

Model Curriculum

Flight Dispatcher

SECTOR: AEROSPACE AND AVIATION
SUB-SECTOR: AIRLINE
OCCUPATION: OPERATIONS
REF ID: AAS/Q0603
NSQF LEVEL: 5



Skill India
अर्थशिक्षण - कुशल भारत



Aerospace & Aviation
Sector Skill Council



N·S·D·C
National
Skill Development
Corporation

Certificate

**CURRICULUM COMPLIANCE TO
QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS**
is hereby issued by the

AEROSPACE & AVIATION SECTOR SKILL COUNCIL (AASSC)
for the

MODEL CURRICULUM

Complying to the National Occupational Standards of
Job Role/Qualification Pack : “ Flight Dispatcher “ QP No. AAS/Q0603 NSQF level 5

Date of issuance : 27 March 2017
Valid up to : 26 March 2018
** Valid up to the next review date of the Qualification Pack*

(Authorised signatory)
Aerospace & Aviation Sector Skill Council

TABLE OF CONTENTS

Sl. No.	Contents	Page No.
1	Curriculum	5
2	Trainer Pre-requisites	8
3	Annexure: Assessment Criteria	9

Flight Dispatcher

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Flight Dispatcher”, in the “Aerospace & Aviation” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Flight Dispatcher		
Qualification Pack Name & Reference ID.	AAS/Q0603		
Version No.	1.0	Version Update Date	20 – 02 - 2017
Pre-requisites to Training	Class XII (Science)		
Training Outcomes	<p>After completing this programme, participants will be able to;</p> <ul style="list-style-type: none"> • Monitor weather conditions, aircraft position reports, and aeronautical navigation charts to evaluate the progress of flight. • Identify and use basic tools, equipment & materials; Understanding of carrying out tool box, machinery equipment for its operation. • Achieve basic communication skills and good inter-personal skills. • Acquire abilities to stand and walk for long periods of time consistent kneeling, squatting and reaching above the head with caution to avoid accidents. 		

This course encompasses 3 out of 3 National Occupational Standards (NOS) of “Flight Dispatcher” Qualification Pack issued by “Aerospace & Aviation Sector Skill Council (AASSC)”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Follow safety and security procedures Theory Duration (hh:mm) 25:00 Practical Duration (hh:mm) 23:00 Corresponding NOS Code AAS/N0502</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> comprehend the organisation’s safety and security policies and procedures comprehend the regulatory guidelines on safe conduct of operations and maintenance of conditions to thwart any acts of unlawful interference report any identified breaches of safety, and security policies and procedures to the designated person coordinate with other resources at the workplace (within and outside the organisation) to achieve safe and secure environment identify and mitigate any safety and security hazards like illness, accidents, fires or acts of unlawful interference if it falls within the limits of individual’s authority report any hazards outside the individual’s authority to the relevant person in line with organisational procedures and regulatory guidelines follow organisation’s emergency procedures for incidents or accidents, fires or acts of unlawful interference identify and recommend opportunities for improving health, safety, and security to the designated person ensure completion of all health and safety records are updates and procedures well defined 	<p>White/Black board, Markers, computer and projector, trainer’s guide, student handbook, Charts regarding health & hygiene, fire-fighting, first aid, chart of prohibited items, personal protective equipment (PPE) (consisting of safety jacket & safety shoes),</p>
2	<p>Prepare a flight plan Theory Duration (hh:mm) 223:00 Practical Duration (hh:mm) 273:00 Corresponding NOS Code AAS/N0606</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> use the operating system to extract the flight schedule analyse the flight schedule to identify the aircraft tail numbers and the rotation of each aircraft tail number extract the relevant information about the aircraft characteristic and performance based on tail number like Extended Twin Engine operations (ETOPS) or any altitude restriction due to Minimum Equipment List (MEL) interact with various stakeholders to gather relevant information gather zero fuel weight for the intended flight from load controller 	<p>White/Black board, Markers, computer and projector, trainer’s guide, student handbook, walkie-talkie, PC with flight information system, Charts showing critical parameters of typical aircrafts in use, Charts showing stake holders involved for routine & emergency interaction & reporting, Charts & forms showing flight plan format, Charts covering normal & peak weather condition of airfield, video films on</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> gather meteorological data from the sources as approved by the organisation or the regulatory authority gather information from maintenance department or any other stakeholder which can impact the performance of the aircraft during its intended flight create a flight plan based on the information gathered in the format approved by the organisation and the regulatory body. ensure that the flight plan is accurate and contains all the mandated information by the organisation and the regulatory body. derive the fuel requirement based on the flight plan for the intended flight. highlight any key areas of concerns for the briefing to cockpit crew. provide a detailed briefing to the cockpit crew with details of route, weather condition, any restrictions on the aircraft, alternate airport details, total load on the flight and the fuel uplift details answer any queries of the cockpit crew with regards to the flight plan. file the flight plan with the appropriate authorities in the appropriate manner. communicate with various stakeholders like Load controller to provide the details of fuel uplift for the intended flight. 	<p>typical briefings to be conducted</p>
3	<p>Work Effectively in a Team Theory Duration (hh:mm) 13:00 Practical Duration (hh:mm) 19:00 Corresponding NOS Code AAS/N0503</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> display courteous and helpful behaviour at all times. take opportunities to enhance the level of assistance offered to colleagues. meet all reasonable requests for assistance within acceptable workplace timeframes. complete allocated tasks as required. seek assistance when difficulties arise. use questioning techniques to clarify instructions or responsibilities. identify and display a non-discriminatory attitude in all contacts with customers and other staff members. observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact. 	<p>White/Black board/ Chart paper, Markers/Computer and projector, trainer's guide, student handbook, video film demonstrating typical questioning techniques</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> • follow personal hygiene procedures according to organisational policy and relevant legislation. • interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task • interpret, confirm and act on legal requirements in regard to antidiscrimination, sexual harassment and bullying. • ask questions to seek and clarify workplace information. • plan and organise daily work routine within the scope of the job role • prioritise and complete tasks according to required timeframes • identify work and personal priorities and achieve a balance between competing priorities 	
	<p>Total Duration</p> <p>Theory Duration (hh:mm)</p> <p>261:00</p> <p>Practical Duration (hh:mm)</p> <p>315:00</p>	<p>Unique equipment used;</p> <ul style="list-style-type: none"> • PC/Laptop/Palmtop with flight information system • charts/documents regarding flight information system software in use • Typical briefing room with audio-visual aids for aircrew briefing • Organisation procedures & guidelines • Charts highlighting critical information of operational, maintenance & meteorological aspects 	

Grand Total Course Duration: 576 Hours, 0 Minutes

*(This syllabus/ curriculum has been approved by **SSC: Aerospace & Aviation Sector Skill Council**)*

Trainer Prerequisites for Job role: “Flight Dispatcher” mapped to Qualification Pack: “AAS/Q0603”

Sl. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “AAS/Q0603”.
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	Graduate (in any subject)
4a	Domain Certification	Statutory Certificate from Aerospace & Aviation Sector Skill Council (AASSC) for Job Role: “Flight Dispatcher” mapped to QP: “AAS/Q0603”. Minimum accepted score for domain certification will be 80%.
4b	Platform Certification	Recommended that the Trainer is certified for the job role “Trainer” mapped to the Qualification Pack : “MEP/Q 0102”. Minimum accepted percentage as per respective SSC guidelines is 80%.
5	Experience	2-3 years of experience in mechanical services.

Annexure: Assessment Criteria

Assessment Criteria	
Job Role	Flight Dispatcher
Qualification Pack	AAS/Q0603
Sector Skill Council	Aerospace & Aviation

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 50% in aggregate
6. The marks are allocated PC wise, however, every NOS will carry a weightage in the total marks allocated to the specific QP

Assessment outcomes	Assessment Criteria for outcomes	Total Mark	Out of	Marks Allocation	
				Theory	Skills Practic
1. AAS/N0502 (Follow safety and security procedures)	PC 1. comply with the organisation's safety and security policies and		10	5	5
	PC 2. comply with the regulatory guidelines on safe conduct of operations and maintenance of conditions to thwart any acts of unlawful interference		10	5	5
	PC 3. report any identified breaches of safety, and security policies and procedures to the designated person		10	5	5
	PC 4. coordinate with other resources at the workplace (within and outside the organisation) to achieve safe and secure environment		20	10	10
	PC 5. identify and mitigate any safety and security hazards like illness, accidents, fires or acts of unlawful interference if it falls within the limits of individual's authority		10	5	5
	PC 6. report any hazards outside the individual's authority to the relevant person in line with organisational procedures and		20	10	10
	PC 7. follow organisation's emergency procedures for accidents, fires or acts of unlawful interference		5	2	3

	PC 8. identify and recommend opportunities for improving health, safety, and security to the designated person		10	8	2
	PC 9. complete all health and safety records are updates and procedures		5	2	3
		Total	100	52	48
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practic
2. AAS/N0606 Prepare a Flight Plan	PC1. use the operating system to extract the		7	3	4
	PC2. analyse the flight schedule to identify the aircraft tail numbers and the rotation of each aircraft tail number		7	3	4
	PC3. extract the relevant information about the aircraft characteristic and performance based on tail number like Extended Twin Engine operations (ETOPS) or any altitude restriction due to Minimum Equipment List (MEL)		7	3	4

PC4. interact with various stakeholders to gather relevant information	7	3	4
PC5. gather zero fuel weight for the intended flight from load controller	7	3	4
PC6. gather meteorological data from the sources as approved by the organisation or the regulatory authority	7	3	4
PC7. gather information from maintenance department or any other stakeholder which can impact the performance of the aircraft during its intended flight	7	3	4
PC8. create a flight plan based on the information gathered in the format approved by the organisation and the regulatory body.	7	3	4
PC9. ensure that the flight plan is accurate and contains all the mandated information by the organisation and the regulatory body.	7	3	4
PC10. derive the fuel requirement based on the flight plan for the intended flight.	7	3	4
PC11. highlight any key areas of concerns for the briefing to cockpit crew.	6	3	3
PC12. provide a detailed briefing to the cockpit crew with details of route, weather condition, any restrictions on the aircraft, alternate airport details, total load on the flight and the fuel uplift details	6	3	3
PC13. answer any queries of the cockpit crew with regards to the flight plan.	6	3	3
PC14. file the flight plan with the appropriate authorities in the appropriate manner.	6	3	3
PC15. communicate with various stakeholders like Load controller to provide the details of fuel uplift for the intended flight.	6	3	3
Total	100	45	55

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Marks Allocation		
			Out of	Theory	Skills Practical
3. AAS / N0503 Work Effectively as a Team	PC1. display courteous and helpful behaviour at all times.	100	8	3	5
	PC2. take opportunities to enhance the level of assistance offered to colleagues.		7	3	4
	PC3. meet all reasonable requests for assistance within acceptable workplace timeframes.		8	3	5
	PC4. complete allocated tasks as required.		4	1	3
	PC5. seek assistance when difficulties arise.		3	1	2
	PC6. use questioning techniques to clarify instructions or responsibilities.		7	3	4

	PC7. identify and display a non discriminatory attitude in all contacts with customers and other staff members.		7	3	4
	PC8. observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.		7	3	4
	PC9. follow personal hygiene procedures according to organisational policy and relevant legislation.		7	3	4
	PC10. interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.		7	3	4
	PC11. interpret, confirm and act on legal requirements in regard to anti- discrimination, sexual harassment and bullying.		7	3	4
	PC12. ask questions to seek and clarify workplace information.		7	3	4
	PC13. plan and organise daily work routine within the scope of the job role.		7	3	4
	PC14. prioritise and complete tasks according to required timeframes.		7	3	4
	PC15. identify work and personal priorities and achieve a balance between competing priorities.		7	3	4
	Total		100	42	58