



All IFALDA Members and Friends

November, 2016

### **From the Editor**

This is the third edition of "FLIGHT DISPATCHER'S WORLD" (FDW). FDW is meant to inform our membership and other friends of IFALDA of our current efforts in the global flight dispatcher and flight operations officer community. Several things have happened since our last FDW. We have met with the ICAO Technical Commission in Montreal; we continue to progress on the NATII/2 working group; and, we have scheduled our Winter Board meeting here in Atlanta.

### **Update**

#### **ICAO Dispatcher Training Manual!**

Tuesday, October 25, Russ Williams (IFALDA VP-West, Jörn Sellhorn-Timm (IFALDA member representing GALDA-Germany) and I met with Capt. Miguel Marin (Chief-Operational Safety, Air Navigation Bureau, ICAO) and Ms. Nicole Barrette-Sabourin (Training Officer-Aviation Safety Training Section, Air Navigation Bureau, ICAO) at ICAO Headquarters in Montreal. Initially we were scheduled to meet with them for 30 minutes but since they were very encouraged by our efforts, the meeting actually lasted for 3 hours.

After introductions, Capt. Marin and Ms. Barrette described ICAO'S new competency-based training (CBT) concept. While the content of the training will be left up to the subject matter experts...in this case IFALDA... CBT will be based on training and assessment that are characterized by a performance orientation, emphasis on standards of performance and their measurement, and the development of training to the specified performance standards. In addition we learned that "competency", as defined by ICAO is a combination of skills, knowledge and attitudes required to perform a task to the prescribed standard. Also, a competency element is an action that constitutes a task that has a triggering event and a terminating event that clearly defines its limits, and an observable outcome.

As an ICAO-recognized NGO, the IFALDA delegation, in turn, presented an outline of what we want to accomplish with regard to worldwide dispatcher training standards under ICAO. Jörn presented an extensive and comprehensive plan, based on ICAO PANS-TRG (Procedures for Air Navigation Services — Training), on how we intend to develop competency-based dispatcher training. ICAO asked for a copy of Jörn's presentation for their own use in developing other training programs.

During our meeting it was determined that the old Doc. 7192 Series of training manuals, including the Flight Operations Officer/Flight Dispatcher Training Manual would no longer be supported by ICAO. Instead, IFALDA has been tasked by ICAO to write a replacement dispatcher training manual, emphasizing scenario-based instruction including lab exercises with appropriate feedback as well as the core basic dispatcher knowledge requirements that will be mostly harvested from the current Doc. 7192 D3 training manual.



Our project, which we estimate will take about 2 years, has been assigned three deliverables by ICAO:

**Deliverable 1**

Development of an ICAO Competency Framework for FOO/Flight Dispatchers. Determine the core competencies of flight dispatchers.

**Deliverable 2**

Development PANS-TRG Part II Section 3 provisions for the implementation of CBT for FOO/Flight Dispatchers. Currently Part II Section 3 is a “placeholder” and requires content. This includes when CBT is used, it is conducted in ATOs and the dispatcher core competencies previously identified in Deliverable 1 are used as a basis for the adapted competency model.

Also, the role of authority in conducting assessment of the training shall be identified as well as how training will be conducted and specifications for dispatchers not already captured in Part 1 Chapter 2 in PANS-TRG.

This deliverable will also include an Appendix with guidelines for the implementation of CBT&A (competency based training and assessment) and a Competency Framework for dispatchers.

**Deliverable 3**

ICAO Doc XXXXX – Manual on the implementation of CBT&A for FOO/Flight Dispatchers. This will replace Doc 7192 Part D3, the current ICAO dispatcher training manual.

**The Potential Structure of new ICAO manual:**

**Chapter 1:** Introduction – Who should use this manual, how it should be used, structure of the manual, regulatory requirements, the role of different stakeholders.

**Chapter 2:** Designing competency-based training and assessment for FOOs/Dispatchers – Translating Part 1 Chapter 2 of the PANS-TRG.

**Chapter 3:** Instructors and Assessors – How they should do their jobs and what they need to do differently in a CBT&A for FOOs/Dispatchers.

**Chapter 4:** Phases of Training (Initial and OJT) - How does CBT&A apply in the different phases of training for an FOO/Dispatcher

**Chapter 5:** .....(content)

**Chapter 6:** .....(content)

**Chapter 7:** .....(content)

...and so on....

**•Appendices:**

•A: Example of training specifications for an FOO/Dispatcher

•B: Example of adapted Competency Model

•C: Example of evidence guide

•D: Example of initial training syllabus (repurpose of Doc 7192)

We have agreed with ICAO that the terms Flight Dispatcher and Flight Operations Officer mean functionally the same thing and to keep our sanity, we will explain the terms in the introduction of the manual and then internally, simply use the term “dispatcher” from that point on. We also agreed with ICAO that so-called “distance-



learning courses" including online computer based courses are of little value unless directly interfaced with a real-time competent and qualified instructor who can interact and provide immediate feedback to the student.

The IFALDA Board has asked Jörn Sellhorn-Timm to take the lead on the manual project. Jörn will be filling out his subject matter expert team shortly. While some face-to-face meetings may be required, most of the work will be done remotely, from home and collaboration by both email and TELCON.

If you are interested in working with us on the project, please contact me or the IFALDA Board via the website. All IFALDA members-in-good-standing are invited to participate.

### **ICAO NATII /2 Project**

Our NATII/2 working group continues to meet via TELCON every 2 weeks. We are currently on Chapter 6 – Operator Monitoring of Aircraft Experiencing an Abnormal Event.

Interestingly, during the TELCON last Tuesday, October 15, what seemed to be a minor change in the work flow chart developed by the group actually turned control of an abnormal event over to ATC. IFALDA was quick to point out, seconded by IATA, that the operator and when the operator uses a dispatch system, the dispatcher remains responsible for the operational control of the flight at all times, even in abnormal, distress or emergency situations, regardless of the involvement of ATC. The group amended the flow chart accordingly.

### **IFALDA Officer Elections**

In accordance with our C&BL, officer elections are held every year. Half the Board is elected every other year on a staggered basis for 2-year terms.

A correction to my statement in the previous issue of FDW. IFALDA President Ken Kronborg is stepping aside mid-term...his term of office does not actually expire until 2018. Since Ken has agreed to continue as President until the AGM in Buenos Aires in 2017, the Board has determined that the normal election at the AGM will also include a Special Election for President, for a one year term until 2018 when the position of President will again be for a normal 2-year term.

Accordingly, next year at the AGM in Buenos Aires... the following positions are up for election:

President (currently Ken Kronborg)  
Vice President East (currently Jan Hohne)  
Vice President Administration (currently Karl Fridriksson)  
...and possibly VP West

Further to the Special Election, IFALDA VP-West Russ Williams has been nominated to fill the position of President, vacated by Ken. The IFALDA VP-Administration Karl



Fridriksson has noted the nomination and, in accordance with the C&BL, has determined that Russ is qualified and is willing to serve if elected.

PAFCA has nominated, again as the result of the special election, Bryan Schock of Delta to run for Russ William's position as Vice President-West, should Russ be elected President at the AGM. The nomination has been noted by Karl, who has determined that Bryan is qualified and that he is willing to run for the office.

Additional nominations should be sent to Karl at: [kfridriksson@ifalda.org](mailto:kfridriksson@ifalda.org), with a copy to IFALDA President Ken Kronborg at [kkronborg@ifalda.org](mailto:kkronborg@ifalda.org)

### **Winter Board Meeting**

We will hold our annual Winter Board Meeting January 21/22 in Atlanta. The venue (hotel & conference room) will be announced in the December issue of FDW. We understand that our colleagues at the Airline Dispatchers Federation (ADF) are also holding one of their Board Meetings in Atlanta the same weekend so we hope to be able to informally meet and discuss common issues.

All current IFALDA members are always invited to attend any of our Board Meetings as observers.

Back issues of FDW are available. If you would like to receive a copy, please advise me.

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