



Welcome to 2009 Dispatch Examiner Refresher Training. This training is intended for the MSP FSDO Dispatch Examiners only. This training is conducted in accordance with 8900.1 guidance and FAA policy and procedure. To receive credit for this training you must complete and pass the written test with an 80%. The test will be emailed to you separately.

Overview

- **New FAA policy and procedure**
- **Applicable changes to 14 CFR**
- **Roles and Responsibilities**
- **Paperwork Discrepancies**
- **Conducting the Practical Test**
- **Review and updating test scenarios**
- **Other informational items**



The following subject areas will be reviewed

New FAA Policy and Procedure and applicable changes or 14 CFR

- **Designated Aircraft Dispatcher Examiner guidance published in 8900.1**
- **Notice of proposed rulemaking for 121 Aircraft Dispatcher Training and Qualification requirements**
 - http://rgl.faa.gov/Regulatory_and_Guidance_Library/rgNPRM.nsf/0/9C8BD5416895F7888625753E005C405C?OpenDocument



After six years in the works, the DADE guidance was finally published in the 8900.1. Since I helped develop the guidance, the majority of the policy and procedures should not be new to you and will be reviewed in this course.

Another new item is a Notice of Proposed Rulemaking (NPRM) for 121 Aircraft Dispatcher Training and Qualification out for comment until May 12, 2009. Some of the major changes include:

- Allowing Part 121 air carriers to incorporate an Aircraft Certification course into the initial training and creating Dispatch Program Designees (examiners)
- Codifying training requirements for instructors and check dispatchers (formerly known as Air Transportation Supervisors) and creating a Qualification Performance Standards (QPS) for each training curriculum (similar to the PTS concept)

I've included a link in the slide for additional information on the NPRM if you are interested.

Roles and Responsibilities of the Examiner

Ref: 8900.1 volume 13, chapter 3, section 2

- Privileges
- Limitations



PRIVILEGES. A DADE is authorized to:

- Accept FAA Form 8400-3, Application for an Airman Certificate and/or Rating for Dispatcher Certification.
- Conduct the dispatcher practical test.
- Charge the applicant a reasonable fee for services. The amount to be charged, and any conditions concerning passing or failure as it applies to the fee, should be clearly understood before the FAA Form 8400-3 is accepted.
- Issue temporary dispatcher certificates to applicants who have been tested and found qualified for the certificate.

LIMITATIONS. A DADE will not:

Test Outside the Certificate-Holding District Office. Conduct practical tests at locations outside their supervising certificate-holding district office (CHDO) unless approved and coordinated between the supervising CHDOs.

NOTE: DADE designation should be limited to one CHDO area of responsibility. If additional areas of responsibility are added the action must be coordinated between both CHDOs and their FAA specialists.

B. Administer More than One Test at a Time. Except as provided in 307(c), administer more than one practical test at a time, to include no more than two *full* practical tests per day. In addition to the two full tests, a retest may be administered on the same day depending on the amount of material that must be covered.

C. Test More Than One Simultaneous Applicant. Conduct any portion of the practical test with more than one applicant at the same time. The option to “stagger” the tests (start the oral portion of the first test, and start the practical portion of the second test in conjunction with first test) will be allowed only if approved by the specialist.

D. Be Employed in a Part 65 Dispatcher Course. Be employed as an instructor, owner, or contractor of an approved Title 14 of the Code of Federal Regulations (14 CFR) part 65 dispatcher course in his/her district unless approved by the FAA specialist.

E. Test Non-Graduated Applicants. Conduct tests for applicants who have not graduated from an approved 14 CFR part 65 dispatcher course, unless approved by the specialist.

F. Conduct Competency Checks. Conduct competency checks for a 14 CFR part 121 Dispatcher Training Program, unless employed as an Air Transportation supervisor or qualified ground instructor for that operator.

Roles and Responsibilities of the Examiner

Ref: 8900.1 volume 13, chapter 3, section 2

- **Geographic limits of authority**
- **Testing**
- **Relocation**



GEOGRAPHIC LIMITS OF AUTHORITY. The DADE's authority is limited to the designating CHDO's geographical area of responsibility unless prior coordination and approval to administer a test outside that area is obtained from the specialist. The DADE's approved itinerary will be noted on FAA Form 8430-9 and on the letter of authority. If such an authorization is granted, the FAA specialist will coordinate with the CHDO in whose area the practical test will be administered to determine who will process the certification file.

TESTING. All practical tests must be conducted in accordance with the aircraft dispatcher PTS. The DADE must notify the supervising CHDO of all scheduled tests in advance. The specialist will establish local procedures concerning when and what type of notifications are required. The retest should be conducted by a different DADE whenever possible. In districts where DADE resources are limited, the specialist may approve a retest of an applicant by the DADE that administered the previous practical test.

RELOCATION. If an examiner relocates to an area where the examiner does not hold an authorization, the designation is void and will be cancelled by the issuing office. The examiner must surrender the FAA Form 8430-9 to the issuing office.

Paperwork Discrepancies

- **Application for An airman Certificate and/or Rating (FAA Form 8400-3)**
- **Use the following link to retrieve an FAA Form 8400-3: <http://forms.faa.gov/forms/faa8400-3.pdf>**
 - Make sure "Aircraft Dispatcher" is selected on top of form
 - Make sure the applicant "signs and dates" the form
 - If a retest, make sure the "Instructor's recommendation is fill out
 - Under Evaluation Record: make sure you select the examiner box and add your designation number along with your certificate number
 - On the second page: make sure you fill in all the required information under Airman's ID



Retrieve an FAA Form 8400-3 from the internet (link provided) and review the items listed on the slide.

Paperwork Discrepancies

- **Notice of Disapproval (FAA Form 8400-3)**
 - Record the final results on the back of the 8400-3 with an “U”
 - Enter the date in the Evaluation Record along with a signature and designation number
 - The applicant will retain the written test results and written notice of graduation



Record the results of the practical test on the back of the FAA Form 8400-3, documenting the subject areas with a “U” for unsatisfactory. Enter the date the test was completed in the Evaluation Record along with a signature and designation number. In addition, list the specific failed areas from the Practical Test Standard in the remarks section of the FAA Form 8400-3 and in the remarks section of the PTRS data sheet and on FAA Form 8060-5.

Paperwork Discrepancies

- **Temporary Airmen Certificate (FAA Form 8060-4)**

The image shows two versions of FAA Form 8060-4, 'TEMPORARY AIRMAN CERTIFICATE'. The left form is a blank template, and the right form is a filled-out sample. Both forms include sections for applicant information, certificate details, and signatures. The filled-out sample includes the following information:

- Applicant Information:** Name: JAMES R. BROWN, Address: 1234 MAIN ST, CITY, STATE, ZIP.
- Certificate Details:** Certificate Type: AIRCRAFT DISPATCHER, Issue Date: 01-01-2010, Expiration Date: 04-30-2010.
- Signatures:** Applicant Signature: JAMES R. BROWN, Issuance Authority Signature: JAMES R. BROWN.



Ref: 8900.1 volume 5, chapter 1, section 5 provides some guidance on how to fill-out a Temporary Airmen Certificate.

Items to note:

- The temporary airmen certificate is good for 120 days
- If the permanent certificate is not received within 120 days, only an FAA inspector can reissue another temporary airmen certificate
- If an applicant does not wish to disclose a Social Security Number, the word PENDING should be listed in block III
- In section IV, enter the applicant's name exactly how it appears on the application
- Make sure the applicant signs section VII in ink
- In section IX enter the certificate type, in this case Aircraft Dispatcher
- There are no ratings or limitations associated with an Aircraft Dispatcher Certificate

Paperwork Discrepancies

- **Notice of Disapproval of Application (FAA Form 8060-5)**

UNITED STATES OF AMERICA DEPARTMENT OF TRANSPORTATION—FEDERAL AVIATION ADMINISTRATION		NOTE PRESENT THIS FORM UPON APPLICATION FOR REEXAMINATION
NOTICE OF DISAPPROVAL OF APPLICATION		CERTIFICATE OR RATING SOUGHT AIRLINE TRANSPORT PILOT
NAME AND ADDRESS OF APPLICANT JAMES RONALD DONE 400 JACKSON HEIGHTS COURT LITTLE ROCK, ARKANSAS 77117		
On the date shown, you failed the examination indicated below:		
<input type="checkbox"/> FLIGHT	<input type="checkbox"/> ORAL	<input checked="" type="checkbox"/> PRACTICAL
AIRCRAFT USED (Make and Model) GRUMMAN G-159	FLY TIME RECORDED IN LOGBOOK PERFORMANCE INSTRUMENT OR GLOG 2000	FAIL 500
UPON REAPPLICATION YOU WILL BE REEXAMINED ON THE FOLLOWING: <i>[List each area of operation unsatisfactorily performed by number from the appropriate Practical Test Standards, and indicate those operations not performed during the practical test. Also indicate the number of test failures.]</i>		
*I have personally tested this applicant and deem his performance unsatisfactory for the issuance of the certificate or rating sought.		
DATE OF EXAMINATION 09/22/2003	SIGNATURE OF EXAMINER OR INSPECTOR John N. Ayres John H. Ayres	DESIGNATION OR OFFICE NO. ASW FSDO 97
FAA Form 8060-5-01		



Ref: 8900.1 volume 5, chapter 1, section 6 provides some guidance on how to fill-out a Notice of Disapproval.

Items to note:

- A Notice of Disapproval will be issued when the applicant's performance is unsatisfactory during the demonstration of knowledge and skill. You can give credit for those areas of operations and tasks that were considered as satisfactory
- Enter the name of the applicant as it appears on the application
- Indicate "Aircraft Dispatcher" in the certificate or rating sought
- Check the "Practical" box
- Indicate on the FAA Form 8060-5 the areas of operations and tasks that were unsatisfactorily performed and indicate those operations not performed during the practical test
- List the number of practical test failures by the applicant for this certificate in any available space on FAA Form 8060-5
- If you determine the applicant has failed the practical test, you will issue a Notice of Disapproval of Application to the applicant and return the applicant's knowledge test report to them
- Forward the completed FAA Forms 8400-3 and 8060-5 to the FSDO within 7 calendar days
- A copy of the Notice of Disapproval of Application may also be provided to the course operator

Conducting the Practical Test

- **Notify me of all tests**
- **You should have at least 3 Flight Plan Scenarios prepared and updated as appropriate**
- **Make sure you provide the required information to the applicant**
- **Forms**



You will notify me of all scheduled tests and restests. This can be done via email or phone message. You should have at least 3 approved flight plan test scenarios developed which use actual operational data to simulate actual problems.

You should be prepared to provide the following items for the applicant:

Weather, to include METARs, TAFs, Winds Aloft, appropriate charts and PIREPS

NOTAMs

Flight leg (city pair)

Weight and Balance Forms

Flight Plan Form

Captain Briefing Forms

Some of these forms may be provided by the course operator.

Conducting the Practical Test

- Age
- Experience
- English Requirements
- Identification
- Forms



Age. Make sure the applicant is at least 23, however the applicant may take the practical test before meeting the age requirement of 23.

Experience. You can only evaluate students from Academy College, unless prior approval has been given from me for you to test applicants with other experience.

English Requirements. The applicant must be able to read, speak, and understand the English language. Several questions have been raised concerning the standards and the testing to determine whether an applicant can read, speak, write, and understand the English language. While there are no practical test standards (PTS) established to ascertain the applicant's English language ability, the following examples may be used as guidelines in this evaluation (see Advisory Circular (AC) 60-28, English Language Skill Standards Required by Title 14 of the Code of Federal Regulations (14 CFR) parts 61, 63, and 65)

A technique you can use is: An applicant may be asked to write down in English the meaning of an air traffic control clearance, instructions, or a weather report, then asked to speak and explain the clearance, instructions, or weather report back to the examiner in the English language. The intent is not to require the applicant to read, speak, write, and understand the English language at college level standards. A common sense approach should be used in evaluating an applicant for this requirement.

Identification. The type of identification used should be annotated on the back of the FAA Form 8400-3, Application for an Airman Certificate and/or Rating.

Forms. The applicant must provide a completed FAA Form 8400-3. The applicant's signature certifies the information on the application is accurate and that the applicant meets the eligibility requirements of the certificate. The applicant must provide the original embossed knowledge test report prior to beginning the practical test. The applicant will also provide a written statement of graduation for the part 65 course which is valid for 90 days. The course operator may revalidate the graduation certificate for additional 90 days if the course operator determines the student has remained proficient in the subject areas listed in part 65, appendix A.

Conducting the Practical Test

- **Set the stage**
- **Start with regulations**
- **Act as PIC and have applicant explain every step of flight plan**
- **Launch the flight and develop enroute situations**



Set the stage as the incoming dispatcher accepting a shift briefing. This is a good time to ask questions about regulations. Next, have the applicant plan the flight and prepare the necessary documentation (release, flight plan, weight and balance). Act as the Pilot-in-Command (PIC) and have the applicant explain every step of the flight plan and release, asking what, why, how, when and where. Launch the flight and develop enroute situations, such as mechanicals, medical emergencies, missed approaches etc.

Conducting the Practical Test

- **No more than 6-hrs**
- **Average of 2 hours for knowledge and skills**
- **Should not be less than 4-hrs**



Ref: 8900.1 volume 13, chapter 3, section 4. No more than 6-hours should be allowed for the applicant to complete the practical test. An average of 2-hrs each should be planned for the knowledge and skill portions of the test. Due to the extensive knowledge requirement of the Practical Test Standards, the test should not be less than 4-hours. One way to evaluate the applicant's progress is to determine the number of correct answers. A minimum standard of 70% is considered acceptable.

Conducting the Practical Test

PTS areas to focus on:

Task: Aircraft Systems, Performance and Limitations
With an emphasis on Performance and Weight and Balance

Task: Abnormal and Emergency Procedures
With an emphasis on the dispatcher's role and handling of in-flight mechanical problems

Task: Understanding Operational Control Concepts

- 1. What is it? (FAR Part 1)**
- 2. Who has it? (FAR Part 121.533)**
- 3. What is the dispatcher's role with Operational Control? (121.533)**



The following areas in the Practical Test Standards should be considered as special emphasis items.

1. Aircraft systems with a focus on aircraft performance and weight and balance.
2. Emergency and abnormal procedures. What is the dispatcher's role during in-flight mechanical problems. Do they refer to the appropriate checklist?
3. Do they understand what operational control is? How does it apply to the dispatcher? What is the role of the support functions of an SOC? Maintenance Control for instance?

Other informational items

- **Letter of Discontinuance**

- Will be issued when a Practical Test is terminated for reasons other than unsatisfactory performance



This letter will be issued when a practical test is terminated for reasons other than unsatisfactory performance. An example would be if the applicant or examiner become incapacitated.

Other informational Items

- **Letter of Aeronautical Competency**
 - This letter is issued by the FAA when an applicant has not reached “23”.
 - You must brief the applicant of this process
 - Notify me in the REMARKS of the 8400-3
 - Must include Written Test Report, Written notice of graduation, and PTRS Data Sheet



An applicant under the age of 23 may take the dispatch practical test, but must be informed that if they successfully pass the test, the temporary certificate will not be issued until the applicant's 23rd birthday. Successful applicants who are under the age of 23 will be issued a Letter of Aeronautical Competency by the supervising FAA office. The DADE will notify the supervising inspector of an applicant under the age of 23 in the REMARKS of the 8400-3, with a comment, **“THE APPLICANT IS UNDER THE AGE OF 23, AND WILL REQUIRE A LETTER OF AERONAUTICAL COMPETENCY TO BE ISSUED BY THE SUPERVISING FAA OFFICE”**.

You will attach the following documents to the application form:

Knowledge Test Report

Written Statement of Graduation

FAA Form 8000-36, PTRS Data Sheet

Other Informational Items

- **Notify me of any retests**
 - I prefer if another examiner administered the retest
- **Written notice of graduation must be valid (good for 90-days)**
- **If within 30-days must have an Instructor's Recommendation on 8400-3**
- **You may retest any and all areas you deem appropriate**



If a retest is required, you will notify the FSDO when the retest is scheduled. The applicant should receive credit for those areas, which were satisfactorily completed. However, you may retest an applicant on any areas required for the certificate, if you have reason to doubt the applicant's competence. You should review the FAA Form 8400-3 to ensure it's correctly filled out with an Instructor's Recommendation sign-off, by a certificated Aircraft Dispatcher. In addition, you will ensure the written statement of graduation is still valid.

If the retest is successful, the examiner shall attach the following documents to the application form:

- Original copy of the FAA Form 8060-4, "Temporary Airman Certificate"
- Written Test Report
- FAA Form 8000-36, PTRS Data Sheet
- Written Statement of Graduation
- Examiners will forward the paperwork to the FSDO within 7 calendar days of the retest.

Other Informational Items

- **Evaluation Techniques**

Ref: Aviation Instructor Handbook Chapter 6

- Set the environment
 - Be on time
 - Ensure privacy
 - Eliminate possible interruptions
 - Turn off cell phones
- Psychological testing environment
 - Show genuine interest in the applicant
 - Be polite, courteous, receptive
 - Manage your prejudices
 - Keep personal/business problems to yourself
 - Communicate the possible outcomes



It's your responsibility to set the environment for the applicant. Put them at ease and thoroughly explain the sequence of the test along with the possible outcomes.

Other Information Items

- **Evaluation Techniques**

Ref: Aviation Instructor Handbook Chapter 6

You should avoid the following types of questions:

- Oversize.
- Toss-up. Bewilderment. Not clearly stated
- Trick question.
- Puzzle.
- Irrelevant.
- Leading.



1. Oversize, too broad.
2. Toss-up, a question that may have one or more correct answer
3. Bewilderment, not clearly stated
4. Trick question, self explanatory
5. Puzzle, too complicated.
6. Irrelevant, not helpful in evaluating the applicants knowledge
7. Leading. I have seen this type of question quite often.

Other Informational Items

- **Evaluation Techniques**

Ref: Aviation Instructor Handbook Chapter 6

What do you think are characteristics of a good evaluation? Here's some examples:

- Reliability
- Validity
- Usability.
- Objectivity
- Comprehensiveness
- Discrimination



1. Reliability, consistent with repeated measurements
2. Validity, is the test measuring what it's suppose to measure
3. Usability, self explanatory.
4. Objectivity, it does not reflect personnel biases.
5. Comprehensiveness, does it measure all the objectives?
6. Discrimination, the degree to which the test distinguishes the difference between the students

Review

- New FAA policy and procedure
- Applicable changes to 14 CFR
- Roles and Responsibilities
- Paperwork Discrepancies
- Conducting the Practical Test
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The following subject areas were reviewed, if you have questions or concerns please feel free to contact me.