

FAA / NAA DISPATCHER CERTIFICATE TRAINING PROGRAM



FAA Dispatcher Certificate Training Flight Operations Management - Level 2

The primary objective of the Jeppesen Flight Operations Management - Level 2 program is to prepare applicants to take the comprehensive Federal Aviation Administration (FAA), or relevant National Aviation Administration (NAA), written, oral, and practical exams leading to issuance of the Aircraft Dispatcher license.



CONTACT US

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EMAIL

Global: jeppesenacademy@jeppesen.com

WEBSITE INFORMATION

Home: www.jeppesen.com/aoctraining
Course info: www.jeppesen.com/faadispatcher
Register: www.jeppesen.com/cmatregistration

COURSE CONTENT

In addition to the FAA/NAA Aircraft Dispatcher knowledge test requirements, students will learn about responsibilities and the skills necessary to function as an efficient part of any airline operation control center (AOC). Students will learn in detail the local and international regulatory and operator provisions that drive aircraft dispatcher duties and responsibilities, and apply those conditions to flight planning and flight following. Students will study various sophisticated automation systems (flight planning, flight following, weather analysis, etc), and gain exposure to additional other tools which may become helpful in a wide range of airline careers (electronic flight bag, international trip planning, crew planning software, etc).

Upon completion of the Jeppesen Flight Operations Management Level-2 program, applicants will be proficient in the following subject areas:

- Meteorology Theory & Data Collection
- Weather Analysis and Forecasts
- Aeromedical Factors
- Emergency
- Security
- Communications
- Air Traffic Control
- Navigation Principles
- Navigation Systems
- Instrument Approach Procedures
- Charts and Airspace
- Aerodynamics
- Aircraft Systems
- Weight and Balance
- Aircraft Performance
- Aircraft MEL/CDL
- Regulations
- Special Navigation & International Ops
- Deicing and Anti-icing
- Manual Flight Planning
- Practical Dispatching
- Dispatch Resource Management

After each subject, applicants will take module end exams, which enable students to closely monitor their own learning process throughout the course. Please reference the Full-Time Course Calendar or Part-Time Course Calendar for daily subjects covered. Applicants will also complete a comprehensive final exam and the FAA (or relevant NAA) Dispatcher written, oral and practical exams.

For more information about the airline dispatch career, please visit The Aircraft Dispatcher Profession link.

HANDS ON EXPERIENCE

The Dispatcher course provides a dedicated instruction module on "Dispatcher Tools" which reviews the fundamentals and importance of different dispatch/AOC applications: flight planning, weather analysis, flight following, crew scheduling, airport analysis / aircraft performance analysis, NavData and obstacle databases, Electronic Flight Bag, and other related products. Since Jeppesen is a manufacturer of these tools, we can provide students with a solid understanding of how each applies to the FAA/NAA Dispatch Licensing theory. Jeppesen can also provide detailed product training to students following their certification training.

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The Jeppesen dispatcher training program also promotes and organizes tours of; partner airline dispatch and airline operations control centers (AOC), FAA Air Route Traffic Control Centers (ARTCC), FAA Terminal Radar Approach Control (TRACON), FAA Control Towers, and full flight or fixed based aircraft simulators. Tours are subject to class location and availability, but when available these tours provide students with a chance to apply classroom theory to various functions of real world aircraft dispatching.

While students gain exposure to different dispatch automation tools, our primary focus during this 200+ hour curriculum is on manual flight planning skills. In real world dispatching, students need to recognize and recover from any mistakes that automated dispatch systems can create, so it is critical that students understand the fundamentals of manual flight planning and apply that knowledge to several software tools during class. Jeppesen believes that our mix of manual dispatching skills and automation exposure creates the most prepared graduates.

WHO SHOULD ATTEND

Dispatchers: Individuals seeking an FAA/NAA Aircraft Dispatcher License and career, or current airline employees who wish to transition to a aircraft dispatcher / flight operations officer position.

Pilots: The FAA/NAA Dispatcher Written exam is very similar to the Airline Transport Pilot License (ATPL) written exam, so pilots can prepare for (or retake) the ATP while increasing their backup career options.

Management & Administration: One can summarize this course as the ATP "body of knowledge" plus flight planning and practical dispatching – which is applicable to many aviation careers. This course is ideal for individuals whose career currently involves airline operations or those who wish to learn more about the technical details associated with air carrier transportation.

Aviation Vendors: Individuals seeking careers with aviation vendors who produce products and services for the aviation industry. From aircraft or avionics manufacturing and sales, to operations automation tools, to other products and services - individuals can benefit from this education in technical air transport requirements and efficiencies.

EXPERIENCE SUBSTITUTION (FOM-2A)

Applicants who have been assistant dispatchers, ATPL pilots, or have two years experience in airline, military, ATC, operations or training in the last three years are eligible to apply for experience substitution of programmed hours (FOM-2A). Applicants may be able to reduce classroom time down to 80 hours. The FOM-2A program normally consists of 4 weeks of independent study, followed by independently passing the FAA Dispatcher written knowledge test, followed by attending at least the last two weeks of a regularly scheduled FOM-2 class.

To apply for experience substitution;

- Complete the Online Registration Form at www.jeppesen.com/trainingregistration;
- Email a resume/CV , along with other supporting documentation to jeppesenacademy@jeppesen.com.

Jeppesen will review and verify each applicants work history, then schedule a time for a phone interview with an instructor. The interview will consist of questions which are similar to those asked on the FAA Dispatcher Oral and Practical exam. The evaluator will try to identify areas where each student may need more training in order to feel fully prepared to take the FAA Oral and Practical exam.

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ELIGIBILITY REQUIREMENTS

FOM-2 COURSE:

There are no experience prerequisites for the FOM-2 course when attendance is in the United States (FAA Dispatcher Certificate classes).

Individuals seeking other NAA Dispatch Certificates, held in locations outside the United States, are required to complete the Flight Operations Management - Level 1 (FOM-1) course or bypass exam before enrolling in FOM-2. Graduates of FOM-1 are given preferential class assignments, and are entitled to a \$500 credit towards the Level two tuition. NOTE: English proficiency is required for all classes. Students may be required to take the ICAO English Testing and Training prior to enrolling in Level Two.

FAA/NAA WRITTEN EXAM:

The only prerequisite for the dispatcher written examination is that applicants must be 21 years of age. The written test results expire 2 years from the date of examination. FAA Aircraft Dispatcher written may only be taken at FAA authorized testing centers.

FAA/NAA PRACTICAL EXAM:

The FAA/NAA Examiner will review a series of forms and eligibility requirements with each person applying for the FAA/NAA dispatcher certificate. All required forms and instructions will be provided by Jeppesen:

- **Age:** Government issued ID (passport/visa, drivers license, etc), showing that the FAA applicant is 23 (21 for all other NAA certificates). FAA Applicants between 21 and 23 years of age may take the course and FAA practical test, but will receive a letter of aeronautical competency until being mailed the FAA Dispatcher Certificate once turning 23 years of age.
- **Written Test results.** Each applicant for the NAA certificate must present the appropriate "Airman Written Test Results" document (FAA form 8080-2), showing satisfactory results.
- **Oral and Practical Exam Application.** Each graduate must complete an FAA/NAA application for airman certificate, and present the examiner with a Jeppesen (FAA/NAA approved) Certificate of Graduation.

COURSE COMPLETION STANDARDS

Jeppesen does not guarantee that all students will pass FAA or other NAA Dispatcher Certificate exams. However Jeppesen strives for a 100% FAA exam pass rate, so the instructor will only sign off students who are prepared. If learning complications arise then Jeppesen instructors will work with individual students as time permits to get them comfortable before taking the FAA exams. However students may need to repeat sections of a regularly scheduled course, at no additional fee. If a student fails the initial FAA examination, then they may reschedule a retest on short notice after receiving additional training from Jeppesen. Additional charges for secondary FAA exams and instructor time may then apply.

WHAT YOU WILL RECEIVE

Graduates seeking an FAA Dispatcher Certificate will receive a Certificate of Graduation from a FAA Part 65 approved school (course location dependent). Graduates seeking a Dispatcher Certificate from a different National Aviation Administration (NAA), or independent Jeppesen Certificate of Graduation, will receive the same course and Graduation Certificate, but will not be FAA Part 65 endorsed. Customers will also receive a comprehensive package of student notes, reference materials and books, test prep books, charts and navigational information, chart training publication, a manual flight planning computer, a Jeppesen flight bag organizer, and more.

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FAA AND NAA WORLDWIDE COURSE APPROVAL

The Jeppesen Dispatcher Certification course is approved by the United States Federal Aviation Administration (FAA), in addition to several other National Aviation Associations (NAA), including; DCA Malaysia, the United Arab Emirates GCAA, the Civil Aviation Authority Singapore (CAAS), the Ukrainian Civil Aviation Authority, and is accepted by several other NAA's worldwide. FOM-2 also meets ICAO Level 3 expertise criteria set forth in the Flight Operations Officers and Dispatchers, Part D-3.

Conversion courses to different NAA Dispatcher Certificates are available. Dispatchers who wish to broaden their regional capability, or airlines working with collaboration efforts or code sharing agreements will find conversion courses useful.

UNIVERSITY ACCREDITATION / TUITION ASSISTANCE

The Jeppesen Dispatcher Certification course is an approved curriculum with the Metropolitan State College of Denver, the University of Phoenix Online, and the University of Hawaii / Honolulu Community college. Degree seeking students can take this course and apply for up to 12 hours of credit towards an aviation based degree. Through these programs students may be eligible for financial aid.

Applicants of the FOM-2 course who work for corporations which have tuition reimbursement programs may be eligible for tuition assistance. Students will need to verify eligibility with their human resources.

VA BENEFITS – DENVER TRAINING CENTER ONLY

The Jeppesen FAA Dispatcher Certification Course is approved by the Colorado State Approving Agency for the training of Veterans and eligible dependents. Jeppesen is prepared to guide veterans with a smooth transition to a civilian career in the airline industry as a certified FAA Airline Dispatcher. For questions concerning military veteran benefit eligibility, please visit; <http://www.gibill.va.gov/>. To get started please completed the course Online Registration Form. Jeppesen will then contact you to finalize your registration and to collect additional information in order to submit your VA Certification of Enrollment.

ADDITIONAL FUNDING OPTIONS - DENVER

The Jeppesen FAA Dispatcher Certification Course (Denver) is approved by the Utah and Colorado Departments of Labor and Employment, for training of employees who have been laid off. The Jeppesen Dispatcher course is also approved by the Colorado Division of Vocational Rehabilitation so that those with eligible disabilities can receive tuition assistance. Please contact Jeppesen for more information on these and other funding options.

CLASS SIZE

Maximum class size is twenty five (25) students. Please call for minimum class size.

COURSE LENGTH

The FOM-2 course is scheduled in both "full time" or "part time" class formats. Both formats consist of 200+ contact hours, with extensive home study required. The full-time course consists of 30 class days, held eight-hours per day over 6 weeks. The part-time course consists of 48 class days, held four and one half hours per day over 17 weeks. Please reference the current course calendar and class schedule for more detail.

AVAILABLE CLASSES

View our Course Schedule for an up to date list of upcoming open enrolment class dates. Upon request courses may also be delivered at other times or other Jeppesen or customer facilities

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FLIGHT OPERATIONS MANAGEMENT PRICING

Course Title	Course Length	Tuition for Classes Held inside the U.S. (FAA license)	Tuition for Classes Held outside the U.S. Class (NAA license)
Flight Operations Management - Level 1 (FOM-1)	5 Days	<i>Not Required</i>	<i>Contact Us</i>
Flight Operations Management - Level 2 (FOM-2)	200 + Hours	\$4,500*	<i>Contact Us</i>
Flight Operations Management - Level 2A (FOM-2A)	2 Weeks	\$2,300	<i>Contact Us</i>
Flight Operations Management - Recurrent (FOM-R)	3 Days	\$1,000	<i>Contact Us</i>

*U.S. Domestic Tuition includes FAA knowledge exam (written), and FAA Oral and Practical examination fees (a \$350 value).

PAYMENT

Twenty percent (20%) of the total cost of training is due upon registration, and the remaining 80% is due no later than ten (10) days prior to the class start date. Exceptions may be provided for corporate billing. All payments should be made with the Jeppesen regional office (above) where the course is being delivered by:

1. **Wire Transfer (preferred)**
 - a. **Denver or Frankfurt bank wire details will be provided via invoice**
2. **Credit Card**
3. **Cashiers Check**
4. **Corporate Billing**

Please Email Us with any questions you may have.

VISA ASSISTANCE

Jeppesen is approved by the U.S. Department of Homeland Security SEVP to issue Form I-20 Forms and track students through the Student and Exchange Visitor Information System (SEVIS) so that Jeppesen training customers can receive a **Student M-1 Visa** (\$200 processing fee). For customers seeking a **Business B-1 Visa** Jeppesen will send you a formal invitation letter at no charge which outlines your training details and purpose. For more information on which visa to apply for and detailed processing steps please visit our online information at www.jeppesen.com/visaassistance.

LODGING ACCOMMODATIONS

Jeppesen has long term rates negotiated for training customers around training facilities in different locations. For example in Denver hotel rates are as low as \$1400 for up to 48 nights. Please contact us today for detailed lodging information surrounding each of our training facilities.

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JOB PLACEMENT SERVICES AIRLINE MANAGERS

Contact us today to learn more about special rates for airlines sponsoring more than one student. Also contact us to learn more about how Jeppesen modify or include airline specific operational needs into the course, better preparing graduates on; specific aircraft performance (a/c models, airport analysis output, enroute performance methodology, etc), flight planning formats & software, regional weather phenomena, and more.

INDIVIDUAL STUDENTS

Jeppesen maintains alliances with a number of airlines, corporate flight departments, aviation vendors, and regulators worldwide to help graduates with better connectivity with region specific job opportunities. Jeppesen will notify students and graduates of new job opportunities as we are notified by employers. Jeppesen will also assist students with onsite interviews for graduates of Denver-based classes when employer demand dictates.

UNIVERSITY ACCREDITATION

The Jeppesen Dispatcher Certification course (FOM-2) and other ground training programs are approved curriculums with several Universities and education partners worldwide, including;

Civil Aviation University of China
Emirates Aviation College
Metropolitan State College of Denver
University of Hawaii/Honolulu Community College
University of Phoenix Online

DENVER FACILITY AND CLASSROOM PICTURES



	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 1		Day 1 Introduction Meteorology Day #1	Day 2 Meteorology Day #2	Day 3 Meteorology Aeromedical Factors Day #3	Day 3 Meteorology & Aero medical Exam (2 hr) Weather data collection Day #4	Day 4 Weather Reports, Forecasts & Graphics Day #5	
Week 2		Day 5 Weather Reports, Forecasts & Graphics Day #6	Day 6 Weather Reports, Forecasts & Graphics Air Traffic Control Day #7	Day 7 Weather Reports, Forecasts & Graph Exam (2hrs) Air Traffic Control Day #8	Day 8 Air Traffic Control Day #9	Day 9 ATC Module Exam (2hrs), Emergency, Security, Comms, and Wt & Bal Day #10	
Week 3		Day 10 Weight & Balance Day #11	Day 12 Weight & Balance Aerodynamics Aircraft Performance Day #12	Day 13 Aero, Wt & Balance Module Exam (2hrs) Aircraft Performance Day #13	Day 14 Aircraft Performance ETOPS Day #14	Day 15 Aircraft Perf Module Exam (2 hrs) Navigation -Earth Study Day #15	
Week 4		Day 16 Navigation – Comms, Pilotage, and Nav Systems/Instruments Day #16	Day 17 Navigation – Instrument Approach Procedures, Charts Day #17	Day 18 Navigation – Flight Planning Computer, Written Flight Planning Day #18	Day 19 Navigation – Written Test Flight Planning Day #19	Day 20 Navigation Module Exam (2hrs), Satellite Nav, Intl Ops Day #20	
Week 5		Day 21 FAA Regulations Day #21	Day 22 FAA Regulations Airplane Deice and Anti-ice Day #22	Day 23 Reg & Deice/Anti-ice Module Exam (2hrs) Aircraft Systems Day #23	Day 24 (2hrs) Aircraft Systems Exam MEL/CDL (B737-800) (4hrs) Jepp Final Exam Day #24	Day 25 FAA dispatcher written exam (ADX) Day #25	
Week 6		Day 26 AOC Products & Tools National Airspace Sys Practical Dispatch Exercises Day #26	Day 27 Critical Regulations Review Practical Dispatch Exercises Day #27	Day 28 Dispatch Resource Management (AM) Practical Dispatch Exercises Day #28	Day 29 Wx Analysis Review Practical Dispatch Exercises Day #29	Day 30 Practical Exercises Oral & Practical Exam Preparation Day #30	Day 31-34 F.A.A. Oral & Practical Exams