

KINGDOM OF BAHRAIN
Ministry of Transportation
and Telecommunications



مَمْلَكَة البَحْرَيْن
وَأَزَارَةُ الْمَوَاصِلَاتِ وَالْإِتِّصَالَاتِ

CIVIL AVIATION PUBLICATION

CAP 26

FLIGHT DISPATCHER

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CAP 26

FLIGHT DISPATCHER

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Bahrain CAA Publication Revisions Highlight Sheet

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TPM: _____

The following pages have been amended to Revision 02 dated 24 May 2022.

Item	Paragraph number	Page(s)	Reason
1.	--	ALL	Reflects current revision status and date. Global change from CAA to BCAA. Spelling and sentence corrections.
2.	5.1	5	Note added to clarify the preparation of training document.
3.	5.3	6	Amended to mandate the flight checks.
4.	6.1	6	Amendment to check-dispatcher requirement.
5.	7.3	8	Amended to add document required to be supplied to the candidate.
6.	Appendix 3	APP 3-1 to APP 3-2	Title change. Amendment to contents of the manual. Note added to clarify the preparation of training document.



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1. INTRODUCTION

1.1 Intent

This Civil Aviation Publication (CAP) provides information and CAA policy regarding Flight Dispatcher's applicable regulations, licence, training and qualification requirements.

Note: The term Flight Operations Officer, as used in ICAO Annexes, means Flight Dispatcher.

1.2 Applicability

This guidance and policy material applies to all Bahraini operators and holders of flight dispatcher licences. This CAP will also apply to applicants who hold foreign licence seeking reciprocal recognition.

1.3 References

This CAP should be read in conjunction with the following documents used as reference material.

- (a) ICAO Annex 6- Operations of Aircraft, Parts I & III - International Commercial Air Transport
- (b) ICAO Doc. 7912-AN/857;
- (c) ANTR-OPS 1.207/3.207;
- (d) ANTR Part II, Chapter 4 (Licensing).

1.4 Background and Objectives

A Flight Dispatcher is normally employed to provide supervision of flight and act as a close link between aircraft in flight and the ground services and also between the aircrew and the operator's ground staff. The ANTR-OPS 1 and 3, Subpart D require that operators only assign or use authorised and licensed Flight Dispatchers to exercise operational control over its flight.

To fulfil these requirements, operators (and training organisation's) Flight Dispatcher training and qualification programmes for the issuance of Flight Dispatcher licence must be approved by the CAA in accordance with this CAP. ANTR Part II, Chapter 4 also contains the requirements in respect of knowledge, experience, skill and age limits for the licensing of flight dispatcher.

2. FLIGHT DISPATCHER DUTIES AND RESPONSIBILITIES

In accordance with ANTR-OPS 1.207/3.207;



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- (a) A flight dispatcher in conjunction with a method of control and supervision of flight operations shall:
- (1) assist the pilot-in-command in flight preparation and provide the relevant information;
 - (2) assist the pilot-in-command in preparing the operational and ATS flight plans, sign when applicable and file the ATS flight plan with the appropriate ATS unit; and
 - (3) furnish the pilot-in-command while in flight, by appropriate means, with information which may be necessary for the safe conduct of the flight.

- (b) A flight dispatcher shall not be assigned to duty unless that person has:

- (1) satisfactorily completed an operator-specific training course that addresses all the specific components of its approved method of control and supervision of flight operations;
- (2) made, within the preceding 12 months, at least a one way qualification flight in the flight crew compartment of an aeroplane over any area for which that individual is authorised to exercise flight supervision. The flight should include landings at as many aerodromes as practicable;

Note: For the purpose of the qualification flight, the flight dispatcher must be able to monitor the flight crew intercommunication system and radio communications, and be able to observe the actions of the flight crew.

- (3) demonstrated to the operator a knowledge of:
 - (i) the contents of the operations manual;
 - (ii) the radio equipment in the aeroplanes used; and
 - (iii) the navigation equipment in the aeroplanes used;
- (4) demonstrated to the operator a knowledge of the following details concerning operations for which the officer is responsible and areas in which that individual is authorised to exercise flight supervision:
 - (i) the seasonal meteorological conditions and the sources of meteorological information;
 - (ii) the effects of meteorological conditions on radio reception in the aeroplanes used;
 - (iii) the peculiarities and limitations of each navigation system which is used by the operation; and
 - (iv) the aeroplane loading instructions;



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- (5) demonstrated to the operator knowledge and skills related to human performance relevant to dispatch duties; and
 - (6) demonstrated to the operator the ability to perform the duties specified in ANTR OPS 1.195.
 - (7) maintained complete familiarization with all features of the operation which are pertinent to such duties, including knowledge and skills related to human performance.
- (c) A flight operations officer/flight dispatcher should not be assigned to duty after 12 consecutive months of absence from such duty, unless the provisions of ANTR Part II, Chapter 5 are met.
- (d) Each training organisation and operator must obtain BCAA approval for Flight Dispatcher training and qualification programmes.
- (e) A person shall not act as a Flight Dispatcher without a valid and appropriate Bahraini licence/validation issued by BCAA. Licence holders cannot exercise the privileges of their licence if that licence has not been renewed prior to the expiry date.

3. LICENSING

An application is made using form ALD/LIC/F055. A Bahraini Flight Dispatch licence is issued only to persons who are employed by an operator which operates Bahraini registered aircraft; provided

- (a) The applicant has successfully completed a course of approved training (initial) and passed the appropriate knowledge and practical tests conducted by BCAA or a BCAA approved organisation; or
- (b) The applicant has successfully completed a course of approved training (abridged/refreshers) and passed the appropriate competency check. This is applicable only to applicant who meets the experience requirements as stated in ANTR Part II, Chapter 4; or
- (c) The applicant holds an acceptable valid foreign licence for which reciprocal recognition applies and has passed the required examination.

Note: A licence shall only be issued when the conditions of CAP 09 – Personnel Licensing are met.

4. DISPATCH MANUAL

Under ANTR OPS 1.195(b) states that responsibility for operational control shall be delegated only to a flight dispatcher if an operator's approved method of control and supervision of flight operations requires the use of flight dispatcher personnel. The organisation and methods established to exercise operational control shall be included in the operations manual and must cover at least a description of responsibilities concerning the initiation, continuation, termination or diversion of each flight.



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For large operations, the approved method of control and supervision must be contained in a dedicated Dispatch Manual.

Note: The contents of a Dispatch Manual are shown at Appendix 3.

5. TRAINING

5.1 Categories of Training

The categories of training applicable to Flight Dispatchers are as follows:

- (a) Initial training
- (b) Recurrent training.
- (c) Re-qualification training.
- (d) Transition training.
- (e) Differences training

The factors which determine the appropriate category of training are the candidate's previous experience with the operator and the candidate's current qualification status in relation to the specific aircraft. The following are therefore a guideline on the category of training applicable.

- (a) Initial Training.

Training required on candidates who do not have previous Flight Dispatch experience, for the issuance of a Flight Dispatch's licence. This training is sometime known as Flight Dispatcher certification course.

- (b) Recurrent Training.

Training required for licensed Flight Dispatcher who have been trained and qualified and who must receive recurrent training and a competency check within the appropriate eligibility period to maintain currency. The area of emphasis in recurrent training is on aircraft dispatcher duties.

- (c) Re-qualification Training.

Training required for licensed Flight Dispatchers who have been trained and qualified and who must receive recurrent training and a competency check within the appropriate eligibility period to maintain currency. The area of emphasis in recurrent training is on aircraft dispatcher duties and some initial training subjects. Recurrent training should be a complete cycle covering all of the initial subjects over a period of three years.



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(d) Transition training.

Training required for qualifying licensed Flight Dispatchers who are qualified and currently serving in the same capacity on another airplane of the same group.

(e) Differences training.

Training required allowing licensed Flight Dispatchers to serve in the same capacity on another variation of that airplane.

Note: The dispatcher training may form part of either the operator's Dispatcher Training Manual or the Operations Manual – Training Section (Eg. OM-D) and either way, it shall be cross referred on each such manual.

5.2 Initial Ground Training Curriculum

The initial ground training curriculum for Flight Dispatchers is listed in Appendix 1. It is recommended that the training be divided into two phases namely phase one (Basic) and phase two (Advance).

The initial Flight Dispatcher training must consist of a minimum of 260 hours of instruction. Additional subjects may also be included, however the hours proposed for any subject must be in addition to the minimum of 260 hours.

A candidate may substitute previous experience or training for a portion of the minimum 260 hours of training. In this case the training organisation determines the number of hours of credit he or she requires. The credit given, including the total hours and the basis for it, must be recorded in the student's record.

The applicant to conduct initial training approval must have facilities, equipment and material to provide each student the theoretical and practical aspects of aircraft dispatching. Each room, training booth or other space used for instruction must be temperature controlled, lighted and ventilated to conform to local building, sanitation and health codes. In addition, the training facility must be so located that the students are not distracted by the instruction conducted in other room.

The training organisation of the Flight Dispatcher initial training must maintain a record for each student, including a chronological log of all instructors; subjects covered and course examination and result. The record must be retained for a minimum of 3 years after graduation.

5.3 Recurrent training

Flight Dispatchers shall undergo recurrent training every 12 calendar months. Recurrent training is to be conducted by the respective operator or by an approved training organisation and must ensure that each Flight Dispatcher is adequately trained and currently proficient with the type airplane including differences training if applicable. The recurrent training for Flight Dispatchers must include at least the following;

- (a) Question and answer or other review to determine the state of the Flight Dispatcher's knowledge with respect to the aircraft.



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- (b) Instruction as necessary in the subjects required for initial ground training.
- (c) The recurrent ground training must also consist of at least 10 programmed hours

Within the preceding 12 months, a Flight Dispatcher is given at least a one way qualification flight on the flight deck of an aeroplane over any area in which that individual is authorised to exercise flight supervision. The flight should include landings at as many aerodromes as practicable.

Note: Refer to Appendix 2 - Recurrent Dispatcher Course – Training Syllabus

5.4 Other Ground Training

Operators and training organisation are to submit to BCAA for approval the proposed curriculum for training involving re-qualification, transition and differences. Once approved, the curriculum has to be incorporated in the operator's training manual.

6. COMPETENCY CHECKS

6.1 General

Aircraft dispatchers are required to demonstrate both knowledge and ability to a Check Dispatcher during a competency check. A Check Dispatcher is defined as any person that the operator has designated to conduct the competency check who is a qualified dispatcher for the aircraft and geographic areas that the candidate is being checked. A Check Dispatcher does not necessarily have to be a person with a management title. A ground school instructor may be authorised to conduct a competency check. The instructor must, however, be currently qualified as an aircraft dispatcher for the operator. During the competency check, the candidate only has to demonstrate knowledge and ability concerning those aircraft and geographic areas for which the candidate is qualified.

The competency check must be a comprehensive evaluation in which the Check Dispatcher observes all aspects of the dispatch function. A portion of the competency check must consist of the aircraft dispatcher candidate releasing actual flights.

6.2 Competency Checks for Each Category of Training

- (a) After Initial Training.

Aircraft dispatcher first competency check after initial training should include all of the types of aircraft the aircraft dispatcher will be qualified to dispatch. Operators must make sure that this competency check is comprehensive enough to allow the aircraft dispatcher to adequately demonstrate knowledge and ability in normal and abnormal situations.

- (b) After Recurrent and Re-qualification Training.

Aircraft dispatcher recurrent and re-qualification competency checks must encompass a representative sample of aircraft and routes for which the aircraft dispatcher maintains current qualification.



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7. GROUND EXAMINATION AND TEST

7.1 General

An applicant, who does not already hold a foreign Flight Dispatch Licence, shall be required for the initial issue of a Bahraini Flight Dispatch's licence to pass the following examination and test;

- (a) Written knowledge ground examination.
- (b) Oral and Practical examination based on the BCAA Practical test standards.

The applicant must pass applicable written knowledge examination conducted by BCAA or approved training organisation prior to attempting the oral and practical test examination. To register for the examination, the applicants must present documentary evidence satisfactory to the Aviation Licensing & Permits Section that the applicant has successfully completed an approved aircraft dispatch initial training.

7.2 Written Knowledge Ground Examination

- (a) Examination validity.

Written knowledge ground examination result for the issuance of a Flight Dispatcher's licence shall be valid for 6 months from the date of the examination. Candidates must also schedule for the applicable oral and practical test within 3 months of the ground examination date.

- (b) Failure

Applicants who fail the ground examination may sit the examination again after 2 working days provided the applicant has received further instruction. In the application for the first re-sit, a letter from an approved dispatch training provider stating that the candidate is prepared is also required. Applicants who fail more than twice must wait a minimum of 30 days after the last failure (maximum of 90 days) before becoming eligible to re-sit for the exam.

7.3 Practical Test Standard

- (a) General.

An applicant for an oral and practical examination is required to have passed the appropriate ground knowledge examination. The applicant is also required to have successfully completed the operator's approved initial training course within the past 3 months.

- (b) Required material for the test.



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The Flight Dispatch examiner is responsible for supplying weather data for the test when current weather information is not available. Materials to be supplied by the applicant are;

- (1) Company aircraft operating manual and/or flight manual and other paper or digital information used for performance and loading calculations
 - (2) General operations manual and operations specification.
 - (3) Enroute low/high altitude chart
 - (4) Standard instrument departure
 - (5) Standard instrument arrival routes
 - (6) Standard instrument approach procedures chart
 - (7) Flight plan form.
 - (8) Load manifest form
 - (9) Dispatch release form.
 - (10) Airman and international information manuals.
 - (11) Computer and plotter.
- (c) Test areas.

Applicant must demonstrate competency in the following area of operations.

- (1) Dispatch exercise (Flight Planning)
- (2) Aircraft
- (3) Air routes and airports
- (4) Operations manual
- (5) Dispatch and operation control
- (6) Emergency procedures

7.4 Designated Examiner

BCAA may designate persons to act as a representative of BCAA in conducting the practical test. The appointment is effective for 3 years and may be renewed for additional periods.



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A Designated Flight Dispatch Examiner must use an approved practical test standard handbook when conducting a test. This handbook provides guidance to the examiner on the area of operations and tasks that the candidate must be tested upon.



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APPENDIX 1

PHASES

PHASE ONE – BASIC KNOWLEDGE

Subject Matter	Recommended Duration (hours)		Degree of Expertise
	Trainees without previous aviation experience	Trainees with previous aviation experience	
Civil Air Law and Regulations	30	18	
Certification of Operators			2
The Convention on International Civil Aviation (The Chicago Convention)			2
International air transport issues addressed by the Chicago Convention			2
The International Civil Aviation Organization (ICAO)			2
Responsibility for aircraft airworthiness			3
Regulatory provisions of the flight manual			3
The aircraft minimum equipment list (MEL)			3
The operations manual			3
Aviation Indoctrination	12	6	
Regulatory			3
Aviation terminology and terms of reference			3
Theory of flight and flight operations			2
Aircraft propulsion systems			2
Aircraft systems			2
Aircraft Mass (weight) and Performance	27	15	
Basic principles for flight safety			3
Basic mass (weight) and speed limitations			3
Take-off runway requirements			3
Climb performance requirements			3
Landing runway requirements			3
Buffet boundary speed limitations			3
Navigation	24	12	
Position and distance; time			3
True, magnetic and compass direction; gyro heading reference and grid direction			2
Introduction to chart projections: The gnomonic projection; the Mercator projection; great circles on Mercator charts; other cylindrical projections; Lambert conformal conic projection; the polar stereographic projection			2
ICAO chart requirements			3



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Charts used by a typical operator			3
Measurement of airspeeds; track and ground speed			3
Use of slide-rules, computers and scientific calculators			3
Measurement of aircraft altitude			3
Point of no return; critical point; general determination of aircraft position			3
Introduction to radio navigation; ground-based radar and direction-finding stations; relative bearings; VOR/DME - type radio navigation; instrument landing systems			2
Navigation procedures			3
ICAO CNS/ATM systems (an overview)			1
Air Traffic Management	39	21	
Introduction to air traffic management			2
Controlled airspace			3
Flight rules			3
ATC clearance; ATC requirements for flight plans; aircraft reports			3
Flight information service (FIS)			3
Alerting service and search and rescue			3
Communications services (mobile, fixed)			3
Aeronautical information service (AIS)			3
Aerodrome and airport services			3
Meteorology	42	21	
Atmosphere; atmospheric temperature and humidity			2
Atmospheric pressure; pressure-wind relationships			2
Winds near the Earth's surface; wind in the free atmosphere; turbulence			3
Vertical motion in the atmosphere; formation of clouds and precipitation			2
Thunderstorms; aircraft icing			3
Visibility and RVR; volcanic ash			3
Surface observations; upper-air observations; station model			3
Air masses and fronts; frontal depressions			2
Weather at fronts and other parts of the frontal depression; other types of pressure systems			2
General climatology; weather in the tropics			1
Aeronautical meteorological reports; analysis of surface and upper-air charts			3
Prognostic charts; aeronautical forecasts			3



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Meteorological service for international air navigation on			4
Field trip to local meteorological office			2
Mass (weight) and balance control	27	15	
Introduction to mass and balance			3
Load planning			3
Calculation of payload and loadsheet preparation			3
Aircraft balance and longitudinal stability			3
Moments and balance			3
The structural aspects of aircraft loading			3
Dangerous goods and other special cargo			3
Issuing loading instructions			3
Transport of Dangerous Goods by Air	9	9	
Introduction			
Dangerous goods, emergency and abnormal situations			3
Source documents			3
Responsibilities			3
Emergency procedures			3
Flight Planning	18	9	
Introduction to flight planning			2
Turbo-jet aircraft cruise control methods			3
Flight planning charts and tables for turbo-jet aircraft			3
Calculation of flight time and minimum fuel for turbo-jet aircraft			3
Route selection			3
Flight planning situations			3
Re-clearance			3
The final phases			3
Documents to be carried on flights			3
Flight planning exercises			3
Threats and hijacking			3
ETOPS			2
Flight Monitoring	16	16	
Position of aircraft			3
Effects of ATC reroutes			3
Flight equipment failures			3
En-route weather changes			3
Emergency situations			3
Flight monitoring resources			3
Position reports			3
Ground resource availability			3
Communications - Radio	18	6	
International aeronautical telecommunications service			2



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Elementary radio theory			2
Aeronautical fixed service			2
Aeronautical mobile service			2
Radio navigation service			2
Automated aeronautical service			2
Human Factors	15	15	
The meaning of Human Factors			3
Dispatch resource management (DRM)			4
Awareness			3
Practice and feedback			3
Reinforcement			3
Security (emergencies and abnormal situations)	8	6	
Familiarity			3
Security measures taken by airlines			3
Procedures for handling threats, bomb scares, etc.			3
Emergency due to dangerous goods			3
Hijacking			3
Emergency procedures			3
Personal security for the Flight Dispatcher			3

PHASE TWO – ADVANCED TRAINING

Subject Matter	Recommended Duration
Applied Practical Training	
Applied practical flight operations	25 hours
Simulator LOFT observation and synthetic flight training	4 hours
Flight dispatch practices (on-the-job training)	13 weeks
Route familiarization	1 week



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APPENDIX 2

RECURRENT DISPATCHER COURSE – TRAINING SYLLABUS

1. APPLICABILITY

This document sets forth the standards and requirements of a Recurrent Dispatcher training programme for Aircraft Dispatchers. Duration of the course is 10 Programmed hours

2. TRAINING

2.1 Training Objective

At the conclusion of the training curriculum, the individual will be able to successfully demonstrate his knowledge of the regulations, polices, and procedures related to dispatch.

2.2 Training Policies

The training curricula outlined in this manual cover BCAA requirements for Dispatcher. Flight Dispatchers shall undergo recurrent training every 12 calendar months. Recurrent training must ensure that each Flight Dispatcher is adequately trained and currently proficient with respect to the type of airplane being dispatched. A question-and-answer test shall be a part of the recurrent training to demonstrate proficiency in their areas of responsibility.

2.3 Training Module

A self-contained unit of instruction within a curriculum segment that contains descriptive information, elements or events that relate to a specific subject.

Session #1 – Meteorology (Duration: 02 hours)

Learning Objective:

- Atmospheric Structure
- Temperature, Pressure and Density
- ISA
- Wind/Fog/Mist
- Air masses and Fronts
- Significant Weather Chart.
- Weather Symbols and Instruments
- Weather Reporting & Forecasting



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- METAR/TAF
- Interpretation of Meteorological Information

Session #2 – RVSM & ATC flight plan (Duration: 1 hour)

Learning Objective:

- Structure of RVSM airspace
- Operational Considerations
- Contents of an ATC flight plan

Session #3 – Aircraft Systems (Duration: 2 hours)

Learning Objective:

- Limitations of the aircraft
- General Aircraft Overview
- Air Conditioning and Pressurization
- Communications and Navigation
- Electrical Power
- Emergency Equipment
- Fuel
- Flight Controls and Instruments
- Hydraulic Power
- Landing Gear and Brakes
- Engines

Session #4 – Predicting Performance of aircraft (Duration: 3 hours)

Learning Objective:

- Takeoff Performance
- Landing Performance
- Optimum altitude (short-long range)
- Wet / Contaminated runway



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- Drift down Flight Planning
- Depressurisation process

Session #05 – Bahrain ANTR/Company documents (Duration: 2 hours)

Learning Objective:

- ICAO Annexes
- ANTRs
- Operations Manual Part-A
- Flight Dispatch Manual
- MEL/CDL
- Emergency response plan

Session #06 - Flight Planning

Learning Objective:

- Standard Flight Plan with suitable alternate
- Flight Plan with MEL restriction
- Weather for flight
- NOTAMs for flight
- Significant weather chart
- Airport Directory
- Flight Level Restrictions
- Tankering/Non-Tankering

Session #07 - Extras

Learning Objective:

- CRM
- PBN
- DG Recurrent Training



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APPENDIX 3

CONTENTS OF DISPATCH MANUAL

CHAPTER 1 – INTRODUCTION

- 1.1 Preface
- 1.2 Authority
- 1.3 Manual Organization
- 1.4 Definitions
- 1.5 Acronyms
- 1.6 Manual Control
- 1.7 Manual Revisions

CHAPTER 2 – ORGANIZATION AND ROLES

- 2.1 Flight Dispatch Organization Chart
- 2.2 Roles and Responsibilities

CHAPTER 3 – ADMINISTRATION

- 3.1 General
- 3.2 Safety
- 3.3 Air Safety Reports
- 3.4 Responsibility and Authority of Operational Control
- 3.5 Resolution Policy
- 3.6 Flight Dispatch
- 3.7 Flight Dispatcher Licensing
- 3.8 Unsafe Operating Conditions
- 3.9 Flight Dispatcher Resource Management
- 3.10 Conduct
- 3.11 Incident Reporting
- 3.12 Personal Electronic Devices
- 3.13 Flight Dispatcher Training Records
- 3.14 Flight Document Control
- 3.15 Communications
- 3.16 Communication Priority

CHAPTER 4 – PRE- DEPARTURE PROCEDURES

- 4.1 General
- 4.2 Workload Management
- 4.3 Flight Planning Considerations – Airports
- 4.4 Flight Planning Considerations Alternates
- 4.5 Route Planning
- 4.6 Overflight Authorization Procedures
- 4.7 Fuel Planning Procedures
- 4.8 Flight Release Preparation Procedures
- 4.9 ATC Flight Plan Preparation and Filing Procedures



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- 4.10 Weather Package Preparation Procedures
- 4.11 Operational Flight Plan Preparation Procedures
- 4.12 Load and Balance Calculations Procedures (If performed by dispatcher)
- 4.13 Takeoff, Enroute, and Landing Performance Calculations Procedures (If performed by dispatcher)
- 4.14 Flight Crew Briefings
- 4.15 Dispatcher Reporting Procedures
- 4.16 Special Operations (e.g. EDTOs; HLA; RNP-AR etc)
- 4.17 Curfews
- 4.18 Non Revenue Flights Preparation Procedures
- 4.19 Flight Planning for Ad-hoc and Training Flights Procedures

CHAPTER 5– FLIGHT WATCH

- 5.1 General
- 5.2 Responsibilities and Authority
- 5.3 Internal and External Coordination Procedures
- 5.4 Flight Watch Procedures
- 5.5 Aircraft Communication Procedures
- 5.6 EDTO Flight Operation Procedures
- 5.7 ATC Coordination Procedures
- 5.8 Delaying Flights Procedures
- 5.9 Flight Cancellations Procedures
- 5.10 Flight Diversions Procedures

CHAPTER 6 – EMERGENCY PROCEDURES

- 6.1 General
- 6.2 Dispatcher Roles and Responsibilities
- 6.3 Category
- 6.4 ATC Coordination Procedures
- 6.5 Aircraft Emergency/Abnormal Operations Procedures
- 6.6 Overdue Aircraft Procedures
- 6.7 Internal and External Coordination Procedures

CHAPTER 7 – DANGEROUS GOODS

- 7.1 General
- 7.2 Definitions
- 7.3 Emergency Situations Involving Dangerous Goods
- 7.4 Dangerous Goods Incidents
- 7.5 Internal and External Coordination Procedures

Note: All required dispatcher training programs should be contained in OM-D, however the operator may choose to have a stand-alone Dispatcher Training Program manual or make it a separate section of the Dispatch Procedures Manual provided the OM-D contains a reference to the stand-alone Dispatcher Training Program manual or the Chapter in the Dispatch Procedures manual where all of the required training is located.