
AIC

MALAYSIA

PHONE : 6-03-7846 5233
TELEX : PENAWA MA 30128
FAX : 6-03-7847 2997
AFTN : WMKKYAYS
COMM : AIRCIVIL
KUALA LUMPUR

AERONAUTICAL INFORMATION SERVICES
DEPARTMENT OF CIVIL AVIATION
BLOCK A
AIR TRAFFIC CONTROL CENTRE COMPLEX
SULTAN ABDUL AZIZ SHAH AIRPORT
47200 SUBANG
SELANGOR DARUL EHSAN
MALAYSIA

05 / 2004
29 JULY

REQUIREMENTS FOR ISSUANCE OF FLIGHT OPERATIONS OFFICER/ FLIGHT DISPATCHER LICENSE

1. INTRODUCTION

- 1.1 This information provides guidance and policy regarding the Flight Operations Officer/Flight Dispatcher(FOO/FD). It covers the regulations, qualifications, training, licensing requirements and applicable fees.
- 1.2 The guidance and policy information are applicable to all Malaysian operators, training centres, flight watch systems or programs, holders of the Flight Dispatcher License and applicants with foreign dispatch license seeking local recognition.
- 1.3 The information materials were formulated in accordance and with reference to the specifications documented in Civil Aviation Regulations 1996, Regulation 201, ICAO Annex 1 (Personnel Licensing), ICAO Annex 6, Part 1 (Operations of Aircraft, International Commercial Air Transport, Aeroplanes) and ICAO Doc. 7192-AN/857.

2. PRIVILEGES OF THE LICENSE

- 2.1 A Flight Operations Officer/Flight Dispatcher provides supervision of a flight and act as a close link between aircraft and the ground services and between the crew and the ground personnel. They are also involved in the supervision of the flight watch systems or programs. Therefore, operators are required to assign only authorized and licensed FOO/FD for its relevant operations.
- 2.2 No person may act as a FOO/FD in order to exercise operational control in connection with any civil aircraft in air commerce unless that person has in his or her personal possession a valid and current Flight Operations Officer/Flight Dispatcher license issued under this AIC.
- 2.3 Each person who holds a FOO/FD license must present it for inspection upon request by Inspector from the Department of Civil Aviation Malaysia or an authorized representative.
- 2.4 Requirements for the course and the outlines are set forth in Appendix A of Chapter 2, Part 1, Vol. 4 of the Department of Civil Aviation Malaysia Operations Guidance Approval Procedures.

3. APPROVED TRAINING

3.1 The training required before issuance of FOO/FD license is set forth in **Attachment A**.

4. LICENSING POLICY, EXAMINATION AND TEST

4.1 A FOO/FD license shall only be issued to an applicant when the following requirements are met:

- a. Be at least 21 years of age
- b. Be able to read, speak, write and communicate in the English language
- c. Pass the required knowledge test prescribed by this part
- d. Pass the required practical test prescribed by this part
- e. Comply with the requirements of this part or
- f. Hold a valid and current Airline Transport Pilot License with relevant requirement mentioned in Clause 4.2
- g. For academic qualification, please refer to the Department of Civil Aviation Malaysia, Operations Guidance Approval Procedures 2.2.1.2

4.2 An applicant for a FOO/FD license must present documentary evidence satisfactory to the Department of Civil Aviation Malaysia that he or she has accomplished the training as follows:

- a. A statement of graduation issued or revalidated in accordance with this part, showing that the person has successfully completed an approved Flight Operations Officer/Flight Dispatcher course or,
- b. A valid and current Airline Transport Pilot License and,
- c. A statement of validation that the applicant has attended part of the dispatch course covering the subject of Practical Dispatch Application and Dispatch Resource Management and its relevant examinations and,
- d. A minimum of 2 years of relevant management experience in Flight Operations with a commercial operator, air traffic management unit or a regulatory body.

4.3 A license may be issued to an applicant with the following experience provided he/she has successfully completed an approved abridge/refresher course and competency check as follows:

- a. 5 years experience as a technical crew member in air transportation
- b. 5 years experience as a meteorologist in an organization of aircraft dispatching
- c. 5 years experience as an air traffic controller
- d. 3 years experience as an assistant in aircraft dispatching

4.4 The written knowledge examination result is valid for a period of 6 months from the date of examination. The applicant must be scheduled for the applicable practical test standard within 3 months from the passing of the written knowledge examination date.

4.5 The validity of the license is 24 months from the date of issue or from the revalidation date stated in the license.

- 4.6 It is the responsibility of the operator and license holder to ensure that the license and recurrent training requirements remain valid.
- 4.7 An applicant who has failed the written knowledge examination shall be allowed a second chance to take the examination after a two working days reprieve provided he/she receives further instructions and recommendation by the instructor. An applicant who fails twice shall have a waiting period of 3 months before becoming eligible for another examination. A fee is required to be paid for the third attempt.
- 4.8 The Department of Civil Aviation Malaysia may designate personnel to act as a representative on its behalf as a Designated Examiner to conduct the practical test standard. The personnel have to meet the requirement by the Department of Civil Aviation Malaysia's qualification and experience such as a FAA examiner or equivalent. The appointment is valid for a period of two years and may be renewed at the discretion of the Department of Civil Aviation Malaysia.
- 4.9 The examiner must use an approved practical test standard handbook when conducting a test. The contents of the handbook are covered in the Appendix A of Chapter 2, Part 1, Vol. 4 of the Department of Civil Aviation Malaysia Operations Guidance Approval Procedures.
- 4.10 The Flight Operations Officer/Flight Dispatcher Examiner or Designated Examiner is responsible for all relevant materials to be supplied for the examinations to each applicant.
- 4.11 It is the responsibility of the license holder to ensure that his/her license validity and currency. A license holder who does not has a valid license or did not carry out any relevant dispatch work for the past twelve months whereby he/she is no longer current, must undergo a full course to re-qualify in order to exercise the privilege of a Flight Operations Officer/Flight Dispatcher.
- 4.12 A validation and letter of approval will be cancelled at the discretion of the Department of Civil Aviation Malaysia when certain criteria are not met or the holder fails the written examination or competency check.

5. RECIPROCAL RECOGNITION

- 5.1 A foreign license holder may be granted reciprocal recognition provided he/she meets the requirements as follows:
- a. The country of license issued is an ICAO contracting state
 - b. The applicant has a current and valid foreign license
 - c. A copy of approved syllabus of training attended must be provided
 - d. Passes the required written examination as determined by the Department of Civil Aviation, Malaysia.
 - e. Ability to read, speak, write and communicate in English
 - f. Meets the basic requirements as in training categories contained in Appendix A applicable to foreign license holder

6. COMPETENCY CHECKS

- 6.1 A Check Flight Operations Officer/Flight Dispatcher is a designated personnel appointed by the operator and approved by the Department of Civil Aviation Malaysia to conduct the competency check. It is a comprehensive evaluation program whereby a Flight Operations Officer/Flight Dispatcher is required to demonstrate knowledge and ability to function as a Flight Operations Officer/Flight Dispatcher covering the geographical areas for which he/she is qualified. A portion of the competency check must include actual flight releases.
- 6.2 A competency check and record programs shall be conducted by the operator annually after an initial, recurrent or re-qualification training.

7. SCHEDULE OF FEES

- 7.1 The applicant shall pay to the Director General of Civil Aviation fees as follows:
- | | | |
|----|---|------------------------------------|
| a. | Initial Issue | MYR100 |
| b. | Lost or Re-issuance | MYR20 |
| c. | Annual License Renewal | MYR60 |
| d. | Examinations | MYR70 per paper plus cost of paper |
| e. | Examinations fee for practical test conducted by the authorized designated examiner shall be agreeable by both parties. | |
8. All enquiries shall be made to the Director of Flight Operations, Department of Civil Aviation Malaysia, Level 2, Block D5, Parcel D, Pusat Pentadbiran Kerajaan Persekutuan, 62502 PUTRAJAYA.

9. IMPLEMENTATION

- 9.1 This Circular supersedes AIC 10/2002 dated 25 July 2002 and will become effective with immediate effect.

DATO' IR KOK SOO CHON
Director General
Department of Civil Aviation
Malaysia

ATTACHMENT A

1. APPROVED TRAINING - FLIGHT OPERATIONS OFFICER/FLIGHT DISPATCHER

- 1.1 Any person intending to obtain a Flight Operations Officer/Flight Dispatcher license shall undergo a full-time ground training course at an approved training centre by the Department of Civil Aviation Malaysia.
- 1.2 The course therefore must be conducted in accordance with the Department of Civil Aviation Malaysia's approved syllabus.
- 1.3 An applicant seeking for an approval from the Department of Civil Aviation Malaysia to operate a Flight Operations Officer/Flight Dispatcher course of study must have adequate facilities, equipment and materials to provide each student the theoretical and practical aspects of aircraft dispatching. Each room, training booth or other space to be used for instructional purposes must be temperature controlled, lighted and ventilated to conform to the local building, sanitation and health codes. In addition, the training facility must be strategically located so that the students are not distracted by the instruction conducted in other rooms.

2. PERSONNEL

- 2.1 Each applicant for a Flight Operations Officer/Flight Dispatcher certification/license course must meet the following requirements:
 - a. Each applicant must have a qualified, experienced and adequate personnel, including a minimum of one instructor who holds a Flight Operations Officer/Flight Dispatcher license or equivalent (Federal Aviation Administration license is acceptable) approved by the Department of Civil Aviation Malaysia and is available to coordinate and conduct all training courses instructions
 - b. Each applicant must not exceed a ratio of 24 students for one instructor

3. APPLICATION, DURATION AND OTHER GENERAL REQUIREMENTS

- 3.1 **Application** : Application for the original approval of a Flight Operations Officer/Flight Dispatcher certification/licensing course or the renewal of approval of a Flight Operations Officer/Flight Dispatcher certification/licensing course under this part must be:
 - a. Made in writing to the Department of Civil Aviation Malaysia
 - b. Accompanied by two copies of the course outline
 - c. Accompanied by a description of the equipment and facilities to be used
 - d. Accompanied by a list of the instructors and their qualifications and experience
- 3.2 **Duration** : Unless withdrawn or cancelled, an approval of a Flight Operations Officer/Flight Dispatcher certification/license course of study expires:
 - a. On the last day of the 24th month from the month the approval was issued
 - b. Except as provided in clause 5.6 of this section, on the date that any change in ownership of the school occurs

- 3.3 **Renewal** : Application for renewal of an approved Flight Operations Officer/Flight Dispatcher certification/licensing course must be made within 30 days preceding the month the approval expires, provided the course operator meets the following requirements:
- a. At least 75 percent of the graduates from that Flight Operations Officer/Flight Dispatcher certification/licensing course, who applied for the practical test required in this part, passed the practical test on their first attempt,
 - b. The Flight Operations Officer/Flight Dispatcher certification/licensing course continues to meet the requirements of this part for course approval
- 3.4 **Course revisions** : Requests for approval of a revision of the course outlines, facilities or equipment must be in accordance with clause 5.1 of this section. Proposed revisions of the course outlines or the description of facilities and equipment must be submitted in a format that will allow an entire page or pages of the approved outline or description to be removed and replaced by any approved revision. The list of instructors may be revised at any time without request for approval, provided the minimum requirements of this part are maintained and the Department of Civil Aviation Malaysia is notified in writing.
- 3.5 **Withdrawal or cancellation of approval** : Failure to continue to meet the requirements of this part for the approval or operation of an approved Flight Operations Officer/Flight Dispatcher certification/licensing course is grounds for withdrawal of approval of the course. A course operator may request cancellation of course approval by a letter to the Department of Civil Aviation Malaysia. The operator must forward any records to the Department of Civil Aviation Malaysia as requested by them.
- 3.6 **Change in ownership** : A change in ownership of an approved course does not terminate that Flight Operations Officer/Flight Dispatcher certification/licensing course approval if, within 10 days after the date that any change in ownership of the school occurs:
- a. Application is made for an appropriate amendment to the approval
 - b. No change in the facilities, personnel or approved flight operations officer certification course is involved
- 3.7 **Change in name or location** : A change in name or location of an approved Flight Operations Officer/Flight Dispatcher certification/licensing course does not invalidate the approval if, within 10 days after the date that any change in name or location occurs, the course operator notifies the Department of Civil Aviation Malaysia in writing of the change.

4. **CONTENT AND MINIMUM HOURS**

- 4.1 An approved Flight Operations Officer/Flight Dispatcher certification/licensing course must:
- a. Provide instruction in the areas of knowledge and topics listed in Appendix A of Chapter 2, Part 1, Vol. 4 of the Department of Civil Aviation Malaysia Operations Guidance Approval Procedures
 - b. Include a minimum of 200 hours of instruction

- 4.2 An applicant for approval of a Flight Operations Officer/Flight Dispatcher course must submit an outline that describes the major topics and subtopics to be covered and the number of hours proposed for each applicable subject matter.
- 4.3 Additional subject headings for a Flight Operations Officer/Flight Dispatcher certification/ licensing course may also be included. However, the hours proposed for any subjects not listed in Appendix A of Chapter 2, Part 1, Vol. 4 of the Department of Civil Aviation Malaysia.
- 4.4 Operations Guidance Approval Procedures must be in addition to the minimum 200 course hours required in clause 3.1 of this section.
- 4.5 For the purpose of completing an approved course, a student may substitute previous experience or training for a portion of the minimum 200 hours of training. The course operator determines the number of hours of credit based on an evaluation of the experience or training to determine if it is comparable to portions of the approved course curriculum. The credit allowed, including the total hours and the basis for it, must be placed in the student's record required by this part.

5. RECORDS

- 5.1 The operator of a Flight Operations Officer/Flight Dispatcher course must maintain a record for each student, including a chronological log of all instructors, subjects covered and course examinations and results. The record must be retained for at least two years after graduation. The course operator also must prepare for its records and transmit to the Department of Civil Aviation Malaysia not later than January 31 of each year, a report containing the following information for the previous year:
 - a. The names of all students who graduated together with the results of their Flight Operations Officer/Flight Dispatcher certification/licensing course
 - b. The names of all the students who failed or withdrew together with the results of their Flight Operations Officer/Flight Dispatcher certification/licensing course or the reasons for their withdrawal
- 5.2 Each student who successfully completes the approved Flight Operations Officer/Flight Dispatcher certification/licensing course must be given a written statement of graduation which is valid for 90 days. After 90 days, the course operator may revalidate the graduate's certificate for an additional 90 days if the course operator determines that the student remains proficient in the subject areas listed in Appendix A of Chapter 2, Part 1, Vol. 4 of the Department of Civil Aviation Malaysia Operations Guidance Approval Procedures.

6. TRAINING CATEGORIES

- 6.1 **Initial Training** : This is a certification requirement for an applicant who does not have previous any Flight Operations Officer/Flight Dispatcher experience for the issuance of the license. The training syllabus is listed in Appendix A of Chapter 2, Part 1, Vol. 4 of the Department of Civil Aviation Malaysia Operations Guidance Approval Procedures.
 - 6.1.1 The training may be divided into 2 phases, namely Phase 1 and Phase 2 or basic and advanced. The initial training must consist a minimum of 200 hours of instructions.

- 6.1.2 A candidate with previous experience or training may substitute some of the hours to the minimum of 200 hours of training requirements. However, this shall be determined by the training centre and shall be recorded in the training records.
- 6.2 **Recurrent/re-qualification training** : Flight Operations Officer/Flight Dispatcher shall undergo recurrent training every 12 calendar months.
- 6.3 Recurrent/re-qualification training must ensure that each Flight Operations Officer/Flight Dispatcher is adequately trained and currently proficient with respect to the type of airplane (including differences training, if applicable).
- 6.4 Recurrent/re-qualification ground training must include at least the following:
- a. A quiz or other review to determine the state of the Flight Operations Officer's/Flight Dispatcher's knowledge with respect to the airplane
 - b. Instruction as necessary in the subjects required for initial ground training
 - c. Recurrent/re-qualification ground training for Flight Operations Officers/Flight Dispatcher must consist of at least 10 programmed hours
 - d. It is a requirement that a Flight Operations Officer/Flight Dispatcher be given a flight deck observation to a relevant area of operations that he is authorized to exercise flight supervision. This may also be conducted in a simulator during a Line Oriented Flight Training