Table 3.1–Operational Control Personnel			
This table categorizes operational control personnel, defines the scope of their authority, identifies their responsibilities and illustrates the relationship of such responsibilities to the operation as a whole. It shall be used for the purposes of applying relevant Section 3 provisions and is provided to ensure suitably qualified persons are designated, where applicable, to support, brief and/or assist the pilot-in-command (PIC) or FOO or designated member of management in the safe conduct of each flight. The terms used in the table to identify operational control personnel are generic and might vary. Personnel, however, employed in operational control functions that are delegated the authority and/or assigned the responsibility to carry out functions, duties or tasks, as outlined in the table, are subject to the training and qualification requirements commensurate with their position.			
Operational Control ➡ ⬇	**Authority** (DSP 1.3.4)	**Responsibilities, Including the Assignment of Functions, Duties or Tasks.** (DSP 1.3.5 and 1.3.6)	**Training and Qualification** *Operator shall designate responsibilities and ensure personnel are competent to perform the job function.*
Administrative Support Personnel[1] (e.g. gate agent)	**None** Do **not** make recommendations or decisions regarding the operational control of a flight.	Provide, collect or assemble operational documents or data only.	Not subject to initial and recurrent training in the competencies of operational control in Table 3.5 and are qualified via On the Job Training (OJT), job descriptions, task cards, guidelines, checklists, training materials or other written means to establish competence.
Flight Operations Assistant (FOA)[4] (e.g. Weather Analysts, Navigation Analysts/Flight Planning Specialists, Operations Coordinators/Planners, Maintenance controllers, Air Traffic Specialists), and Load Agents/ Planners/Controllers unless qualified in accordance with GRH)	**None or limited to area(s) of expertise** May be authorized to make decisions or recommendations in area(s) of expertise.[5] (e.g., maintenance controller grounds aircraft.)	Support, brief and/or assist the PIC or FOO. Specializes in one or more of the elements of operational control.[3] Collects, provides filters, evaluates and applies operational documents or data relevant to **specific** elements of operational control. Makes recommendations or decisions in area(s) of expertise.	**For each area of expertise or specialization.** [3] Subject to initial and continuing qualification in accordance with DSP 2.2.2 and **specific** competencies of Table 3.5 relevant to the job function and operations of the Operator.

Table 3.1–Operational Control Personnel			
Flight Dispatcher or Flight Operations Officer (FOO)[4] or **Designated Member of Management** (e.g. Director of Operations or other post holder)	**None or limited or shared** [2] May share operational control authority with the PIC.[2] May be authorized to make recommendations or decisions.	May share operational control responsibility with the PIC.[2] Support, brief, and/or assist the PIC. Collects, provides, filters, evaluates and applies operational documents or data relevant to **all** elements of operational control.[3] Makes recommendations or decisions.	Subject to initial and continuing qualification in accordance with DSP 2.2.2 **and all** competencies of Table 3.5 relevant to the operations of the Operator.
Pilot in Command (PIC)	**Full/shared** [2] Has final authority to ensure the safe operation of the aircraft. May share authority and responsibility for operational control.	**Full/shared** [2] Responsible for safe conduct of the flight. Collect, provide, filter, evaluate and applies operational documents or data relevant to **all** competencies of operational control.[3]	Subject to training and qualification requirements specified in ISM Section 2.
Legend	**1** - Personnel lacking any authority or responsibility for operational control are identified in the table for the purposes of excluding them from the initial and continuing qualification provisions of this section. **2** - FOO personnel used in conjunction with a shared system of operational share authority and responsibility with the PIC. **3** - The competencies of operational control are contained in Table 3.5. FOA personnel that specialize in one competency of operation control may be referred to as Weather Analysts, Navigation Analysts/Flight Planners, Operations Coordinators/Planners, Maintenance controllers, Air Traffic Specialists and Load Agents/Planners/Controllers unless qualified in accordance with GRH. **4** - The terms used in this table to identify operational personnel are generic and may vary. Personnel used in operational control functions and assigned the responsibilities delineated in the table are subject to the relevant qualification and training provisions in this section. **5** - Authority limited in scope to decision making in area of expertise.		

Table 3.2–Operations Manual (OM) Content Specifications		
This table contains the fundamental OM content specifications required to achieve conformity with DSP 1.7.1. It also specifies Section 2 (FLT) provisions that must be addressed in the sections of the OM relevant to personnel with responsibilities related to the operational control of flights. ***Note:*** *Specific policies, guidance, data and/or procedures that must be addressed in the sections of the OM relevant to operational control personnel can be found in individual Section 3 provisions and are not duplicated in the table.*		
General Information		**FLT ISARP**
(i)	General information, to include:	None
	(a) Non-aircraft type related and/or standard operating procedures for each phase of flight, policies, procedures, checklists, descriptions, guidelines, emergency procedures and other relevant information;	None
	(b) Authorities, duties and responsibilities associated with the operational control of flights;	None
	(c) The requirement for commercial flights to be conducted under an IFR flight plan and in accordance with an IFR flight plan.	FLT 3.10.1
Aircraft Operating Information		**FLT ISARP**
(ii)	Aircraft Operating Manual (AOM), to include:	None
	(a) Normal, abnormal/non-normal and emergency procedures, instructions and checklists;	None
	(b) Aircraft systems descriptions, limitations and performance data.	None
(iii)	MEL and CDL, to include applicability and a description of the relationship between the Minimum Equipment List (MEL) and the Master Minimum Equipment List (MMEL);	None
(iv)	Aircraft specific weight and balance instructions/data;	None
(v)	Instructions for the conduct and control of ground de/anti-icing operations.	FLT 3.9.6, 3.9.7
Areas, Routes and Airport Information		**FLT ISARP**
(vi)	Route and airport instructions and information (departure, destination, en route and destination alternates, to include:	None
	(a) Airway manuals and charts, including information regarding communication facilities, navigation aids and minimum flight altitudes;	None
	(b) Airport charts, including the method for determining airport operating minima, operating minima values for destination and alternate airports and the increase of airport operating minima in case of degradation of approach or airport facilities;	None
	(c) Airport and runway analysis manual or documents:	None
	(d) If applicable, flight monitoring requirements and instructions to ensure the PIC notifies the operator of en route flight movement or deviations from the OFP including procedures for loss of communication between the aircraft and the FOO;	None
	(e) Instructions for the conduct of precision and non-precision approaches, including approach minima;	FLT 3.11.65, 3.11.67
	(f) If applicable, procedures for the conduct of long-range navigation;	FLT 3.11.8, 3.11.9, 3.11.11
	(g) Supplemental oxygen requirements and escape routes in case of decompression in an area of high terrain, if applicable;	4.3.5
	(h) Regional guidance necessary to comply with local regulations.	None

Table 3.2–Operations Manual (OM) Content Specifications	
Training Information	**FLT ISARP**
(vii) Training Manual, to include:	None
(a) Details of all relevant training programs, policies, directives and requirements, including curricula and syllabi, as applicable, for initial qualification, continuing qualification and other specialized training;	None
(b) Curricula for ground training, evaluation and certification;	None
(c) Comprehensive syllabi to include lesson plans, procedures for training and conduct of evaluations;	None
(d) The training program for the development of knowledge and skills related to human performance (Crew Resource Management/Dispatch Resource Management, CRM/DRM).	None
Other Information	**FLT ISARP**
(viii) Cabin safety and emergency procedures relevant to operational control personnel.	None
(ix) Dangerous Goods manual or parts relevant to operational control personnel, to include information and instructions on the carriage of dangerous goods and action to be taken in the event of an emergency.	None
(x) Security Manual or parts relevant to operational control personnel, including bomb search procedures.	None

Table 3.3–Operational Flight Plan (OFP) Specifications
The OM contains a description and specifications for the content and use of the OFP or equivalent document. The content of the OFP shall consist of, as a minimum, the following elements: (i) Aircraft registration; (ii) Aircraft type and variant; (iii) Date of flight and flight identification; (iv) Departure airport, STD, STA, destination airport; (v) Route and route segments with check points/waypoints, distances and time; (vi) Assigned oceanic track and associated information, as applicable; (vii) Types of operation (e.g. ETOPS/EDTO, IFR, ferry-flight); (viii) Planned cruising speed and flight times between waypoints/check points; (ix) Planned altitude and flight levels; (x) Fuel calculations; (xi) Fuel on board when starting engines; (xii) Alternate(s) for destination and, when applicable, takeoff and en route; (xiii) Relevant meteorological information.

Table 3.4–Flight Information
The Operator shall record and retain the following information for each flight: (i) Aircraft registration; (ii) Date; (iii) Flight number; (iv) Flight crew names and duty assignment; (v) Fuel on board at departure, en route and arrival; (vi) Departure and arrival point; (vii) Actual time of departure; (viii) Actual time of arrival; (ix) Flight time; (x) Incidents and observations, if any; (xi) Flight weather briefings; (xii) Dispatch or flight releases; (xiii) Load Sheet; (xiv) NOTOC; (xv) OFP; (xvi) ATS flight plan; (xvii) Communications records; (xviii) Fuel and oil records (obtained in accordance with MNT 3.1.1); (xix) Aircraft tracking data to assist SAR in determining the last known position of the aircraft. ***Note:*** *After an aircraft has landed safely, an operator may discard tracking data.*

Table 3.5–Competencies of Operational Control	
The Operator shall ensure FOO or FOA personnel demonstrate knowledge and/or proficiency in the competencies of operational control appropriate to the assignment of responsibility to carry out operational control functions, duties, or tasks, to include, as applicable:	
Competencies	**FOA Relevancy Examples**
(i) Air law	• Air Traffic Specialists
(ii) Flight performance	• As relevant to function
(iii) Navigation	• Navigation Analysts • Flight Planning Specialists
(iv) Aircraft General knowledge and instrumentation	• As relevant to function
(v) Meteorology	• Weather Analysts • Meteorologists
(vi) Mass and balance	• Load Agents • Load Planners • Load Controllers
(vii) Operational procedures	• As relevant to function
(viii) Flight planning and monitoring	• Flight Planning Specialists • Flight Followers
Notes	
• FOO personnel that are assigned overall operational control responsibility for specific flights, assigned responsibilities in all competencies of operational control or used in shared systems of operational control demonstrate knowledge and/or proficiency in all applicable competencies in this table. • FOO or FOA personnel assigned the individual responsibility to carry out specific operational control functions, duties or tasks demonstrate knowledge and/or proficiency in competencies relevant to area of expertise or function as determined by the operator or State. • It is important to note that some operators might choose to assign the responsibility for specific operational control functions to fully qualified FOO personnel. In such cases an FOO is acting in a limited capacity and although qualified in all competencies of operational control, would be functionally acting as an FOA. • Sub-topics for each competency course subject are developed in accordance with reference documents, approved or accepted by the state of the operator. Refer to Table 3.6 for guidance material related to the development of syllabi outlines for each competency course subject.	

Table 3.6–Guidance for Development of Operational Control Competency Course Syllabi		
The Operator typically develops a competency course curriculum and related syllabi for each competency in Table 3.5. Curriculum and associated syllabi development can be based on one or more source references or their equivalent: • ICAO Doc 10106 • ICAO Doc 7192 • 14 CFR § 121.415 and 14 CFR § 121.422 • EASA ORO.GEN.110 and related AMC and GM		
Competency Course Subjects		**Examples of Syllabus Outlines (ICAO Doc 10106)**
(i)	Air law	To enable operational control personnel to identify the basic requirements for authorization to operate a commercial air transportation service, air law may include topics such as: • Conventions and agreements • National organizations and rulemaking process • Rules of the air, general • Air services and airspace • ATC separation and clearances • Search and rescue (SAR) • Security • ATS flight plan (FPL) • Flight safety, accident and incident
(ii)	Flight performance	To enable the operational control personnel to identify the basic elements of aircraft performance, flight performance may include topics such as: • Certification standards • Influencing variables on performance • Takeoff performance • Accelerate-stop distance • Balanced field length • Takeoff climb • Obstacle limits • Reduced/de-rated thrust • Cruise • Cost index • Driftdown • Landing performance • Quick turnaround limits
(iii)	Navigation	To enable the operational control personnel to identify the fundamentals of navigation and equipment used in navigation, navigation may include topics such as: • Basics of general navigation • Latitude, longitude

Table 3.6–Guidance for Development of Operational Control Competency Course Syllabi		
		• Time and time conversions • Determining sunrise, sunset, civil twilight • Directions • Distance • Charts • Basics of radio navigation • NDB • VOR • DME • ILS • Radar • GPS/GNSS • RNAV • FMS • RNP • Satellite augmentation systems
(iv)	Aircraft General knowledge and instrumentation	To enable the operational control personnel to identify the main components and systems of an aircraft and their basic functions, aircraft general knowledge and instrumentation may include topics such as: • Units and basic definitions • Lift • Drag • Thrust • Weight • Flight mechanics • System design, loads, stresses, maintenance • Hydraulics • Landing gear • Primary and secondary flight controls • Pneumatics • Air conditioning systems • Ice and rain protection • Fuel • Electrics • Engines and APU • Flight management and navigation • Automatic flight • Communications • Fire protection • Equipment and furnishings • Indicating and recording systems

Table 3.6–Guidance for Development of Operational Control Competency Course Syllabi		
(v)	Meteorology	To enable the operational control personnel to interpret meteorological information, reports, forecasts and warnings correctly and efficiently, meteorology may include topics such as: • Atmosphere, composition, extent, vertical division • Air temperature, definition and units • Atmospheric pressure and density • International standard atmosphere (ISA) • Altimetry • Wind • Clouds and fog • Precipitation • Air masses and fronts • Pressure systems • Climatology • Icing conditions • Turbulence • Wind shear • Thunderstorms • Flight hazards • Meteorological information
(vi)	Mass and balance	To enable the operational control personnel to identify the basic requirements for load planning, calculation of payload, loadsheet preparation, and aircraft balance, mass and balance may include topics such as: • Importance of structural limitations • Mass terms • Mass limits, structural limitations • Cargo compartment limitations • Mass calculations • Definition of center of gravity (CG) • Load and trim sheet, general considerations

Table 3.6–Guidance for Development of Operational Control Competency Course Syllabi		
(vii)	Operational procedures	To enable the operational control personnel to policies, procedures, guidance, and instructions developed to perform their respective functions, operating procedures may include topics such as: • Operational control responsibilities • SMS • AOC • Operating manuals • Aircraft airworthiness • Operational limitations and minima • Duty time limitations and rest requirements • Operational flight plan contents • Anti-icing, de-icing • Security (unlawful events) • Abnormal and emergency procedures • Communication systems and procedures
(viii)	Flight planning and monitoring	To enable the operational control personnel to complete an operational flight plan in accordance with laid-down rules and standards and to apply the skills acquired to effectively maintain a flight watch, and monitor fuel consumption, en route weather including winds, aircraft performance including the limitations imposed by MEL restrictions, in-flight equipment failures, security problems, and the effects of and on hazardous materials, restricted articles, and perishable cargo, flight planning and monitoring may include topics such as: • Weather analysis • AIP/NOTAM analysis • Track selection & flight level • Equipment requirements • Airport suitability • Fuel requirements • Payload planning • ETOPS/EDTO • MEL/CDL • ATC/ATM • Security (unlawful events) • Abnormal and emergency procedures