



U.S. Department
of Transportation
Federal Aviation
Administration

Advisory Circular

Subject: FAA-Approved Aircraft Dispatcher
Certification Courses

Date: 10/11/17

AC No: 65-34

Initiated by: AFS-200

Change:

This advisory circular (AC) provides standards and guidelines for obtaining approval and for operating Aircraft Dispatcher Certification Courses, which are approved by the Federal Aviation Administration (FAA), in accordance with Title 14 of the Code of Federal Regulations (14 CFR) part [65](#) subpart [C](#). This AC also provides information that could be useful for individuals seeking FAA certification as an Aircraft Dispatcher. This AC provides an acceptable means of complying with the regulations; however, it is not the only means of compliance.

A handwritten signature in blue ink, appearing to read "Michael Zenkovich".

Michael Zenkovich
Deputy Executive Director, Flight Standards Service

CONTENTS

Paragraph	Page
1. Purpose of This Advisory Circular (AC)	1
2. Where You Can Find This AC	1
3. Regulatory Foundation for This AC	1
4. Effective Date of the Standards for Aircraft Dispatcher Certification Courses and Course Operators Set Forth in This AC	1
5. Terminology Used in This AC	2
6. Background	2
7. General Eligibility Requirements for Certification as an Aircraft Dispatcher	2
8. Applicants for an Aircraft Dispatcher Certificate Who Meet All of the Eligibility Requirements	3
9. Applicants for an Aircraft Dispatcher Certificate Who are Under the Age of 23	4
10. The Role of a Certificated Aircraft Dispatcher	5
11. The Reason Why Quality Aircraft Dispatcher Certification Training is Critical	6
12. Part 65 Requirements Pertaining to Aircraft Dispatcher Certification Courses	7
13. Course Operator Application Requirements	7
14. The TCO	10
15. Instructors	11
16. Training Facilities	13
17. Equipment and Materials	15
18. Guidelines for Granting Credit for Previous Experience or Training	16
19. Distance Learning	17
20. Regulatory Foundation for Computer-Based Training	18
21. Standards for Computer-Based Training Provided Outside of the Classroom Environment ..	18
22. Aircraft Dispatcher Certification Courses Embedded in Collegiate Programs	22
23. Course Operator Recordkeeping Requirement	23
24. FAA Approval	23
25. Denial of Approval	24
26. Transfer of Approval	25
27. Course Operator Initiated Cancellation of Approval	25
28. Withdrawal of FAA Approval	25
29. Change in Ownership, Name, or Location	25
30. Questions About This AC	26
31. Regulatory References	26
32. Related Reading Material (Current Editions)	26

1. PURPOSE OF THIS ADVISORY CIRCULAR (AC). This AC provides standards and guidelines for obtaining approval and for operating Aircraft Dispatcher Certification Courses, which are approved by the Federal Aviation Administration (FAA), in accordance with Title 14 of the Code of Federal Regulations (14 CFR) part [65](#) subpart [C](#). This AC also provides information that could be useful for individuals seeking FAA certification as an Aircraft Dispatcher. This AC provides an acceptable means of complying with the regulations; however, it is not the only means of compliance.

2. WHERE YOU CAN FIND THIS AC. You can find this AC on the FAA's website at http://www.faa.gov/regulations_policies/advisory_circulars.

3. REGULATORY FOUNDATION FOR THIS AC.

a. Statutory Authority to Prescribe Standards. The FAA's statutory authority for promoting safety by prescribing regulations and minimum standards is contained in Title 49 of the United States Code (49 U.S.C.) § [44701](#).

b. Regulatory Requirements of Part 65, Including Appendix [A](#). The standards set forth in this AC are based on the regulatory requirements of part 65 subparts [A](#) and C, and appendix A.

4. EFFECTIVE DATE OF THE STANDARDS FOR AIRCRAFT DISPATCHER CERTIFICATION COURSES AND COURSE OPERATORS SET FORTH IN THIS AC.

a. New Course Applicants. For applicants seeking original FAA approval of a new Aircraft Dispatcher Certification Course, the standards contained in this AC are effective immediately.

b. Existing Courses. FAA-approved Aircraft Dispatcher Certification Courses that are currently in existence and operating, are being provided with a transition period during which a course operator can make the changes necessary to meet the standards of this AC.

(1) Course as Currently Approved. For existing Aircraft Dispatcher Certification Courses that have already received FAA approval as of the publication of this AC, the standards contained herein are effective on the date of the next renewal of FAA approval, or on October 31, 2019, whichever is later, provided there are no changes made to the training course outline (TCO), equipment, or facilities during this transition period. The FAA encourages existing course operators to adopt the new standards as soon as possible so there will not be a disparity in standards between new courses and those currently in existence.

(2) Revisions or Changes to an Approved Course. A revision to an existing course approval in accordance with part 65, § [65.63\(d\)](#) (e.g., revising the TCO, adding or changing equipment, adding or changing a training facility, etc.) is subject to the standards contained in this AC, effective immediately. In addition, changes that are included as part of a course renewal that occurs any time after the publication of this AC are immediately subject to the standards.

5. TERMINOLOGY USED IN THIS AC.

a. Approving Office. The Flight Standards office that approves and manages an Aircraft Dispatcher Certification Course will be referred to as the approving office.

b. Dispatch Course Program Manager (DCPM). The individual within the FAA who is assigned the duties associated with the approval and management of an Aircraft Dispatcher Certification Course will be referred to as the DCPM. Course management includes approval (initial and/or continued) as well as ongoing oversight.

6. BACKGROUND.

a. Regulatory History. In July of 1940, the regulations governing the requirements for the issuance of Aircraft Dispatcher Certificates were established in the Civil Air Regulations (CAR) part 27, Aircraft Dispatcher Certificates. At this time, CAR part 27 defined an aircraft dispatcher as “An individual holding a valid Aircraft Dispatcher Certificate issued by the Administrator who exercises responsibility with the pilot in command (PIC) in the operational control of each flight.” In August of 1962, 14 CFR part 65 was codified to set forth the rules pertaining to the certification of airmen other than flightcrew members. CAR part 27 was deleted and the regulations applicable to the certification of Aircraft Dispatchers were moved to part 65 subpart C, Aircraft Dispatchers. Since the establishment of part 65 in 1962, the regulations pertaining to the certification of aircraft dispatchers have been amended once, in December 1999. The final rule as amended in 1999 is contained in public docket number FAA-1998-4553, which can be accessed at <https://www.regulations.gov>.

b. The Purpose of an Aircraft Dispatcher Certification Course. Section [65.57](#) sets forth the experience or training requirements an applicant must have to qualify for an Aircraft Dispatcher Certificate. The purpose of an FAA-approved Aircraft Dispatcher Certification Course is to provide the applicant with the necessary training to meet the requirements of § 65.57(b), when an applicant lacks the aeronautical experience required by § 65.57(a).

7. GENERAL ELIGIBILITY REQUIREMENTS FOR CERTIFICATION AS AN AIRCRAFT DISPATCHER. Individuals seeking an FAA Aircraft Dispatcher Certificate must meet the eligibility requirements of part 65 subpart C. Aircraft Dispatcher Certification Course operators are also responsible to verify that each student attending the course for the purpose of certification, and satisfying the requirements of § 65.57(b), is able to meet these requirements. In accordance with § [65.53\(b\)](#), the eligibility requirements for an Aircraft Dispatcher Certificate are as follows:

a. Minimum Age. To be eligible for an Aircraft Dispatcher Certificate, a person must be at least 23 years of age.

b. English Language Requirement. To be eligible for an Aircraft Dispatcher Certificate, a person must be able to read, speak, write, and understand the English language. The current edition of AC [60-28](#), FAA English Language Standard for an FAA Certificate Issued Under 14 CFR Parts 61, 63, 65, and 107, contains requirements and guidelines related to English language skills for aircraft dispatchers certificated under part 65.

c. Pass the Aircraft Dispatcher Knowledge Test (ADX Knowledge Test). To be eligible for an Aircraft Dispatcher Certificate, a person must pass the ADX Knowledge Test as outlined in § 65.55. The ADX Knowledge Test is a computerized test. The test is administered at an Airman Knowledge Testing (AKT) center. Information related to AKT centers can be found on the FAA’s official website at www.faa.gov, under the Training and Testing tab. To access the information, select “Airman Testing” from the drop-down menu under the tab. Once on the Airman Testing page, click on the link for “Knowledge Testing.” Upon completion of the ADX Knowledge Test, a person will be issued an official, embossed Airman Knowledge Test Report by the AKT center.

(1) In accordance with § 65.53(a), a person must be at least 21 years of age to take the ADX Knowledge Test.

(2) Within 24 calendar-months of passing the ADX Knowledge Test, a person applying to take the Aircraft Dispatcher Practical Test must present to the examiner the original, embossed Airman Knowledge Test Report showing satisfactory test results (refer to § 65.55(b)).

d. Pass the Aircraft Dispatcher Practical Test. To be eligible for an Aircraft Dispatcher Certificate, a person must pass the Aircraft Dispatcher Practical Test, as required by § 65.59. The practical test is administered either by an Aviation Safety Inspector—Aircraft Dispatch (ASI-AD) or a Designated Aircraft Dispatcher Examiner (DADE). The test will be administered in accordance with the current edition of the Aircraft Dispatcher Practical Test Standards (PTS). The PTS are available on the FAA’s official website at www.faa.gov, under the Training and Testing tab. To view the Aircraft Dispatcher PTS, select “Airman Testing” from the drop-down menu located under the tab. Once on the Airman Testing page, select “Practical Test Standards.” Scroll down to the bottom of the page and the Aircraft Dispatcher PTS is located in the section titled “Other Airmen Standards.”

e. Must Meet the Experience or Training Requirements. An applicant for an Aircraft Dispatcher Certificate must meet the experience of § 65.57(a), or the training requirements of § 65.57(b). The training requirements of § 65.57(b) are met upon graduation from an FAA-approved Aircraft Dispatcher Certification Course. A graduation certificate from an Aircraft Dispatcher Certification Course is valid for 90 days from course completion. An applicant for an Aircraft Dispatcher Certificate must pass the Aircraft Dispatcher Practical Test within the 90 day valid time. The valid time of a graduation certificate could be extended for up to an additional 90 days, provided the course operator is able to determine that the applicant remains proficient in the subject areas listed in part 65 appendix A.

f. Skill Requirements. The skill requirements for an Aircraft Dispatcher Certificate are met when an applicant for an Aircraft Dispatcher Certificate passes the Aircraft Dispatcher Practical Test as required by § 65.59 (and outlined in subparagraph (2) above).

8. APPLICANTS FOR AN AIRCRAFT DISPATCHER CERTIFICATE WHO MEET ALL OF THE ELIGIBILITY REQUIREMENTS. An applicant who passes the ADX Knowledge Test and the Aircraft Dispatcher Practical Test and meets all of the other eligibility requirements of § 65.63(b) is entitled to an FAA-issued Aircraft Dispatcher Certificate. The FAA will issue a temporary Aircraft Dispatcher Certificate to an applicant who presents satisfactory

documentation of eligibility and appropriate identification. The FAA's applicant identification requirements for an Aircraft Dispatcher Certificate are contained in FAA Order 8900.1, [Volume 5, Chapter 5, Section 10](#), Part 65 Aircraft Dispatcher Certification.

9. APPLICANTS FOR AN AIRCRAFT DISPATCHER CERTIFICATE WHO ARE UNDER THE AGE OF 23. As previously stated in this AC, to be eligible for an Aircraft Dispatcher Certificate, a person must be at least 23 years of age; although a person could be as young as 21 years of age when taking the ADX Knowledge Test. An applicant who is at least 21 years of age and who has passed the ADX Knowledge Test may take the Aircraft Dispatcher Practical Test. However, due to the minimum age requirement for an Aircraft Dispatcher Certificate, applicants who take a practical test prior to reaching 23 years of age are not entitled to the certificate itself. Applicants under the age of 23 who pass the Aircraft Dispatcher Practical Test will be issued a Letter of Aeronautical Competency in lieu of a Temporary Airman Certificate.

a. A Letter of Aeronautical Competency is Not an FAA-Issued Certificate. A Letter of Aeronautical Competency is not an FAA-issued certificate and there are no regulatory privileges or authority associated with such a letter. A person in possession of a Letter of Aeronautical Competency does not qualify for an Aircraft Dispatcher certificate until reaching his or her 23rd birthday.

b. The FAA Will Not Automatically Issue an Aircraft Dispatcher Certificate When the Applicant Turns 23. The issuing of an Aircraft Dispatcher Certificate in exchange for a Letter of Aeronautical Competency is not an automatic process.

c. The Applicant Must Present the Letter of Aeronautical Competency in Person to an FAA Flight Standards Office. A person who possesses a Letter of Aeronautical Competency must present that letter in person to a Flight Standards office, along with the appropriate identification to allow the FAA to positively identify the individual. The FAA's applicant identification requirements for Aircraft Dispatcher Certificates are located in Order 8900.1, Volume 5, Chapter 5, Section 10. Upon positive identification and validation of the Letter of Aeronautical Competency, the FAA will issue a Temporary Airman Certificate to a person who is at least 23 years of age. Upon reaching 23 years of age, a person should exchange the Letter of Aeronautical Competency for a Temporary Airman Certificate as soon as possible. A Letter of Aeronautical Competency does not expire. However, to ensure an expeditious and uncomplicated exchange, a person should plan to present the letter to the FAA to make the exchange within a year after reaching the age of 23.

NOTE: As of the date of publication of this AC, there are no Flight Standards offices located outside of the United States. Foreign applicants will be required to travel to the United States and appear in person to exchange a Letter of Aeronautical Competency for a Temporary Airman Certificate.

d. Aircraft Dispatcher Certification Course Operator Should Inform Students. Course operators should inform students who are under the age of 23 that they are not entitled to an Aircraft Dispatcher Certificate until they reach 23 years of age. Course operators should also inform students who intend to take the Aircraft Dispatcher Practical Test prior to reaching their

23rd birthday that they will not be issued a Temporary Airman Certificate upon passing that test. Course operators should explain the procedure for exchanging a Letter of Aeronautical Competency for a Temporary Airman Certificate, outlined in subparagraph c above. Course operators should make it clear that the student will have to go to a Flight Standards office in person to accomplish this.

10. THE ROLE OF A CERTIFICATED AIRCRAFT DISPATCHER. In accordance with § [65.51](#), a person is acting as an aircraft dispatcher by exercising responsibility with the PIC in the operational control of a civil aircraft involved in air commerce. FAA-certificated aircraft dispatchers are required only for U.S. air carriers who conduct 14 CFR part [121](#) domestic and/or flag operations. Therefore, only a person who is employed by a U.S. air carrier and exercising responsibility with the PIC in the operational control of that carrier's part 121 domestic and/or flag flights is actually performing the role of an aircraft dispatcher.

a. Dispatching Authority. Every day thousands of flights are operated by U.S. air carriers, both within the U.S. National Airspace System (NAS) and throughout the world. For U.S. carriers conducting part 121 domestic and flag operations, these flights may not start unless an aircraft dispatcher specifically authorizes the flights. This is referred to as dispatching authority and is mandated by part 121, §§ [121.593](#) and [121.595](#).

b. Operational Control. In accordance with 14 CFR part [1](#), operational control with respect to a flight means “the exercise of authority over initiating, conducting, or terminating a flight.” In part 121 domestic and flag operations, operational control is a responsibility shared by the aircraft dispatcher and the PIC. This responsibility is set forth in §§ [121.533](#) and [121.535](#). In accordance with these rules, every part 121 domestic and flag flight is planned, released, and monitored by a certificated aircraft dispatcher. Unlike the PIC, who is responsible only for the flight he or she is operating at any given moment, the aircraft dispatcher is typically responsible for multiple flights simultaneously and is sharing operational control responsibility for each of those flights together with the PIC. Aircraft dispatchers are often performing preflight planning duties while monitoring multiple flights that are en route.

c. Safety of Flight. Part 121 subparts [T](#) and [U](#) contain the majority of the regulations that set forth the primary duties and responsibilities of an aircraft dispatcher. These duties and responsibilities directly affect the safety of flight. In addition to dispatching authority and the joint responsibility for operational control discussed earlier in this AC, some other significant aircraft dispatcher duties and responsibilities are listed below:

(1) Emergency Authority in Accordance (§ [121.557](#)). Section 121.557 provides the aircraft dispatcher with emergency authority over a flight, under certain circumstances. Specifically, if a situation occurs during a flight that requires immediate decision and action by the aircraft dispatcher, the dispatcher must advise the PIC of the emergency and ascertain the decision of the PIC. If the aircraft dispatcher cannot communicate with the PIC, the dispatcher must declare an emergency and take any action that he or she considers necessary under the circumstances. The recognizing of an emergency while a flight is en route and having the ability to handle it quickly, effectively, and safely requires a strong foundation of aeronautical knowledge and skill in effective decision making.

(2) Becoming Thoroughly Familiar with Weather Conditions Prior to Releasing a Flight (§ 121.599). Before releasing a flight, § 121.599 requires an aircraft dispatcher to be thoroughly familiar with reported and forecasted weather conditions on the route to be flown. In order to become thoroughly familiar with these conditions, an aircraft dispatcher must have the knowledge and ability to understand the conditions.

(3) Providing the PIC with Information Affecting the Safety of Flight (§ 121.601). Section 121.601 sets forth an ongoing requirement for the aircraft dispatcher to provide the PIC with information related to weather and conditions and irregularities of navigation facilities that could affect the safety of a flight. Of particular importance is the requirement that the aircraft dispatcher must provide the PIC with any available information of meteorological conditions, including adverse weather phenomena, such as clear air turbulence, thunderstorms, and low altitude wind shear. Adverse weather phenomena can directly affect the safety of flight. Providing this information to the PIC is one of the most critical duties of an aircraft dispatcher. To be able to effectively perform this duty, an aircraft dispatcher must have a thorough understanding of adverse weather phenomena and its possible effects on an airplane in flight.

(4) Dispatch Release and Attesting to the Belief that a Flight Can be Made with Safety (§ 121.663). An aircraft dispatcher has the same responsibility as the PIC to sign a dispatch release only if they both believe that the flight can be made with safety. To accomplish this, an aircraft dispatcher must be able to effectively and intelligently communicate with the PIC. This is a significant responsibility and is another important reason why an aircraft dispatcher must have a strong understanding of aeronautical information.

11. THE REASON WHY QUALITY AIRCRAFT DISPATCHER CERTIFICATION TRAINING IS CRITICAL. So far, this AC has provided some basic information on the eligibility requirements an individual must meet in order to be issued an Aircraft Dispatcher Certificate as well as some of the significant duties and responsibilities certificated aircraft dispatchers are responsible to perform once they are hired by an air carrier. To gain some perspective on the scope of knowledge a person is required to have to be issued an Aircraft Dispatcher Certificate, the reader of this AC should review the knowledge and skill requirements contained in part 65 subpart C and appendix A and the PTS. The ADX Knowledge Test itself is very similar to the Airline Transport Pilot (ATP) Knowledge Test. Both of these tests share numerous questions in common. However, it is important to note that before a pilot reaches the level of ATP and becomes a PIC for a part 121 air carrier, Federal regulations will have required that pilot to go through several levels of certification and have several hundreds, and more often thousands, of hours of training and experience combined. In contrast, for a person who is hired as an aircraft dispatcher for that same air carrier, and who will be sharing responsibility for operational control with the PIC, Federal regulations will have allowed that individual to have no prior aeronautical experience other than aircraft dispatcher certification training (200 hours), along with the training provided by the air carrier which, according to part 121 subpart N, is typically either 70 or 80 hours, depending on airplane group. This is why aircraft dispatcher certification training is so critical. It could be the only aeronautical knowledge an individual has before being hired as an aircraft dispatcher for a U.S. air carrier.

12. PART 65 REQUIREMENTS PERTAINING TO AIRCRAFT DISPATCHER CERTIFICATION COURSES. The regulatory requirements pertaining to Aircraft Dispatcher Certification Courses are set forth in §§ [65.61](#) through [65.70](#) and part 65 appendix A. Course operators must also comply with the applicable requirements of part 65 subpart A. Aircraft Dispatcher Certification Courses are not themselves certificated by the FAA. Rather, the FAA individually approves each Aircraft Dispatcher Certification Course.

13. COURSE OPERATOR APPLICATION REQUIREMENTS. Application requirements for an Aircraft Dispatcher Certification Course are set forth in §§ 65.61 and 65.63, and described in this paragraph. The application package, including all course documents, should be submitted to the FAA in hard copy format. The submission of electronic documents may also be acceptable, provided it is mutually agreed upon by the FAA approving office and the course applicant/operator. Electronic course manuals and recordkeeping systems are subject to the standards of the current edition of AC [120-78](#), Electronic Signatures, Electronic Recordkeeping, and Electronic Manuals.

a. Application for Original FAA Approval to Operate an Aircraft Dispatcher Certification Course.

(1) Where to Apply. An applicant seeking an original FAA approval to operate an Aircraft Dispatcher Certification Course should contact the nearest Flight Standards office located within the geographic area of the desired course location. Flight Standards offices are responsible for maintaining oversight and conducting surveillance of the entities or individuals they certificate, authorize, or approve (e.g., air carriers, repair stations, designated examiners, and course operators). It is important to note that a Flight Standards office is prohibited from accepting an application for original approval of an Aircraft Dispatcher Certification Course if the office does not have the appropriate technical resources to review the application, approve the course, and manage it once established. Potential and existing Aircraft Dispatcher Certification Course operators should review Order 8900.1, [Volume 3, Chapter 63, Section 2](#), Federal Aviation Administration Resources and Assignment of Inspectors, for a better understanding of the FAA's policies related to resources and staffing where Aircraft Dispatcher Certification Courses are concerned.

(2) Application and Approval Process Completion Time. Applicants should expect the application and approval process to take no less than 90 days from the date a course applicant submits its application to complete the original approval process for an Aircraft Dispatcher Certification Course. Application packages should be thorough and complete. If the application is deficient in anyway, the overall application and approval process could take considerably longer, depending on the extent of the deficiencies.

b. Application for Renewal of FAA Approval.

(1) Submit an Application for Renewal to the Approving Office. Existing course operators must submit an application for renewal of FAA approval to the approving office. In accordance with § 65.63(c), submit an application for course renewal within 30 days preceding the month the approval expires. The application for renewal must meet all of the requirements of original approval in accordance with § 65.63(a). Renewal of FAA approval will be contingent

upon a course operator's ability to meet the minimum student passing requirements set forth in § 65.63(c) and continued compliance with part 65 subpart C.

(2) Application and Approval Process Completion Time. For the purposes of this AC, the 30 day time period preceding the month FAA approval expires will be referred to as the renewal window. The intent of the 30 day renewal window is to allow the FAA time to review a course operator's performance and continued qualification for course approval. The approving office, through the DCPM, will conduct regular inspections throughout a calendar-year for the purpose of determining continued qualification and regulatory compliance. During the renewal window, the DCPM will review inspection history along with the application package submitted by the course operator.

c. Contents of an Application Package for Original Approval and Renewal.

(1) Letter of Intent. Section 65.63 requires an application for original approval or renewal of approval to be made in writing to the Administrator. In accordance with this requirement, new course applicants and existing course operators must submit their request for approval via a letter of intent addressed to the manager of the potential or actual approving office (depending on whether the application is for original or renewed approval).

(a) Original Approval. For original approval, the letter of intent must include at least the following information:

- The proposed name of the course operator;
- The proposed location of the course training facility;
- The name(s), address, telephone number, and email address of the owner(s) of the course; and
- The proposed date the applicant desires to begin conducting the course.

(b) Renewal of Approval. For renewal of course approval, the letter requesting renewal of the course approval must contain:

- The name of the course operator;
- The location of the course training facility;
- The name(s), address, telephone number, and email address of the owner(s) of the course; and
- If the renewal contains any revised material, the revision number and the date on which the revision becomes effective.

(2) Items Required by § 65.63. In accordance with § 65.63, all application packages for original approval and renewal must contain:

- Two copies of the certification course outline (referred to as the TCO in this AC) required under § 65.61(b);
- A description of the training facility and equipment; and
- A list of instructors, along with the résumé of each instructor.

(3) Instructional Materials (Courseware). The application package should include the courseware and instructional material developed by the course operator for each subject, topic, and subtopic.

(4) Sample Written Statement of Graduation.

(a) The application package should include a sample of the written statement of graduation (graduation certificate) the course operator will use, in accordance with the requirements of § 65.70(b).

1. The graduation certificate should include a place for an authorized representative of the course operator to attest to (i.e., via signature) the successful completion of the course by the student to whom the graduation certificate is issued.

2. The graduation certificate is valid for 90 days (it can be revalidated for an additional 90 days). Therefore, the statement of graduation must include the date on which it was issued to the student.

(b) Revalidation Criteria. Section 65.70(b) allows an Aircraft Dispatcher Certification Course operator to revalidate a graduation certificate after 90 days, for an additional 90 days, if the course operator determines that the student remains proficient in the subject areas listed in part 65 appendix A. The application package should include the revalidation methods the course operator will use, such as a test. The methods utilized by the course operator must be comprehensive enough to allow the course operator to reasonably establish that the student has in fact remained proficient in all subject areas listed in part 65 appendix A.

(5) Criteria and Methods for Providing Student Credit for Previous Experience or Training. If a new course applicant or current course operator intends to provide its students with credit for previous experience or training as allowed by § 65.61(d), the application package should also include the proposed criteria for granting credit, along with method(s) of evaluating a student to determine if credit is warranted. The preferred method of including these criteria is to have them be part of the TCO. However, including the criteria as a separate item within the application package is also acceptable.

(6) Recordkeeping and Reporting Methods.

(a) The application package should contain a description of the recordkeeping system used to maintain student records in accordance with § 65.70. If a new course applicant or current course operator elects to use an electronic method of recordkeeping, the standards set forth in the current edition of AC 120-78 are applicable.

(b) The application package should contain a description of the method the new course applicant or current course operator intends to use to transmit the annual report required by § 65.70(a)(1) to the approving office no later than January 31 of each year.

d. Application for Approval of a Course Revision.

(1) Submit an Application for Approval of a Course Revision to the Approving Office. Aircraft Dispatcher Certification Course operators seeking approval of a revision to the TCO, facilities, or equipment must make a request in writing to the approving office in accordance with § 65.63(a) and (d). Proposed revisions of the course outline 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 § [65.67](#) are maintained and the course operator notifies the approving office in writing.

(2) Application and Approval Process Completion Time. The time it takes for the DCPM to review the course revision and coordinate approval with the approving office manager will vary depending upon the extent of the revision. Course operators should expect a revision processing time to be no less than 30 days.

(3) Contents of an Application Package for Approval of a Course Revision. An application package for approval of a course revision must include the following:

(a) A letter requesting approval of the course revision. The letter must include the following:

- The name of the course operator;
- The name(s), address, telephone number, and email address of the owner(s) of the course; and
- The revision number and the date on which the revision becomes effective.

(b) For a revision to the TCO, two copies of the revised TCO.

(c) For a revision that applies to the approved facility, a description of the changes in the facility, or if adding or removing a facility, the location of the new facility.

(d) For a revision that applies to the course equipment, a description of the changes to that equipment.

14. THE TCO. Section 65.61(b) requires an FAA-approved TCO to describe the major topics and subtopics of the course and provide the number of proposed hours for each topic and subtopic. In addition to these requirements, each TCO should include the following elements:

a. List of Effective Pages (LEP). Each TCO should include an LEP that reflects the current date and revision number of each page contained in the TCO.

b. Methods of Instruction. A TCO should include a description of the methods of instruction the course operator will use. Instructional methods include, but are not limited to:

- Lecture,
- Computer-based training,

- Discussion,
- Scenario-based, and
- Demonstration performance.

c. Student Evaluation Methods. The TCO should include a description of the course operator's student evaluation methods. The methods should provide an adequate means of assessing and documenting an individual's cognitive skills and overall comprehension of the instruction provided. The desired outcome is that each student will have a solid foundation of knowledge and understanding of the topic and subtopics required by part 65 appendix A. Examples of evaluation methods include, but are not limited to:

- Oral examination,
- Written examination,
- Airplane performance calculations,
- Manual flight planning scenarios, and
- Simulated briefing to the PIC.

d. Successful Completion Standards. The TCO should include minimum test score requirements and standards for overall course completion as well as standards for completion of individual assignments and scenarios.

e. A Listing of the Maximum Number of Credit Hours. Where providing course credit is concerned, a course operator's TCO should specify the maximum number of credit hours proposed for each topic and subtopic. This practice effectively identifies the minimum hours of instruction the course operator intends to provide on any given topic/subtopic, including any credit. It also helps to ensure continued compliance with § 65.61(b).

15. INSTRUCTORS. Section 65.67 requires an Aircraft Dispatcher Certification Course operator to have adequate qualified personnel. Well-qualified instructors and quality instruction are critical components of any course. Course operators should be aware that the FAA will conduct surveillance activities designed to monitor instructors to determine the adequacy and quality of instruction.

a. List of Qualified Instructors. In accordance with § 65.63(a)(4), a course operator must maintain a current list of qualified instructors, including résumés for each instructor. In accordance with the requirements of § 65.63(d), a course operator must notify the approving office in writing of any revision to the list of qualified instructors. The DCPM will establish the minimum notification time standards. The notification time will not normally exceed 14 calendar-days.

b. Regulatory Requirements for Instructors.

(1) At Least One Instructor Must Hold an Aircraft Dispatcher Certificate. In accordance with § 65.67(a)(1), each Aircraft Dispatcher Certification Course operator must have at least one instructor who holds an Aircraft Dispatcher Certificate and is available to coordinate all training course instruction.

(2) Student-to-Instructor Ratio. The ratio of students to instructors in a class may not exceed 25 to 1.

(3) Practical Dispatch Applications. The instructor who teaches the Practical Dispatch Applications area of part 65 appendix A must hold an Aircraft Dispatcher Certificate.

c. Knowledge of Training Policies. Instructors must know the course operator's training policies and procedures and how to complete required training forms.

d. Knowledge of Topics and Subtopics. Instructors must be knowledgeable in the specific topics and subtopics of instruction and must be able to present the material in a logical, clear, and organized manner.

e. Use of Courseware and Lesson Plans. In order to maintain consistency and standardization of instruction, instructors must use the course operator's courseware and follow the applicable lesson plans, guides, or other training aids. This will ensure that the material is properly presented as designed.

f. Instructors Who are Also DADEs. FAA policy related to DADEs generally prohibits a DADE who trains an applicant for an Aircraft Dispatcher Certificate from examining that applicant for the purposes of certification. However, this practice is permissible when specifically authorized by the DADE's managing specialist. The FAA will only authorize a DADE to test applicants instructed by the DADE if another instructor who holds an Aircraft Dispatcher Certificate administers the Practical Dispatch Applications area of knowledge training required by part 65 appendix A, section VIII (including all of the topics and subtopics contained therein) and is the recommending instructor (signs the Instructor's Recommendation block on FAA Form 8400-3, Application for Airman Certificate and/or Rating).

(1) A course operator that uses a DADE as an instructor will be required to have at least one additional instructor who holds an Aircraft Dispatcher Certificate any time the DADE instructs and examines the same applicant.

(2) An instructor who is also a DADE may not be the recommending instructor of an applicant to whom the DADE is administering the Aircraft Dispatcher Practical Test.

(3) An applicant seeking original FAA approval of a new Aircraft Dispatcher Certification Course may use a DADE as an instructor. However, a DADE who will also be in a position to administer the Aircraft Dispatcher Practical Test to graduates of the course will be required to wait at least 12 calendar-months after original approval of the course prior to the FAA authorizing that DADE to test the course graduates. Practical testing of applicants for FAA certification is the responsibility of the FAA; therefore, the FAA will determine whether or not there is a need to authorize a DADE in accordance with 14 CFR part [183](#) (as a representative of the Administrator) to test the graduates of the course. The 12-month waiting period will also serve as a demonstration phase for the course operator to show that it has the ability to administer the course in accordance with the requirements of part 65 subpart C. During this time period, successful graduates of the course will be tested by an ASI-AD or by a DADE that is not an instructor for or is otherwise affiliated with the course. After this initial operating period, the DCPM will review the observation data (PTRS records) along with the first annual report

submitted by the course operator in accordance with § 65.70. If the data shows that authorizing the course operator's instructor as a DADE who tests the graduates of the course is warranted, the FAA will grant the authorization via the DADE's letter of authority (LOA).

16. TRAINING FACILITIES. In accordance with § [65.65](#), each FAA-approved Aircraft Dispatcher Certification Course operator must have facilities, equipment, and materials adequate to provide each student the theoretical and practical aspects of aircraft dispatching. An Aircraft Dispatcher Certification Course training facility must be available for inspection by the Administrator at any time. In addition, each Aircraft Dispatcher Certification Course training facility, including all training rooms and spaces used, must:

- Be temperature controlled;
- Be lighted;
- Be ventilated;
- Be free from distraction; and
- Conform to all local building, sanitation, and health codes.

a. Adequate Facilities. Each course operator's training facilities should provide a safe and clean environment that is conducive to learning. Student access to emergency exits and adequate facilities for physiological needs is required at all times. If there is no cell phone access, the facility must have means to contact the appropriate personnel by telephone in case of an emergency. The FAA will determine the adequacy of a training facility based on the following parameters:

(1) Temperature Controlled. Each course operator's training facility, including training rooms and spaces, must be maintained at a comfortable temperature. This is typically within the range of 68 to 76 degrees Fahrenheit. This range comes from the Occupational Safety and Health Act of 1970 (OSH Act) recommended temperatures for the workplace. Temperature controls must not present a hazard and must provide heat for the entire room or training space (e.g., an old, small space heater in the corner of a large training room would not constitute adequate temperature control).

(2) Lighted. Each course operator's training facility, room, and/or space must have adequate lighting to provide each student with the proper lighting for viewing any written material and/or other training courseware.

(3) Ventilated. Each course operator's training facility, room, and/or space must have adequate ventilation that provides air circulation for students.

(4) Free From Distraction. Each course operator's training facility, room, and/or space should provide a clean and quiet environment that allows each student an unobstructed view of training presentations. Training facilities, rooms, and spaces should be conducive to a student's overall ability to concentrate. Each training facility, room, and/or space must be located so that the students in that facility are not distracted by the instruction conducted in other rooms.

(5) Conformance with Local Building, Sanitation, and Health Codes. It is a course operator's responsibility to ensure that the training facility conforms to all local building,

sanitation, and health codes. A course operator should be able to show proof of conformance with these codes when requested by the Administrator.

b. Adequate Workspace. Course operators must provide students with adequate workspace, equipment, and materials to complete intricate calculations related to aircraft performance and flight planning. The workspace must provide each student with enough room to properly use all necessary aeronautical charts and reference materials

c. Location of Approved Facility. An FAA-approved Aircraft Dispatcher Certification Course is subject to continual oversight by the FAA. Therefore, a course facility should normally be located within the area of responsibility of the FAA approving office. However, the FAA may find it acceptable for a facility to be geographically located outside of the approving office's area of responsibility, provided it does not impede the DCPM's or the office's overall ability to manage the course and conduct surveillance whenever necessary.

d. Approval to Conduct the Course at an Additional Facility. All facilities used by an Aircraft Dispatcher Certification Course operator are subject to the requirements of § 65.65 and the standards set forth in this AC. If a course operator desires to administer its approved course at a location other than its currently approved facility, the approving office will consider requests for approval of an additional training facility on a case-by-case basis.

(1) Facilities Located Outside of the Approving Office's Area of Responsibility. If a course operator desires approval of a facility that is geographically located outside of the area of responsibility of the approving office, whether or not the office grants approval of this nature will be contingent upon the ability of the office and the DCPM to manage the course and conduct surveillance whenever necessary.

(a) Surveillance Assistance. For a limited time, the approving office may be able to obtain surveillance assistance from another Flight Standards office in whose area the additional facility is located.

(b) Adequate Time for Coordination. FAA coordination for oversight and surveillance of a course while it is being conducted outside of the approving office's area of responsibility will require adequate lead time. When surveillance assistance is necessary, coordination requires communication between Flight Standards offices. Requests for surveillance assistance also involve coordinating work schedules. When the DCPM is able to conduct surveillance of the course at a location outside of the approving office's area, time is also needed to authorize and coordinate travel. A course operator who desires to operate the course at an additional facility located outside of the approving office's area of responsibility should notify the DCPM as soon as possible. The DCPM will ultimately inform the course operator of all coordination requirements, depending upon the situation.

(2) Request Approval for Course Revision to Add Facility. Course operators seeking FAA approval to conduct an existing course at an additional facility must submit a request in the form of a course revision, in accordance with § 65.63(d). When the conduct of the course at an additional facility is temporary in nature, the course operator will need to submit another revision removing the course facility after administering the course.

(3) A New Course Approval May be Required if the Location of the Facility, Impedes the Approving Office's Ability to Maintain Adequate Oversight. If the desired location for an additional course facility impedes the DCPM's ability to manage the course approval and conduct onsite inspections whenever necessary, the approving office has the right to deny approval of that facility. If this occurs, the course operator has the option of seeking a new course approval (original approval) to operate the course at the desired facility, from a Flight Standards office in whose area of responsibility the facility is located.

17. EQUIPMENT AND MATERIALS. The requirements for training facilities, as set forth in § 65.65, also require an FAA-approved Aircraft Dispatcher Certification Course to have equipment and materials that adequately provide each student the theoretical and practical aspects of aircraft dispatching.

a. Equipment. Any equipment used to deliver instruction must be kept in adequate working condition. Examples of instructional equipment include, but are not limited to:

- Audiovisual equipment, such as projectors, microphones, video screens;
- Computers used for computer-based training, including those used in Distance-Computer-Based Training (D-CBT);
- Manual air navigation or flight computers; or
- Protractors and course plotters.

b. Materials (Courseware). Each course operator must maintain its courseware and keep it current. Courseware revisions should be appropriately identified by revision number. Courseware itself is not subject to FAA approval; however, courseware must be generally acceptable to the FAA, and must not be contrary to Federal regulations. Courseware must be in the English language and primarily use the U.S. system of weights and measurements. All applicants for an Aircraft Dispatcher Certificate must be able to read, speak, write, and understand the English language in accordance with § 65.53(b)(2). Course operators should be aware that the DCPM will periodically review and evaluate courseware content to verify continued adequacy. If a DCPM determines courseware to be unacceptable, the DCPM will notify the course operator in writing, provide an explanation of deficiencies, and provide the operator with a reasonable amount of time to make corrections. This time period will typically be set at 30 calendar-days from the time the course operator is notified of the deficiencies. However, if the courseware presents information that is contrary to Federal regulations, it is appropriate for the DCPM to inform the course operator of the need to cease using the courseware immediately and make the necessary corrections prior to reuse. Courseware for an Aircraft Dispatcher Certification Course should contain the following:

- Lesson plans that flow in a logical sequence;
- Instructor guides;
- Audiovisual materials;
- Training manuals;
- Workbooks;
- Aeronautical charts;
- Airplane Flight Manuals (AFM);

- Operations specifications (OpSpec);
- General Operations Manual (GOM);
- Current [FAA-S-8081-10](#), Aircraft Dispatcher Practical Test Standards;
- Handouts; and
- Any other materials used to support the training curriculum.

18. GUIDELINES FOR GRANTING CREDIT FOR PREVIOUS EXPERIENCE OR TRAINING.

For the purpose of completing an FAA-approved Aircraft Dispatcher Certification Course, § 65.61(d) allows a student to substitute previous experience or training for a portion of the minimum 200 hours of training required by § 65.61(a)(2). The regulation states that 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. The number of hours of instruction should not be reduced through credit as a matter of convenience for the student or the course operator. Quality instruction that is comprehensive in nature ensures a solid foundation of knowledge and helps prepare a student for certification. Solid foundational knowledge is also critical to the performance of duties as an aircraft dispatcher. One of the most significant duties of an aircraft dispatcher is exercising responsibility for operational control, together with the PIC, of air carrier flights operated in accordance with part 121 domestic and flag rules. Although the amount of allowable credit is ultimately determined by the course operator, the following requirements and FAA-recommended guidelines apply:

a. Evaluation Criteria for Credit.

(1) Previous Experience. Criteria for credit based on previous experience must include documentary evidence of experience gained. Evaluation methods regarding credit based on previous experience should be designed to determine if the experience is actually comparable to portions of the approved curriculum.

(2) Previous Training. Criteria for credit for previous training should be based on training satisfactorily completed at an accredited university or college or at another FAA-approved Aircraft Dispatcher Certification Course. The FAA strongly recommends course operators require student transcripts from previous learning institutions as documentary evidence of previous training.

b. Providing Full Credit for a Particular Area or Topic is Not Recommended. The FAA does not recommend that a course operator provide full credit for a particular topic or subtopic, even if a student provides a valid transcript indicating successful completion of that topic from an accredited university or college or another FAA-approved Aircraft Dispatcher Certification Course, or can show substantial previous experience. Where previous experience is concerned, the amount of knowledge obtained this way is subjective in nature and could be difficult to measure for its comparability to portions of the approved TCO. Where previous training is concerned, the intent of part 65 appendix A is to allow flexibility for course operators to develop their own sequence of instruction and provide a certain number of hours for each area of instruction. While all of the material listed in the appendix must be taught, the course order is flexible and the operator may use an integrated training approach. This intent is explained in the

regulatory preamble to the 1999 Final Rule for part 65 subpart C, which is published in public docket number FAA-1998-4553. The byproduct of the flexibility provided in part 65 appendix A is that Aircraft Dispatcher Certification Courses vary in methodology, sequence, and the number of instructional hours provided for each area and topic. Therefore, a student transferring from one course to another, or seeking credit based on previous instruction in particular areas or topics, could have gaps in instruction resulting in critical portions of training being missed by the student. This could ultimately result in a less-knowledgeable aircraft dispatcher.

c. Credit Hours Should Not Exceed One Half of the Hours of Instruction Required by § 65.61(a)(2). As a baseline standard, the total number of instruction hours credited to a student should not exceed one half of those set forth in § 65.61(a)(2), which requires a minimum of 200 hours of instruction. This baseline takes into account any gaps in knowledge areas a student may have.

d. Credit Should Not be Given for Part 65 Appendix A, Section VIII or Any of the Topics Contained Therein. The Practical Dispatch Applications area of knowledge is critical and contains topics that are based on decision making skills, technique, and human factors. Instruction in this area could vary widely from course to course and previous experience in this area is subjective by nature. Therefore, no credit should be given to any student in this particular area of knowledge.

19. DISTANCE LEARNING. Distance learning is a non-regulatory term used by the FAA and the aviation industry. It has various meanings depending on context. Distance learning has been known by other terms such as e-learning, home study, self-guided training, virtual classroom, distributed training, computer-based training, web-based training, etc. As a matter of policy, the FAA has allowed distance learning to be used as an alternative method to classroom training, when appropriate. Any alternative method of training must provide the student with an equivalent or better level of knowledge than what would be gained through traditional classroom training administered by an appropriately qualified instructor.

a. The FAA's Description of Distance Learning. The FAA typically describes distance learning as learning that is accomplished by any training method not including an instructor and a gathering of trainees collocated in a traditional classroom.

b. Drawing a Distinction Within the Context of Aircraft Dispatcher Certification Courses. For the purposes of Aircraft Dispatcher Certification Courses, the FAA is drawing the following distinction:

(1) Self-Guided Distance Learning. Distance learning in the form of self-guided learning and/or home study completed by the student and accomplished through correspondence; versus

(2) Computer-Based Training. Instruction provided by the course operator as computer-based training delivered through an electronic Learning Management System (eLMS) outside of the classroom environment.

c. What Qualifies as an Alternative to Classroom Instruction for the Purposes of Compliance with the Requirements of Part 65 Subpart C.

(1) Computer-Based Training Qualifies. Instruction provided by the course operator as computer-based training delivered through eLMS, outside of the classroom environment, qualifies as instruction for the purposes of satisfying the requirements of part 65 subpart C.

(2) Self-Guided Distance Learning Does Not Qualify. Distance learning completed by the student in the form of self-guided and/or home study that is accomplished through correspondence does not qualify as instruction in accordance with the requirements of part 65 subpart C. The FAA does not believe that type of self-guided learning provides an equivalent or appropriate alternative to classroom instruction that is provided in person by an appropriately qualified instructor; particularly as a means to prepare a student for initial certification as an aircraft dispatcher. A course operator may only use this type of self-guided learning as a means to provide information that is outside of the requirements of part 65 subpart C. Additionally, a course operator should not provide a student with course credit, in accordance with § 65.61(d), for any previous training in Aircraft Dispatcher Certification Course subject matter, unless the training was provided by an instructor in a traditional classroom, or via computer-based training provided through an eLMS.

20. REGULATORY FOUNDATION FOR COMPUTER-BASED TRAINING. Part 65 subpart C requires a course operator to provide at least 200 hours of instruction in accordance with § 65.61(a)(2), have qualified instructors in accordance with § 65.67, and have training facilities that meet the requirements of § 65.65. The part 65 subpart C regulatory requirements assume that the 200 hours of instruction is administered by a qualified instructor in a classroom. However, the preamble to the part 65 final rule contained in public docket number FAA-1998-4553, dated December 8, 1999, states that the FAA used the words “a minimum of 200 hours of instruction” in the rule language to “clarify that a portion of those hours could include hours from computer-based training.” (In this context, the authors of the final rule used the word “instruction” and “training” synonymously). The portion of instruction that may be administered via computer-based training is described in subparagraph [21g](#).

21. STANDARDS FOR COMPUTER-BASED TRAINING PROVIDED OUTSIDE OF THE CLASSROOM ENVIRONMENT. For the purposes of this AC, the FAA is establishing the term Distance-Computer-Based Training (D-CBT) to describe instruction that is provided by the course operator as computer-based training delivered through an eLMS outside of a classroom environment.

a. Requires Specific Approval. A course operator who desires to use D-CBT as an alternative to classroom instruction must submit a request for approval that includes each intended curriculum topic, subtopic, and the associated training modules.

b. Will Not Normally be Approved During the Initial Application or Operation Phase. The approving office will not normally approve a course operator to use D-CBT as an alternative to classroom instruction until after the course has been in operation for 12 calendar-months. During this time period, the FAA will observe and evaluate the course as it is conducted in a classroom environment to determine its adequacy and effectivity. After this initial operating

period, the FAA will review its observation data along with the first annual report submitted by the course operator in accordance with § 65.70 and determine if approval of D-CBT as an alternative method of instruction is appropriate.

c. Provide Training Equivalent to What is Provided in the Classroom.

(1) D-CBT should contain identical or similar course material to what is presented in the classroom for the corresponding subject matter;

(2) D-CBT should include lessons on topics and subtopics that are of equal length to what is provided in the classroom, in accordance with the approved TCO; or

(3) D-CBT, when combined with classroom training on a particular topic or subtopic, must provide the total amount of instruction specified in the approved TCO.

d. Training Objectives and Performance Criteria. The D-CBT portion of the approved course should contain clearly defined training objectives and performance criteria.

(1) Objectives should include at least the following:

- Students are able to recall and recognize topics administered via D-CBT;
- Students are able to comprehend topics administered via D-CBT; and
- Students are able to apply the knowledge gained via D-CBT.

(2) Performance criteria should ensure students are able to demonstrate their ability to apply the knowledge gained via D-CBT.

e. Standards for an eLMS. For the purposes of this AC, an eLMS is a system that uses computer-based (e.g., web-based) technology for administering instruction, tracking student progress, and conducting student assessments. A course operator who desires to use D-CBT must have an eLMS along with sufficient procedures and technology to accomplish those tasks effectively and securely.

(1) **Identity Verification.** The eLMS must include controls that ensure that the student of record is the one completing the lessons. The system should have the ability to identify course participants at logon, during navigation of the lessons, and during course assessments (testing). An example of this kind of control would be software that requires a student to have a unique user name and password that is known only to the student.

(2) **Ensure Student Confidentiality.** There should be controls in place to ensure student confidentiality, including the protection of personally identifiable information (PII).

(3) **Knowledge Assessment.** The eLMS should include software that periodically assesses a student's knowledge. Knowledge assessments should include testing following the conclusion of a particular course topic, subtopic, or module. The testing should be designed to validate that training objectives have been met and that student has gained the required level of knowledge as outlined in the D-CBT and the course operator's performance criteria.

(4) Student Tracking and Recordkeeping.

(a) The eLMS must include a method of tracking and recording student participation and completion of the required number of hours for each topic or module.

(b) The eLMS must have a method of tracking and recording student scores on the tests administered within the D-CBT.

(5) **FAA Access.** A course operator must provide the DCPM with access to the eLMS. The course operator may provide this access on a read-only basis. The level of access provided to the DCPM must be sufficient to allow that individual to evaluate the eLMS and the D-CBT content for inspection purposes.

f. Course Operator Procedures for D-CBT.

(1) **Prequalifying Students.** Prior to allowing a student to complete a portion of the FAA-approved course via D-CBT, the course operator should have a method of verifying that the student has an adequate environment (quiet, free from distractions, and with enough space for the student to work with materials, such as aeronautical charts, needed to support the training) and the necessary computer equipment and skills to complete the D-CBT portion of the course.

(2) **Student Access to Instructors.** A course operator must provide the student with ready access to the appropriate instructor during normal business hours. The instructor must be available to respond to questions the student may have and to help resolve issues encountered during any portion of the D-CBT.

(3) **Post D-CBT Knowledge Assessment.** Following a student's completion of the portion of the Aircraft Dispatcher Certification Course delivered via D-CBT, the course operator should assess the student's knowledge through comprehensive testing designed to validate the knowledge the student has gained through D-CBT. The assessment should be conducted in person at the course operator's approved facility by an appropriately qualified instructor.

(4) **Analysis of Assessments and Test Scores.** A course operator should have a method of comparing the test scores of students who received D-CBT for a particular topic with the scores of students who received classroom training on the same topic. The method should include analysis to determine if either method of instruction contains shortcomings when compared to the other.

g. The Portion of Instruction That May be Administered via D-CBT.

(1) **Should Not Exceed 50 Percent of the Total FAA-Approved Hours of Instruction.** As a baseline standard, a course operator should not use D-CBT to administer more than 50 percent of the 200 hours instruction required by § 65.61(a). However, depending on the sophistication of the D-CBT, the eLMS, and the course operator's procedures, the approving office may determine whether this baseline could be increased or whether it needs to be decreased. At no time may a course operator use D-CBT to deliver all of the course material. The intent of part 65, stated in the 1999 preamble discussed in paragraph [20](#), is that D-CBT can be used to deliver a portion of the required instruction.

(2) Should Not be Used as the Sole Method of Instruction for a Particular Area of Knowledge. A course operator should not use D-CBT, as opposed to instructor-led classroom training, as the sole method to deliver instruction for a particular area of knowledge required by part 65 appendix A. The areas of knowledge in part 65 appendix A are represented by sections numbered I-VIII. Each area of knowledge contains numerous topics (also referred to as subjects in § 65.61(c)). A course operator may administer the majority of a particular topic (except those contained in part 65 appendix A, section VIII) via D-CBT, provided the course operator's eLMS and D-CBT procedures have significant evaluation criteria to ensure the student has a good understanding and can demonstrate having adequate knowledge in each topic.

(3) May Not be Used to Administer Instruction in the Area of Practical Dispatch Applications. The Practical Dispatch Applications area of knowledge contained in part 65 appendix A, section VIII is perhaps the most critical for aircraft dispatcher certification. It contains topics and subtopics that are based on decision making skills, technique, and human factors. Section 65.65(b) requires that this entire area of instruction be administered by an instructor who holds an Aircraft Dispatcher Certificate. Therefore, the FAA will not approve a course operator to use D-CBT to deliver any instruction in this area of knowledge. The Practical Dispatch Applications area of knowledge, including all topics and subtopics contained therein, must be administered by an instructor who holds an Aircraft Dispatcher Certificate and in a traditional classroom located at the course operator's FAA-approved training facility.

h. Documentation in Student Record. Section 65.70 requires an Aircraft Dispatcher Certification Course operator to maintain a record for each student that includes a chronological log of instructors and subjects (areas and topics) covered. In order to maintain compliance with § 65.70(a), course operators must list a responsible instructor for each subject administered via D-CBT. Course operators should also clearly document the subjects that were administered via D-CBT. A course operator's eLMS should have a method of student record keeping. However, it is also acceptable for a course operator to retain student records in traditional paper format, provided all of the required information from the D-CBT can be extracted. If student records are to be retained electronically through an eLMS or other electronic system, the electronic records are subject to the standards for electronic records set forth in the current edition of AC 120-78.

i. D-CBT Application Requirements. A course operator who desires to use D-CBT as a method of instruction must submit the following information as part of the application package.

(1) A TCO Depicting Each Topic and Subtopic to be Administered via D-CBT. The course operator must specify in the TCO which topics and subtopics will be delivered via D-CBT, along with the maximum number of instruction hours proposed for each.

(2) Training Objectives and Performance Criteria. The course operator must include the training objectives and performance criteria associated with D-CBT.

(3) Evaluation Methods. A course operator must include a description of its methods for evaluating students and validating that each student has met the training and performance objectives for each topic and subtopic administered via D-CBT.

(4) A Detailed Description of eLMS. The course operator must include a detailed description of the eLMS it intends to use. The description should address the standards described in subparagraph [21e](#).

(5) The Procedures Associated with D-CBT. The course operator must include, in the application, the procedures to be used in association with D-CBT. The procedures must address the items described in subparagraph [21f](#).

22. AIRCRAFT DISPATCHER CERTIFICATION COURSES EMBEDDED IN COLLEGIATE PROGRAMS. Colleges and universities that desire to include an FAA-approved Aircraft Dispatcher Certification Course as part of an academic program must comply with all of the requirements of part 65 subpart C and appendix A, and are expected to conform to the standards contained in this AC. As far as FAA approval is concerned, each Aircraft Dispatcher Certification Course is treated as a separate entity, regardless of whether it is embedded in a collegiate program or is operated as a stand-alone course.

a. FAA Emphasis Items. Aircraft Dispatcher Certification Course operators should be aware that the FAA will pay particular attention to a collegiate program's ability to adhere to the requirements for facilities (§ 65.65), appropriately certificated instructors (§ 65.67), and student-to-instructor ratio (§ 65.67(a)(2)). Challenges to these requirements could occur when part 65 appendix A subjects (e.g., meteorology, aircraft performance, air traffic control, etc.) are also part of other aviation-related curricula that are not subject to the requirements of part 65.

b. Instruction Requirements. All instruction that is part of an Aircraft Dispatcher Certification Course, including one embedded in a collegiate program, must be administered in accordance with part 65 subpart C and appendix A. Any instruction administered contrary to these requirements does not qualify towards the minimum hours of instruction required by § 65.61(a)(2).

(1) Collegiate Instruction That May be Included in the Minimum Hours Required by § 65.61(a)(2). Any instruction in the areas, topics, and subtopics required by part 65 appendix A that is administered in accordance with the requirements of part 65 subpart C, including the student-to-instructor ratio of no more than 25 to 1, may be included in the minimum hours of instruction required by § 65.61(a)(2).

(2) Collegiate Instruction That May Not be Included in the Minimum Hours, but May be Considered for Credit as Previous Training in Accordance with § 65.61(d). Instruction provided in a collegiate program that contains some or all of the required topics and subtopics of part 65 appendix A, but does not meet all of the requirements of part 65 subpart C, may not be included in or counted toward the 200 minimum hours of instruction required by § 65.61(a)(2). However, an Aircraft Dispatcher Certification Course operator may grant a student some credit for successfully completed aviation collegiate program courses that include the topics and subtopics required by part 65 appendix A.

23. COURSE OPERATOR RECORDKEEPING REQUIREMENT. Each Aircraft Dispatcher Certification Course operator is required to maintain compliance with the recordkeeping requirements of § 65.70. If a course operator elects to maintain student records in an electronic format, the standards for electronic recordkeeping as set forth in the current edition of AC 120-78 are directly applicable.

a. Student Records. An Aircraft Dispatcher Certification Course operator must maintain a record for each student.

(1) Chronological Log. Each student record must contain a chronological log of all instructors, subjects covered, course examinations, and results. The chronological log applies to subjects covered through D-CBT, and should specify which subjects (e.g., topics, subtopics, modules) were administered via D-CBT.

(2) Documentation of Student Credit. Course operators who provide student credit for previous experience or training in accordance with § 65.61(d) must clearly and thoroughly document the following:

- (a)** The total number of hours of credit provided to the student.
- (b)** The number of hours credited for each comparable portion of the approved course (area, topic, and/or subtopic).
- (c)** The basis for any credit provided. This should include any results of evaluations used to determine the amount of credit.

(3) Record Retention. The course operator must retain each student record for at least 3 years after the student's graduation from the course.

b. Annual Report. The course operator must prepare an annual report for its records and for transmission to the approving office. The course operator must transmit the annual report no later than January 31 of each year. Each annual report must contain the following information from the previous year:

- The names of all students who graduated, together with the results of their Aircraft Dispatcher Certification Courses; and
- The names of all of the students who failed or withdrew, together with the results of their Aircraft Dispatcher Certification Courses or the reasons for their withdrawal.

24. FAA APPROVAL.

a. Original Approval. When the FAA finds a course operator's application to be acceptable, the FAA will grant approval of an Aircraft Dispatcher Certification Course in writing. Application requirements for original approval are set forth in § 65.63a and described in subparagraphs [13a](#) and [c](#). The approving office will approve and sign the TCO LEP and attach it to the approval letter. A course operator must retain each approval letter until it expires, is withdrawn, or is otherwise cancelled or superseded. Course operators must make the approval letter available to the Administrator upon request. FAA approval of an Aircraft Dispatcher

Certification Course expires on the last day of the 24th month from the month the approval was issued.

b. Renewal of Approval. In accordance with § 65.63(c), an Aircraft Dispatcher Certification Course operator must submit an application for course renewal within 30 days preceding the month the approval expires. The application for renewal must meet all of the requirements of original approval in accordance with § 65.63(a). Application requirements for renewal of approval are further outlined in subparagraphs [13b](#) and [c](#). The FAA will renew a course approval in writing. The approving office will approve and sign the TCO LEP and attach it to the approval letter, in the same manner as an original approval. Accordingly, a course operator must retain the approval letter until it expires, is withdrawn, or is otherwise cancelled or superseded, and make it available to the Administrator upon request. A renewed FAA approval of an Aircraft Dispatcher Certification Course expires on the last day of the 24th month from the month the renewal of approval was issued. The FAA will renew its approval of an Aircraft Dispatcher Certification Course provided the course operator meets the following requirements:

(1) Meets Minimum Student Passing Requirements. The FAA will require documentary evidence indicating that at least 80 percent of the graduates of the course who applied for and took the practical test required by § 65.59 passed the test on their first attempt.

(2) Continues to Meet Requirements For Approval. The FAA will only renew approval of a course if that course continues to meet all of the requirements for course approval.

(3) The FAA Will Not Renew Approval if the Course Operator Fails to Apply for Renewal. Failure by the course operator to submit an application for renewal in accordance with the requirements of § 65.63, will result in expiration of the course approval on the last day of the 24th month from the month the approval was issued.

(4) Inactive Course Operators. If a course operator remains inactive (has no students and conducts no classes) throughout a particular approval cycle, which is 24 months, the DCPM will likely conduct whatever inspections are necessary to ensure the course is maintaining compliance with the requirements of part 65 subpart C. DCPMs will pay particular attention to whether or not the course operator is continuing to maintain the approved training facilities, equipment, and course outline, as well as the personnel requirements of § 65.67. Failure to meet and maintain these requirements may be grounds for the FAA to deny renewing the approval.

c. Approval of a Course Revision. The FAA will approve a course revision in accordance with § 65.63(d). Application for approval of a course revision are outlined in subparagraph [13d](#). The FAA will grant approval of a course revision in writing. Approval of a course revision is considered to be an addendum to the current course approval. Course operators must retain the revision approval as part of the overall course approval until such a time as it is superseded by another revision, the course approval expires, or it is otherwise withdrawn or cancelled. Course operators must make revision approval letters available to the Administrator upon request.

25. DENIAL OF APPROVAL. The FAA will deny approval of any application for original approval, renewal of approval, or approval of a revision of an Aircraft Dispatcher Certification Course upon the determination that the application is incomplete, insufficient, and/or fails to

meet the requirements of part 65 subpart C and/or appendix A. Approval will also be denied when the FAA has documented evidence that a course fails to comply with regulatory requirements. The FAA's process for denying approval is described in detail in FAA Order 8900.1, [Volume 3, Chapter 63, Section 3](#), Course Approval and Management, paragraph 3-5042, Deny Approval. The process generally includes providing the applicant with an opportunity to take corrective action before making a final determination to deny approval.

26. TRANSFER OF APPROVAL. Course operators should be aware that the approving office has the ability to transfer a course approval if the office manager determines it is necessary. Transferring approval could be necessary in circumstances such as the loss of inspector resources, closing or relocation of the approving office, or relocation of the course itself. It is the FAA's intention that the transferring of a course approval from one office to another does not negatively impact the course operator. In the case of a transfer, the FAA will make every effort to ensure that the transfer process is as seamless as possible.

27. COURSE OPERATOR INITIATED CANCELLATION OF APPROVAL. An FAA-approved Aircraft Dispatcher Certification Course operator may request cancellation of its course approval at any time. The request must be made in writing to the approving office. Upon request by the course operator, the FAA will immediately cancel approval. Once FAA approval has been cancelled, the course operator must cease all course activity. The operator must also forward any records to the FAA as requested by the Administrator.

28. WITHDRAWAL OF FAA APPROVAL. In accordance with § 65.63(c), failure by a course operator to continue to meet the requirements of part 65 subpart C for the approval or operation of an FAA-approved Aircraft Dispatcher Certification Course is grounds for the FAA to withdraw approval of the course. In addition, actions by a course operator that are contrary to § [65.18](#) or § [65.20](#) are also grounds to withdraw approval. The FAA's process for withdrawing approval of an Aircraft Dispatcher Certification Course is outlined in Order 8900.1, Volume 3, Chapter 63, Section 3, paragraph 3-5044, Withdraw FAA Approval. In general, the FAA will not withdraw approval until:

- There is sufficient documentary evidence of failure by the course operator to meet regulatory requirements;
- Attempts are made to resolve the issues; and
- The course operator is given notice and an opportunity to take corrective action.

29. CHANGE IN OWNERSHIP, NAME, OR LOCATION.

a. Change in Ownership. If any change in ownership of an Aircraft Dispatcher Certification Course occurs, continued FAA approval of the course is contingent upon the following:

(1) Within 10 days after the date that any change in ownership occurs, the course operator must apply for an appropriate amendment to the original approval or renewal that was based on the previous owner.

(2) There is no change in facilities, personnel, or content of the approved Aircraft Dispatcher Certification Course that is involved.

(3) A course operator seeking an amendment to the original approval or renewal of a course due to a change in ownership will make an application in writing to the approving office and provide the name, address, telephone number, and email address of the new owner of the course. The FAA will not grant an amendment to an existing course approval based on a change in ownership unless the course operator meets the requirements of subparagraphs (1) and (2) above and continues to meet all of the requirements of part 65 subpart C and appendix A.

b. Change in Name or Location. If an Aircraft Dispatcher Certification Course operator changes its name or location, continued FAA approval is contingent upon the course operator notifying the approving office in writing within 10 days after the date of the change. If the course operator moves its location beyond the area of responsibility of the approving office, the office does have the option to transfer the course approval to another Flight Standards office. Transferring approval could be necessary if the geographic proximity of the new course location in any way impedes the ability of the approving office to effectively manage the course and conduct surveillance whenever necessary.

30. QUESTIONS ABOUT THIS AC. If you have questions about the material in this AC or would like to provide feedback, you may contact the Air Transportation Division (AFS-200) at 800 Independence Ave. SW, FOB 10A, Room 831, Washington, DC 20591; or by phone at 202-267-8166. For your convenience, the Advisory Circular Feedback Form is the last page of this AC.

31. REGULATORY REFERENCES. Title 14 CFR part [65](#) subpart [A](#), subpart [C](#), and appendix [A](#).

32. RELATED READING MATERIAL (current editions).

a. FAA Resources. Policy regarding the necessary FAA resources to approve, renew, or conduct oversight of an FAA-approved Aircraft Dispatcher Certification Course is contained in Order 8900.1, [Volume 3, Chapter 63, Section 2](#).

b. Approval, Renewal, and Oversight of Aircraft Dispatcher Certification Courses. Policy specific to approval, renewal, and oversight of part 65 Aircraft Dispatcher Certification Courses is contained in Order 8900.1, [Volume 3, Chapter 63, Section 3](#).

c. Certification of Aircraft Dispatchers. Guidance specific to the certification of aircraft dispatchers is contained in Order 8900.1, [Volume 5, Chapter 5, Section 10](#).

d. Designated Aircraft Dispatcher Examiners (DADE). Policy specific to managing DADEs and the duties and responsibilities of DADEs is contained in Order 8900.1, Volume 13, Chapter 3, Designated Aircraft Dispatcher Examiner.

e. English Language Requirements. The current edition of AC [60-28](#) contains requirements and guidelines related to English language skills for aircraft dispatchers certificated under part 65.

f. Flight Standards Service Schedule of Charges Outside the United States. The current edition of AC [187-1](#), Flight Standards Service Schedule of Charges Outside the United States, contains a schedule of fees that includes charges for FAA services related to the certification of aircraft dispatchers.

Advisory Circular Feedback Form

If you find an error in this AC, have recommendations for improving it, or have suggestions for new items/subjects to be added, you may let us know by contacting the Air Transportation Division (AFS-200) at 9-AWA-AVS-AFS-200-Air-Transportation-Division@faa.gov or the Flight Standards Directives Management Officer at 9-AWA-AFS-140-Directives@faa.gov.

Subject: AC 65-34, FAA-Approved Aircraft Dispatcher Certification Courses

Date: _____

Please check all appropriate line items:

An error (procedural or typographical) has been noted in paragraph _____
on page _____.

Recommend paragraph _____ on page _____ be changed as follows:

In a future change to this AC, please cover the following subject:
(Briefly describe what you want added.)

Other comments:

I would like to discuss the above. Please contact me.

Submitted by: _____

Date: _____