two years after the instructor or examiner ceases to perform a function for the training organisation.
- (d) Records shall be stored in a manner that ensures protection from damage, alteration and theft.
- (e) Terms of reference shall be available for all instructors, and knowledge examiners.

AMC-1 to 14.105 Records

Persons authorised to access the system should be maintained at a minimum to ensure that records cannot be altered in an unauthorised manner or that such confidential records become accessible to unauthorised persons.

AMC-2 to 14.105(c) Records

- (a) The following minimum information relevant to the scope of activity should be kept on record in respect of each instructor, and examiner:
- (1) Name
 - (2) Date of Birth
 - (3) Personnel Number
 - (4) Experience
 - (5) Qualifications
 - (6) Training history (before entry)
 - (7) Subsequent Training
 - (8) Scope of activity
 - (9) Starting date of employment/contract
 - (10) If appropriate – ending date of employment/contract
 - (11) Training authorization

GM to 14.105(c) Records

The record may be kept in any format but should be under the control of the organisations quality system.

14.110 Quality system

- (a) The organisation shall establish procedures acceptable to CAA to ensure proper training standards and compliance with all relevant requirements to this Chapter.
- (b) The quality system shall include:
- (1) An independent audit function to monitor training standards, the integrity of examinations, and compliance with and adequacy of the procedures and regulations, and
 - (2) A feedback system of audit findings to the person(s) and ultimately to the AMC and GM referred to in respectively 14.040(b) and 14.040(a) to ensure, as necessary, implementation of corrective action.

AMC to 14.110(b) Quality system

- (a) Organisations certified for flight dispatch training only may not be required to establish a complete quality system. However, such organisations are required to:
- (1) have a documented and approved system for quality auditing of their facility, procedures and processes by external auditors;
 - (2) maintain all the quality reports, and the actions taken to maintain the quality of the training and the training organisation;
 - (3) appoint a quality manager who may be holding another post in the organization.

GM to 14.110(b) Quality system

- (a) The primary objective of the quality system is to enable the training organisation to satisfy itself that it can deliver properly trained students and that the organisation remains in compliance with this CAN.
- (b) The independent audit is a process of routine sample checks of all aspects of the training organisation's ability to carry out all training and examinations to the required standards. It represents an overview of the complete training system and does not replace the need for instructors to ensure that they carry out training to the required standard.
- (c) A report should be raised each time an independent audit is carried out describing what was checked and any resultant findings. The report should be sent to the affected department(s) and the AM for corrective action planning, including target rectification dates. Possible rectification dates may be discussed with the affected department(s) before the quality department confirms such dates on the report. The affected department(s) should rectify any findings and inform the quality department of such rectification.
- (d) Large training organisations (organisations with the capacity to provide training for twenty (20) students or more) should have a dedicated quality audit group whose sole function is to conduct audits, report any findings and follow up to ensure that findings are being rectified. Small training organisations (organisations with the capacity to provide training for less than twenty (20) students) may use competent personnel from a section/department not responsible for the function or procedure to be audited and subject to the overall planning and implementation being under the control of the quality manager.
- (e) The management control and follow up system should not be contracted to outside persons. The principal function is to ensure that all findings resulting from the independent audit are corrected in a timely manner and to enable the AM to remain properly informed of the state of compliance. Apart from rectification of findings the AM should hold routine meetings to check progress on rectification. In small training organisations, such meetings may be delegated on a day-to-day basis to the quality manager, providing the AM meets at least once per year with the senior staff involved to review the overall performance.

14.115 Examinations and Tests Requirements

- (a) The CAA shall either invigilate examinations or approve individual invigilators who are not either instructors/examiners for the subject matter under examination.
- (b) Examinations and tests shall:
 - (1) be in accordance with the standards defined in 14.060.
 - (2) be conducted without the use of training notes and electronic devices that are not authorised by the CAA.
 - (3) not allow the mobile phone devices during the examination and test.
 - (4) cover a representative cross section of subjects from the module of training completed in accordance with APPENDIX A.
- (c) The final result of an examination or test shall be announced within three (3) working days after the examination or test.
- (d) The examiner shall ensure the security of all questions.

- (e) Any student found during an examination or test to be cheating or in possession of material pertaining to the examination or test subject other than the examination or test papers and associated authorised documentation, tools or devices shall be disqualified from taking the examination or test and may not take any examination or test for at least twelve (12) months after the date of the incident. The CAA shall be informed of any such incident within one (1) calendar month.
- (f) Any examiner found, during an examination or test, to be providing answers to any student being examined or tested shall be disqualified from acting as an examiner and the examination or test declared void. The CAA shall be informed of any such incident within one (1) calendar month.
- (g) Examiners shall not prepare an examination or test paper or invigilate an examination or test in a subject area where he/she has acted as an instructor.

GM-1 to 14.115(b) Examinations and Tests Requirements

A simple electronic calculator may be allowed for certain examinations or tests.

GM-2 to 14.115(f) Examinations and Tests Requirements

The CAA will determine when or if the disqualified examiner may be reinstated.

AMC-1 to 14.115(g) Examinations and Tests Requirements

- (a) Examinations or tests may be computer or hard copy based or a combination of both.
- (b) The actual questions to be used in a particular examination or test should be determined by the examiners and in accordance with the requirements of this CAN.

AMC-2 to 14.115(g) Examinations and Tests Requirements

- (a) The examiner should be responsible for supplying weather data for the test when current weather information is not available. The applicant should be in possession of the following material for the conduct of the oral/practical examination:
 - (1) Company aircraft operating manual or flight manual
 - (2) General operations manual and operations specification
 - (3) En-route 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) Graphical/Manual flight planning computer and plotter

14.120 Training and Procedures Manual

- (a) The organisation shall develop, maintain and implement a training and procedures manual for use by the organisation describing the organisation and its procedures containing the following information, but not limited to:
- (1) a statement signed by the AM confirming that the training and procedures manual and any associated manuals define the compliance of the training organisation with this CAN and shall be complied with, at all times;
 - (2) the title(s) and name(s) of the person(s) nominated in accordance with 14.090(b);
 - (3) the duties and responsibilities of the person(s) specified in paragraph (a)(2), including matters on which they may deal directly with the CAA on behalf of the training organisation;
 - (4) an organisation chart showing associated chains of responsibility of the person(s) specified in paragraph (a)(2);
 - (5) a list of the training instructors, and examiners positions;
 - (6) a general description of the training and examination facilities located at each address specified in the certificate of the training organisation, and if appropriate any other location, as required by 14.125(b);
 - (7) a list of the training courses which form the extent of the approval;
 - (8) the training and procedures manual amendment procedure;
 - (9) the training organisation programme, as required by 14.105(a);
 - (10) a list of the locations pursuant to 14.125(c);
 - (11) a list of approved sub-contractors who may be providing practical training or OJT training, including any applicable examinations that may be required.
- (b) The CAA shall approve the training and procedures manual and any subsequent amendments.
- (c) Notwithstanding paragraph (b) minor amendments to the training and procedures manual may be approved through a specific procedure described in the training and procedures manual.

AMC to 14.120 Training and Procedures Manual

- (a) A recommended format of the training and procedures manual is included in Appendix D.
- (b) When the training organisation is approved in accordance with any other CAR which also requires a manual, the manual required by the other CAR may form the basis of the training and procedures manual in a combined document, providing the other manual complies with 14.120 and a cross reference index is included based upon Appendix D.
- (c) When training or examination is carried out under the sub-contract control system the training and procedures manual should contain a specific procedure on the control of sub-contractors as per Appendix D item 2.18 plus a list of sub-contractors as required by 14.120 para (a)(11) and detailed in Appendix D item 1.9.

14.125 Privileges of The Training Organisation

- (a) The training organisation may carry out the following activities as permitted by and in accordance with the Training and Procedures Manual (TPM):

- (1) Initial courses of training :
 - i. Basic Course in compliance with 14.040;
 - ii. Abridged course in compliance with 14.040 and 14.045.
 - (2) Recurrent Training Course in compliance with 14.055.
 - (3) Examinations and practical tests in compliance with 14.060.
 - (4) Issue of certificates following successful completion of the approved training course and examinations.
- (b) An operator, when approved may conduct the recurrent training for its own employed Flight Dispatchers if the requirements of this Subpart are complied with. For the conduct of recurrent course for its own employed Flight Dispatchers, an operator is not required to be granted the status of an approved training organisation. Such recurrent training shall be conducted by a CAA approved instructor/examiner.
- (c) Training and examinations may only be carried out at the locations identified in the certificate and/or at any location specified in the training and procedures manual.
- (d) An organisation may not be approved to conduct examinations unless approved to conduct the corresponding training.

GM to 14.125(a)(1) Privileges of The Training Organisation

For further guidance on the composition and recommended duration of the Basic and abridged courses please refer to ICAO DOC 7192.

AMC to 14.125(a)(4) Privileges of The Training Organisation

- (a) The certificate should include the following:
- (1) The course name;
 - (2) Dates when the course was completed;
 - (3) The name of the organisation providing the training; and
 - (4) The applicable CAA regulations/approval.

14.130 Changes to the Training Organisation

- (a) The training organisation shall notify the CAA of any proposed changes to the organisation that may affect the approval certificate before any such change takes place, to enable the CAA to determine continued compliance with this CAN and to amend if necessary the training organisation approval certificate.
- (b) The CAA may prescribe the conditions under which the training organisation may operate during such changes unless the CAA determines that the training organisation certificate must be suspended.
- (c) Failure to inform the CAA of such changes may result in suspension or revocation of the training organisation approval certificate backdated to the actual date of the changes.

APPENDIX A – KNOWLEDGE REQUIREMENTS

The Flight Dispatcher course shall cover the following subjects:

Air law

- (a) rules and regulations relevant to the holder of a Flight Dispatcher certificate; plus, the appropriate air traffic services practices and procedures;

Aircraft general knowledge

- (a) principles of operation of aeroplane engines, systems and instruments;
- (b) operating limitations of aeroplanes and engines;
- (c) Minimum Equipment List;

Flight performance calculation, planning procedures and loading

- (a) effects of loading and mass distribution on aircraft performance and flight characteristics i.e. mass and balance calculations;
- (b) operational flight planning; fuel consumption and endurance calculations; alternate aerodrome selection procedures; en-route cruise control; extended range operation;
- (c) preparation and filing of air traffic services flight plans;
- (d) basic principles of computer-assisted planning systems;

Human performance

- (a) human performance relevant to dispatch duties, including principles of threat and error management;

Meteorology

- (a) 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;
- (b) interpretation and application of aeronautical meteorological reports, charts and forecasts, codes and abbreviations, use of and procedures for obtaining, meteorological information;

Navigation

- (a) principles of air navigation with particular reference to instrument flight;

Operational procedures

- (a) use of aeronautical documentation;
- (b) operational procedures for the carriage of freight and dangerous goods;
- (c) procedures relating to aircraft accidents and incidents; emergency flight procedures;
- (d) procedures relating to unlawful interference and sabotage of aircraft;

Principles of flight

- (a) principles of flight relating to the appropriate category of aircraft; and

Radio communication

- (a) procedures for communicating with aircraft and relevant ground stations (see CAR-64).

APPENDIX B – APPROVAL OF FLIGHT DISPATCHER TRAINING ORGANISATIONS

This appendix provides guidance and information to organisations, operators or individuals seeking to apply for approval to conduct training programs for Flight Dispatcher.

POLICY

- (a) Local required approvals shall be obtained prior to CAA processing of an application. It is applicant's responsibility to ensure that the organisation is following all other applicable Sultanate of Oman requirements before applying to the CAA for Flight Dispatch Training Organisation certificate.
- (b) Renewal application of the Approval Certificate shall be submitted to CAA at least sixty (60) days prior to the expiry date.

OVERVIEW

The initial issue of a Certificate takes place in five distinct phases.

- (a) Pre-application.
- (b) Formal application.
- (c) Document evaluation.
- (d) Inspection and facility audits.
- (e) Certification.

PHASE 1: PRE-APPLICATION

The pre-application phase occurs when the applicant meets with the CAA to generally discuss the initial plans and the viability of different proposals. The applicant should provide a pre-application statement of intent prior to this meeting regarding the proposed operations, types of training and sequence of events/plan.

The arrangement for the pre-application meeting is made by contacting the Flight Safety Department of the CAA. This meeting is to be requested when details of the training operations/activities are known.

Pre-application Statement of Intent

The statement of intent should be in a letter form and to be submitted by the owner and/or sponsor. It should contain at least the following information:

- (a) Types of Training;
- (b) Proposed area/location/address for training;
- (c) Location/address of main base of training and other facilities locations;
- (d) Proposed nominated Post holders (Accountable Manager, Training Manager, Chief Theoretical Knowledge Instructor and Quality Assurance/Quality Manager);
- (e) Proposed training organisation name and corporate body sponsor;
- (f) Approximate date of commencement.

On the basis of information provided during this phase, the CAA will provide the applicant with the following information:

- (1) Application process briefing;
- (2) Supporting Documents required;
- (3) General operating advice;
- (4) Approval requirements from other government authorities;
- (5) CAA Fees.

A preliminary assessment will be made to ensure that the proposed training activities are in the national interest and the applicant is capable of complying with all the applicable regulatory requirements.

PHASE 2: FORMAL APPLICATION

The formal application phase commences when application is submitted along with all the supporting documents as stated in the application form required documents checklist.

(a) Submission of the application

This is associated with a meeting attended by the Accountable Manager/Focal Point, in addition to the prospective nominated post holders or key personnel and the CAA. The application must be signed by the corporate body or national sponsor. An accompanying letter shall include the applicant full name, address and contact numbers. The letter must contain particulars of the proposed operation/training including details of desired training areas to confirm the pre-application information. During this meeting CAA will nominate and assign a Licensing Inspector to meet with the applicant's technical management representatives to develop an action plan and to ensure the application proceeds in a timely manner. The formal application letter must be accompanied by:

- (1) Schedule of events, including personnel training;
- (2) Manuals/Documents;
- (3) Compliance statement;
- (4) Current Post holder Form/Letter
- (5) Proof of adequate financial funds to support the proposed training organisation;
- (6) Organisation's structure.

(b) Documentation

The following documents should be attached to the application:

- (1) Passport copy of the accountable manager and national sponsor if applicable.
- (2) Approval of the related Department of Civil Aviation Authority as applicable.
- (3) Security clearance by Ministry of Interior for Organisations based in Sultanate of Oman processed.

(c) Schedule of Events

The Schedule of Events is a list of items, activities, and/or facility acquisitions, which the applicant must accomplish or make ready, and the proposed dates on which they will be ready for CAA inspection.

(d) Manuals/Documents

The following manuals, where applicable, must accompany the formal application:

- (1) Draft copy of Training and procedures manual.
- (2) Organisation's Curriculum Manuals and course syllabi (Lesson plan/TNA).
- (3) Three sets of examination papers.

(e) Management Qualifications Resumes

For post holders of the Training Organisation, the application is to be completed which should include a brief resume containing information on the individual's qualifications, certificates, ratings and experience of personnel selected for the following or equivalent positions. The CAA will assess the applicant's qualifications and experience as well as their managerial ability.

Phase 3: DOCUMENT EVALUATION

The document evaluation phase involves detailed study of the manuals and other supporting documents, submitted along with the formal application for content and compliance. This study of the procedures and contents of these documents gives the CAA a preliminary assessment of the organisation.

The set of documents and manuals should be complete and the detailed evaluation of them must satisfy the CAA's requirements before the inspection phase can begin. The inspection phase may reveal the need for some operational changes, which in turn make it necessary for the applicant to amend the documents originally submitted. In that case, it is conceivable that some form of documents evaluation may continue until shortly before certification.

Nevertheless, the satisfactory evaluation of the documents as originally submitted is a pre-requisite for the inspection phase to begin. The CAA will review the list of documents and manuals ensuring adequacy and compliance for the type of training proposed by the organisation. Organisations are reminded that incomplete documentation will affect the application completion date.

Training and Procedures Manual (TPM)

Specific information on the contents of the TPM may be obtained from the CAA. Guidelines for preparation are given in [APPENDIX D](#).

Phase 4: INSPECTION

- (a) The inspection phase is one in which the CAA will conduct a physical audit of the organisation to assess the organisation's compliance with the requirements of this CAN. This phase normally involves physical on-site verification of the contents of the training and procedures manual.
- (b) The CAA will ensure that the organisation can demonstrate its capability to meet applicable requirements as written in the submitted manuals.
- (c) Any discrepancy/deficiency will be communicated to the organisation after completion of the audit with a mutually agreed time period for corrective action.

Phase 5: CERTIFICATION

- (a) The certification phase follows the satisfactory completion of all the previous phases. Normally, receipt of the final copies of the manuals and satisfactory corrective action on CAA audit/inspection findings will lead the process into the certification phase.
- (b) If the inspection phase is unsatisfactory, no further action will be taken until the deficiencies are rectified.

- (c) The certification phase includes issue of a Sultanate of Oman Certificate and its Approval schedule along with assigned approval number, training and procedures manual approval page and acceptance/approval of the nominated Post Holders.
- (d) The Approval Certificate has a validity date subject to the organisation's continued compliance with CAA requirements and satisfactory results of CAA surveillance audits of the organisation.
- (e) The certificate shall also cease to be valid if revoked, or surrendered, or if the organisation fails to ensure continued payment of prescribed fees, or if the organisation fails to ensure provision of free access to CAA inspectors for surveillance audits and surveillance checks of the training facilities when required.

APPENDIX C – INSTRUCTORS AND EXAMINERS REQUIREMENTS

Chief Instructor

The applicant should have or have held a Flight Operations/Flight Dispatch qualification with extensive experience in the capacity of a Flight Dispatcher involving actual dispatch of aircraft engaged in air transport operations. The post should be evaluated against the details and requirements as given in the approved training programme, and training and procedures manual.

Note: CAA requires the proposed instructor for a demonstration lecture on a prepared subject and on a subject given by the CAA at the time of interview.

Knowledge Instructors

- (a) Instructors and examiners, employed by the organisation shall have qualifications, licenses and experiences deemed appropriate for delivering instructions to student Flight Dispatchers.
- (b) Instructors covering core flight dispatch subjects shall be required to have or have held a Flight Dispatch qualification with instructional experience in the actual dispatch of aircraft engaged in air transport operations.
- (c) Specialist subject instructors shall be required to have qualifications and experience in their respective subjects acceptable to the CAA.
- (d) The CAA shall evaluate and approve knowledge instructors against the details and requirements specified in the TPM.

Note: CAA requires the proposed instructor for a demonstration lecture on a prepared subject and on a subject given by the CAA at the time of interview.

Instructors Requirements

- (a) All instructors employed in a training organisation should have completed Instructional Techniques training with a reputable training provider and should be able to demonstrate thorough understanding of this CAN, the training and procedures manual and related internal training procedures.
- (b) The names of all instructors, knowledge examiners and practical assessors employed by the organisation shall be listed in the Training and Procedures Manual and should be in possession of valid document that clearly indicates the scopes and limitations of their approvals/qualifications issued in accordance with the approved training and procedures manual.
- (c) Record for all instructors, knowledge examiners and practical assessors should be maintained in accordance with this Subpart.
- (d) All instructors, knowledge examiners and practical assessors may hold other positions within the training organisation. All such roles should be identified against the holders at appropriate places within the training and procedures manual.
- (e) If an instructor has not been involved in any instructional activity for a period of two (2) years, he/she is required to undergo the thirty-five (35) hours updating training as described in the following paragraphs, complete the required number of observed lessons prior to being assessed as competent in accordance with approved procedures of the organisation.
- (f) The criteria for qualifying/authorizing a training instructor must either be:

- (1) Hold a Flight Dispatch qualification relevant to the type course to be taught and should have completed an instructional techniques course. The instructor should deliver his/her first lecture of the relevant course (or the appropriate subject if his/her intended scope is to be limited to that subject only) in presence of another qualified instructor as observer. It is not mandatory that observation is made by a single observer; it may be done on a representative sampling basis by various persons having the appropriate qualification. The observer should raise an evaluation report for each topic/subject area and should clearly make recommendation whether the instructor's performance is satisfactory to independently conduct the training or highlight the areas where more training/development is needed if otherwise. After receiving satisfactory evaluation report from the observer(s), the appropriate post holder may issue authorization with appropriate scopes and limitations to the instructor in accordance with the approved procedure; OR
- (2) Instructors with acceptable and verifiable previous experience commensurate with the intended scopes of type training may be granted authorization in accordance with approved procedures if they have completed the appropriate trainings and can demonstrate knowledge of this CAN, the relevant company procedures and formally completed a formal instructional technique course.
- (g) All instructors are required to undergo updating training every two years. The updating training should cumulatively consist of at least thirty-five (35) hours and may be spread over the two years period. Such trainings can take form of attending lectures, seminars, symposia etc. and should include activities related to awareness of latest training techniques, specific technical upgrade/variation to the aircraft. Record of each activity of the updating training should be maintained for each instructor, knowledge examiner and practical assessor in the organisation with clearly stated dates and venues where the training was conducted.

Examiner Requirements

The CAA may designate examiners in the following two capacities:

- (a) For conducting training and examinations with an approved training organization:
 - (1) The applicant shall have or held a Flight Dispatch qualification with extensive experience in actual dispatch of aircraft engaged in air transport operations.
 - (2) He/she shall be required to have proven instructional experience with experience in examining operations related personnel.
 - (3) The approval process shall include an interview by the CAA to assess the knowledge level of the examiner.
 - (4) Once approved, the examiner shall be eligible to conduct knowledge and practical examinations with the respective training organizations for the approved courses.

Note: CAA requires the proposed instructor for a demonstration lecture on a prepared subject and on a subject given by the CAA at the time of interview.
- (b) For conducting training and examinations with a Sultanate of Oman AOC holder:
 - (1) The applicant shall hold a valid Flight Dispatch qualification with extensive experience in actual dispatch of aircraft engaged in air transport operations and must be currently engaged with the Flight Operations department of the respective AOC holder.
 - (2) The approval process shall include an interview by the CAA to assess the knowledge level of the examiner.

- (3) Once approved, the examiner shall be eligible to conduct the recurrent training and competency checks for the Flight Dispatchers employed by the AOC holder, in accordance with the respective operations manual.

Note: CAA requires the proposed instructor for a demonstration lecture on a prepared subject and on a subject given by the CAA at the time of interview.

- (c) All knowledge examiners must demonstrate an understanding of the requirements of this Chapter and working knowledge of the training and procedures manual and related procedures.
- (d) A knowledge examiner may also hold other positions within the training organisation like an instructor or a practical assessor. Such other roles must be clearly identified in the organisation's manual and the multiple roles should not impose any kind of constraint in the capability of the holder to discharge his duties. Also, knowledge examiner should not be involved in any activity related to examination for the subject area for which he/she was an instructor.
- (e) The criteria for qualifying knowledge examiners includes but not limited to:
- (1) Adequate knowledge of the course for which he/she is acting as knowledge examiner.
 - (2) Excellent understanding of APPENDIX A syllabus requirements including the depth of knowledge and number of questions to be asked on the subject for which approval as knowledge examiner is sought.
 - (3) Ability to compile multiple choice examination questions on the subject area and in case of essay examinations, be able to prepare model answer sheets detailing the marking guide and taking cognizance of the fact that the purpose of essays is to assess candidates ability to express themselves in a clear and concise manner in a technical report format using correct aviation industry technical language relevant to practical maintenance scenarios, and
 - (4) Ability to mark and analyse students' responses in order to provide feedback to the instructor/subject matter experts/training manager regarding any inconsistencies with the examination results or process.

APPENDIX D – CONTENTS OF A TRAINING AND PROCEDURES MANUAL**PART 1 – MANAGEMENT**

- 1.1. Corporate commitment by accountable manager
- 1.2. Management personnel
- 1.3. Duties and responsibilities of management personnel, instructors, examiners and practical assessor
- 1.4. Management personnel organisation chart
- 1.5. List of instructional and examination staff and their selection process
Note: A separate document may be referenced
- 1.6. List of approved addresses
- 1.7. General description of facilities at paragraph 1.6 addresses
- 1.8. Specific list of courses approved by the CAA
- 1.9. Specific list of sub-contractors providing outside training assistance or OJT training
- 1.10. Notification procedures regarding changes to organisation
- 1.11. Training and procedures manual and associated manuals amendment procedure

PART 2 – TRAINING AND EXAMINATION PROCEDURES

- 2.1. Organisation of courses and selection of students
- 2.2. Preparation of course material
- 2.3. Preparation of classrooms and equipment
- 2.4. Preparation of workshops facilities and equipment
- 2.5. Conduct of knowledge training
- 2.6. Records of training carried out
- 2.7. Storage of training records
- 2.8. Training at locations not listed in paragraph 1.6
- 2.9. Organisation of examinations and practical and oral test
- 2.10. Security and preparation of examination material
- 2.11. Preparation of examination rooms
- 2.12. Conduct of examinations
- 2.13. Conduct of practical assessments
- 2.14. Marking and record of examinations
- 2.15. Storage of examination records
- 2.16. Examinations at locations not listed in paragraph 1.6
- 2.17. Preparation, control & issue of training course certificates
- 2.18. Control of sub-contractors

PART 3 – TRAINING SYSTEM QUALITY PROCEDURES

- 3.1. Audit of training
- 3.2. Audit of examinations
- 3.3. Analysis of examination results
- 3.4. Audit and analysis remedial action
- 3.5. Accountable manager annual review
- 3.6. Qualifying the knowledge & practical instructors
- 3.7. Qualifying the examiners and practical assessors
- 3.8. Records of qualified instructors, examiners & practical assessors

PART 4 – APPENDICES

- 4.1. Example of documents and forms used
- 4.2. Syllabus of each training course
- 4.3. Cross reference Index - if applicable



FLIGHT DISPATCH TRAINING CHECKLIST/REPORT

Company	Date:
Location:	Inspector:
Type of training programme inspected:	

S = Satisfactory; U = Unsatisfactory

Checklist Items	√	S/US		√	S/US
A. INITIAL AIRCRAFT GROUND TRAINING					
1. General dispatch and operational control subjects			1. Dangerous goods		
2. Aircraft characteristics			2. Security		
3. Operations procedures			3. Differences training		
4. Abnormal and emergency procedures			4. Qualification flight		
5. Crew resource management					
B. RECURRENT TRAINING					
Each flight dispatch officer receives recurrent training in the subjects above in sufficient detail to ensure competency 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.					
1. Qualification flight within the preceding 12 months					
C. AIRCRAFT DIFFERENCES TRAINING					
1. Training on aircraft differences when the operator has aircraft variances within the same type					
Remarks:					
OVERALL RESULT:			Inspector's signature:		
Satisfactory					
Unsatisfactory					

APPENDIX E – APPLICATION FOR AN FDTO APPROVAL

1.1 Applicant Data		
1.1.1 Applicant Name (Operator)		
1.1.2 Certificate Address (To be printed onto the approval/certificate)	Street	
	Post Code	
	City	
	Country	
1.1.3 Contact Person (responsible for this application)	Title	
	Name	
	First name	
	Job title	
	Phone/Fax	
	Email	
1.1.4 Applicant Name (Accountable Manager)	<input type="checkbox"/> Same as 1.1.1 Applicant Name <input type="checkbox"/> Other (please specify below)	
	Name	
1.1.5 Certificate Address (registered business address)	<input type="checkbox"/> Same as 1.1.2 Address <input type="checkbox"/> Other (please specify below)	
	Street	
	Post Code	
	City	
	Country	
1.2 Billing Data		
1.2.1 Billing Address	<input type="checkbox"/> Same as 1.1.2 Address <input type="checkbox"/> Other (please specify below)	
	Street	
	PO Box	
	Post Code	
	City	
	Country	
1.2.2 Contact Person (Financial)	<input type="checkbox"/> Same as 1.1.3 Contact Person <input type="checkbox"/> Other (please specify below)	
	Title	<input type="checkbox"/> Mr. <input type="checkbox"/> Ms.
	Name	
	First name	
	Job title	
	Phone /Fax/	
1.2.3 Financial Contact Email	Invoice PDF copy will be issued to this address	

2. Does this ATO hold approval from another CAA? Please provide details		
2.1 Name of the Authority	Date of issue :	Reference of certificate:
	Date of expire:	
2.2 Name of the Authority	Date of issue :	Reference of certificate:
	Date of expire:	
3. Training course(s) being offered		
4. ATO personnel for Approval (Persons to be approved)		
4.1 Head of Training (HT)		
4.1.1 Name		
4.1.2 Licence Type (if applicable)		
4.1.3 Licence Number		
4.1.4 Other qualifications		
4.1.5 Type of Employment	<input type="checkbox"/> Full Time	<input type="checkbox"/> Part Time
4.2 Chief Instructor (CI)		
4.2.1 Name		
4.2.2 Licence Type		
4.2.3 Licence Number		
4.2.4 Other qualifications		
4.2.5 Type of Employment	<input type="checkbox"/> Full Time	<input type="checkbox"/> Part Time
<p>Notes: 2 to 2.3 Please name other Civil Aviation Authorities that have approved your ATO</p> <p>Please enter the name, license type, license number and type of employment of the Head of Training (HT).</p> <p>Please enter the name, license type, license number and type of employment of the Chief Theoretical Knowledge Instructor (CTKI). (compliant with CAR FCL-1 appendix 1)</p> <p>Please enter name and qualifications of Quality Manager</p> <p>Please list in Annex 1 all ground Instructors involved in the delivery of courses</p>		

4.3 Quality Assurance Manager		
4.3.1 Name		
4.3.2 Qualifications		
4.3.3 Type of Employment	<input type="checkbox"/> Full Time	<input type="checkbox"/> Part Time
5. Documents and manuals to be submitted with application (as applicable)		
<input type="checkbox"/> Management System Documentation <input type="checkbox"/> Operational Manual <input type="checkbox"/> Training Manual <input type="checkbox"/> Training Programmes <input type="checkbox"/> Head of Training CV <input type="checkbox"/> Instructors CV <input type="checkbox"/> Training Records		
6. Details of proposed compliance monitoring system		
6.1 Detailed description of the compliance monitoring function of the management system	Please enter the reference in your organisation's documentation	
6.2 List, table or cross-reference indicating the means and methods dedicated to achieve initial and continued compliance requirements applicable to the organisation	Please enter the reference in your organisation's documentation	
6.3 Means and methods establishing the internal audit process	Please enter the reference in your organisation's documentation	
6.4 Means and methods establishing the feedback system of audit findings to the accountable manager	Please enter the reference in your organisation's documentation	
6.5 Nominated person or group of persons, ultimately responsible to the accountable manager of ensuring that the organisation remains in compliance with the applicable requirements	Please enter the reference in your organisation's documentation	
6.6 Means and methods making personnel aware of their responsibilities	Please enter the reference in your organisation's documentation	
6.7 Procedure for amending the documentation	Please enter the reference in your organisation's documentation	
6.8 Means and methods to ensure initial and continued compliance of contracted activities	Please enter the reference in your organisation's documentation	
6.9 Compliance with the requirement for the organisation's safety policy (if available)	Please enter the reference in your organisation's documentation	
6.10 Compliance with the requirement for the identification of possible aviation safety hazards entailed by the activities of the organisation (in terms of means and methods)	Please enter the reference in your organisation's documentation	

6.11 Compliance with the requirement for the evaluation and the management of risks associated with the identified aviation safety hazards (in terms of means and methods)	Please enter the reference in your organisation's documentation	
6.12 Compliance with the requirement for the actions to be taken to mitigate the risk and verify their effectiveness (in terms of means and methods)	Please enter the reference in your organisation's documentation	
6.13 Compliance with the requirement for making personnel aware of their responsibilities as regards the safety functions (in terms of means and methods)	Please enter the reference in your organisation's documentation	
7. Quote Request		
<input type="checkbox"/> I hereby request CAA to provide a quote for the estimated total charges related to this application. CAA is to continue the processing of this application only after the quote has been accepted. I am aware that the provision of a quote will lead to a delayed project start.		
8. Applicant's declaration and acceptance of the General Conditions and Terms of Payment		
<p>I declare that I have the legal capacity to submit this application to CAA and that all information provided in this application form is correct and complete.</p> <p>I have understood that I am submitting an application for which fees or charges will be levied by CAA in accordance with the fees and charges levied by the CAA, DGCA, Safety department.</p> <p>I, the undersigned, on behalf of the applicant identified in 1.1.2 above certify that all the above named persons are in compliance with the applicable requirements and that all the above information given is complete and correct.</p>		
Date/Place	Name of Accountable Manager	Signature

PLEASE SIGN THE APPLICATION FORM

For each item listed, provide the reference of the documented evidence available in the organisation's manuals or controlled documentation.

ATOs under Grandfathering shall enter the reference to their relevant part of their implementing plan explaining how the organisation is going to adapt its management system, training programmes.