

# FAA/NAA Dispatcher Certification

## Program Overview

### Course Description

Jeppesen has a long and proven track record in providing dispatcher certification training, as well as helping prepare students worldwide to take the written, oral and practical exams. Upon successful completion of the course, you will have the background necessary to earn the FAA dispatcher certificate, or a license issued through other National Aviation Administrations (NAAs).

We offer the dispatcher certification program in either a traditional classroom setting or online via a Virtual Learning Program (VLP). Both online and live classes are instructor-led, providing students with the best possible learning experience.

Please review our [course schedule](#) for a complete list of online and live class dates, plus pricing. Groups with more than eight (8) students can also schedule custom class dates for either online or live classroom instruction at Jeppesen, Boeing or customer training facilities worldwide.

### Course Benefits

- **Hiring Managers**—Our goal is to enable operators to get the most out of initial employee training programs by providing the highest standards in fundamentals training, along with how to apply that knowledge on the job. Jeppesen provides discounted pricing for group enrollments and can tailor content for operator-specific flight planning formats, airport analysis, tailored charting and other dispatch-related tools, company operating policies and exemptions.
- **Dispatchers**—In addition to flight dispatch career opportunities, applicants will learn the fundamentals critical to many other aviation careers, such as corporate/military/humanitarian operations, regulatory agencies or aviation vendors (aircraft/software manufacturers, navigational data/charting, ramp services, etc.).
- **Pilots**—The FAA/NAA dispatcher written exam is very similar to the Airline Transport Pilot (ATP) written exam, so pilots can prepare for (or retake) the ATP while increasing their backup career options.
- **Operations Management**—The ATP body of knowledge, plus flight planning and practical dispatching, is applicable to many operations management responsibilities. This course provides the technical background along with an appreciation for how to maximize efficiencies within transport category operations.

### Course Content

- Duties, responsibilities, and local/international regulations for all dispatchers.
- Proficiency in meteorology, emergency systems and procedures, security, communications, air traffic control, navigation principles and systems, instrument approach procedures, charting, airspace, aerodynamics, aircraft systems and performance, extended range operations, terrain driftdown, weight (mass) and balance, minimum equipment lists, configuration deviation lists, international ops, regulations, icing, flight planning, fuel conservations, human factors, dispatch resource management and practical dispatching.
- Familiarization with operation control/dispatch software such as flight planning systems, crew scheduling, airport analysis/aircraft performance analysis, NavData, Electronic Flight Bag (EFB) and other related products.

## Eligibility and Completion Standards

### Course Eligibility Requirements

There are no experience prerequisites for the FAA dispatcher certificate course, Flight Operations Management-Level 2 (FOM-2), when attending class in the United States. Individuals seeking other NAA dispatch certificates, held in locations outside the United States, are required to complete the introductory FOM-1 course or bypass exam before enrolling in FOM-2. Please note that English proficiency is required for all classes.

For all FAA/NAA dispatcher certification courses, Jeppesen requires students to be able to read, write and understand English and speak without accent or impediment of speech that would interfere with two-way radio conversation. The FAA Aviation English Language Standard (AELS) is based on the ICAO Rating Scale of Operational Level 4 or higher. Jeppesen instructors and FAA examiners must use the ICAO rating samples for Level 4 proficiency as guidance to evaluate all students' English proficiency. Customers must demonstrate English proficiency to both instructors and examiners. Students should become familiar with the online ICAO rating samples to determine English proficiency and contact a Jeppesen representative for any assistance you might require.

FAA AC 60-28B - [faa.gov/documentLibrary/media/Advisory\\_Circular/AC\\_60-28B.pdf](http://faa.gov/documentLibrary/media/Advisory_Circular/AC_60-28B.pdf)

ICAO Level 4 rated speech samples - [cfapp.icao.int/rssta](http://cfapp.icao.int/rssta)

FAA/NAA exam requirements:

- Two government-issued photo identifications are required (passport/visa, drivers license, etc.), showing that FAA applicants are 23 years of age (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, with a certificate issued upon turning 23 years of age.
- Results issued from an authorized testing center for the Aircraft Dispatcher Knowledge exam (ADX) with a score of 70% or greater.
- Each graduate must complete an FAA/NAA application for airman certificate, and present this to the examiner with identification and a Jeppesen (FAA/NAA approved) certificate of graduation.

### Course Completion Standards

Jeppesen does not guarantee that all students will pass the course or FAA/NAA exams. Jeppesen strives to maintain a 95%+ FAA/NAA exam pass rate, so instructors will only sign off students who are prepared. If learning complications arise, then instructors will work with individual students as time permits before taking the FAA/NAA exams. However, students may need to purchase one-on-one instructor tutoring, or repeat sections of the course at no additional cost. If a student fails the initial FAA examination he/she may reschedule a retest on short notice after purchasing additional training from Jeppesen, or repeat the course at no charge.

### What You Receive

Graduates seeking an FAA dispatcher certificate will receive a certificate of graduation from an FAA Part 65 approved school (course location dependent). Graduates seeking a dispatcher certificate from a different NAA, or an independent Jeppesen certificate, will receive the same training and graduation certificate, but it will not be FAA Part 65-endorsed.

You will also receive a comprehensive package of course notes, reference materials, test prep software and books, aeronautical charts, chart training materials, a manual flight planning computer and a Jeppesen flight bag organizer.

## eLearning Portal and Courseware

### [Online Student Resources and Communications Portal](#)

Jeppesen now provides Virtual Learning Program (VLP) and live classroom students with a new eLearning portal, which is a hub for class information, communications, courseware documents and learning resources:

- Class calendar with daily breakdown of class specifics, homework assignments, review questions, etc.
- Job postings to help connect our training graduates with the latest employment opportunities.
- eLearning video library containing hundreds of classroom videos so that students can review classroom lectures. Students may also access to a host of valuable dispatcher and Airline Operations Control (AOC) videos from major worldwide airlines.
- Dispatcher and course tools including flight planning and weather analysis software, NOTAMs, calculators, articles, FAA materials and other important reference information.
- Online student and instructor blog.
- Online student satisfaction forum.
- Student eKit with instructions and files for downloading the Jeppesen dispatcher course eBooks and other eBook reference publications.
- Class documents including all course reference documents and instructor supplements not contained within the Student eKit.

### [Jeppesen Courseware and Customization Capability](#)

The Jeppesen FAA dispatcher course goes above and beyond the minimum requirements outlined by the FAA/NAA for certification. We place a great deal of importance on improving dispatcher training standards, and providing the fundamentals that create safe and efficient dispatchers. The most important attribute of the Jeppesen dispatcher program is combining knowledge with workflow prioritization and decision making skills, and the ability to apply knowledge on-the-job. Jeppesen regularly emphasizes that while flight planning systems and other automation tools can be of great assistance to an AOC, they can also create significant problems if dispatchers do not fully understand what is being calculated behind the scenes.

We also put significant effort into regularly updating our dispatcher courseware to be above that which is required by the FAA for certification. We are closely aligned with various groups within Jeppesen and Boeing to enable us to provide you with the latest information on new subjects such as PBN, RNP, fuel conservation strategies, ETOPS and more.

For group sales, Jeppesen can provide corporate and military employees with a step-by-step breakdown of flight planning and airport analysis/performance engineering formats, tailored charting (paper and electronic) and other AOC tools. Jeppesen will also incorporate these tools into many areas of instruction, helping students apply classroom theory to operational policies. Jeppesen can also provide detailed product-specific training after certification is complete.

## Courseware Examples and Approvals

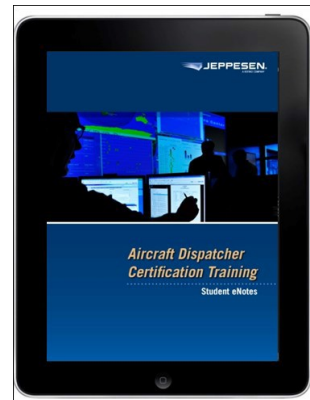
### Courseware

For more than 50 years, Jeppesen has provided the quality standard in aviation training materials. Jeppesen dispatcher training combines quality courseware, best-in-class instructors and eLearning instruction aids to provide you with the best training experience possible. Contact us today for samples of our classroom presentations, online eLearning materials, review videos and more.

### Student Materials - eKit and Paper-Based Kit

Tuition includes a paper-based student kit. Customers may also purchase student kit contents electronically for use with a tablet device (iPad recommended). Customers using the eKit will receive email instructions for downloading the following content:

- Dispatcher Course Student eNotes
- Jeppesen Airlines Flight Ops Manual
- Dispatcher Course Review Questions
- Jeppesen Aviation Weather eBook (required)
- Jeppesen FAR/AIM (required)
- Jeppesen Flight Crew FAR/AIM (required)
- Gleim ATP Test Prep Online (required)
- Jeppesen Aviation Dictionary eBook (optional)
- ASA Dispatcher Oral Exam Guide (optional)



### FAA and NAA Worldwide Course Approvals

The Jeppesen dispatcher certification course is approved by the United States Federal Aviation Administration (FAA), in addition to several other NAAs, including: (CAAM) Malaysia; LCAA (Latvia) and more. The Jeppesen dispatcher certification course 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.



## Classroom Options

### Live Course Calendar

Upon completion of the Jeppesen FAA dispatcher certification course, applicants will be proficient in each subject outlined in the course calendar below.

Full time live classes are eight hours per session, conducted five days per week for six weeks. After each subject, applicants will take module end exams, which enables students to closely monitor their own learning progress throughout the course.

	Mon	Tue	Wed	Thu	Fri
<b>Week 1</b>	<u>Day 1</u> Introduction Weather Theory	<u>Day 2</u> Weather Theory	<u>Day 3</u> Weather Theory Aeromedical Factors	<u>Day 4</u> Weather Theory and Aeromedical Exam Weather Data Collection	<u>Day 5</u> Weather Reports, Forecasts and Graphics
<b>Week 2</b>	<u>Day 6</u> Weather Reports, Forecasts and Graphics	<u>Day 7</u> Weather Reports, Forecasts and Graphics Air Traffic Control	<u>Day 8</u> Weather Reports, Forecasts and Graphics Exam Air Traffic Control	<u>Day 9</u> Air Traffic Control	<u>Day 10</u> ATC Module Exam Emergency, Security and Comms Weight and Balance
<b>Week 3</b>	<u>Day 11</u> Weight and Balance	<u>Day 12</u> Weight and Balance	<u>Day 13</u> Weight and Balance Exam Aircraft Performance	<u>Day 14</u> Aircraft Performance	<u>Day 15</u> Aircraft Performance Exam Nav - Earth Study
<b>Week 4</b>	<u>Day 16</u> Nav - Pilotage, Systems and instruments	<u>Day 17</u> Nav - Instrument Approaches and Charting	<u>Day 18</u> Nav - Flight Computer and Written Flight Planning	<u>Day 19</u> Nav - Written Flight Planning	<u>Day 20</u> Nav Exam Satellite Nav and International Ops
<b>Week 5</b>	<u>Day 21</u> FAA Regulations	<u>Day 22</u> FAA Regulations Airplane Deice and Anti- Ice	<u>Day 23</u> Regs and Deice/Anti-Ice Module Exam Aircraft Systems	<u>Day 24</u> Aircraft Sys Exam B737 MEL/CDL Jepp Final Exam	<u>Day 25</u> FAA Dispatcher Written Exam (ADX)
<b>Week 6</b>	<u>Day 26</u> AiOC Products and Tools National Airspace System Practical Dispatch	<u>Day 27</u> Critical Regs Practical Dispatch Exercises	<u>Day 28</u> Dispatch Resource Management Practical Dispatch Exercises	<u>Day 29</u> Weather Analysis Practical Dispatch Exercises	<u>Day 30</u> Practical Dispatch Exercises Oral and Practical Exam Preparation

### Class Size

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

### Visa Assistance

Jeppesen is approved by the U.S. Department of Homeland Security SEVP to issue 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 contact us at [jeppesenacademy@boeing.com](mailto:jeppesenacademy@boeing.com).

## Online Options

### [Virtual Learning Program \(VLP\) Overview](#)

Jeppesen utilizes instructors to teach 100% of the FAA dispatcher certification course, and the VLP provides the convenience of attending and interacting with classes online. The complete course is a hybrid of online and live classes that enables you to travel with restrictions to obtain your FAA dispatcher certificate. Students attend the first 130 classroom hours in the VLP classroom over 13 weeks, followed by attending any live two-week Denver based class to complete the program and obtain the FAA certificate.

Dispatcher VLP classes are not computer based training, as all class sessions are the same instructor led training as experienced in our live classrooms, just attended over the internet.

FAA dispatcher certificates are only obtained after students graduate from both the VLP and live course, followed by passing all FAA exams. You can choose any VLP or live posted class dates. This combination of online and live classes provide the same quality standards as the live 6-week course and will prepare you to take the FAA written, oral and practical exams.

Please review our [global course schedule](#) for class dates and pricing, or [contact us](#) for corporate and military group pricing discounts and to review any course customization requirements you might have.

### [VLP Class Requirements](#)

- **Equipment required**—updated computer with high speed/reliable internet connection, headset with audio capability and webcam for student identification. A PC is highly recommended for the VLP environment. To test your equipment compatibility, please follow the steps outlined in the VLP registration document.
- **Students responsibilities**—students must be visible and interactive via webcam, audio and text chat during all class times. By registering, students agree to all detailed VLP code of conduct and VLP student responsibilities. Jeppesen does not provide computer or internet based troubleshooting assistance. Students with technical or connectivity issues will be counted as absent for each class, and will need to schedule one-on-one remedial training (private proctoring fees apply).
- **Student authentication**—students must submit a color high resolution scanned copy of a government photo ID, which will be physically checked on the first day of class in Denver. Students should provide the FAA examiner with two forms of ID.

### [Live Class Requirements](#)

For the live class portion held in Denver, students are responsible for arranging and paying for a Visa—if applicable, travel to Denver, accommodations, board and local transportation. Students must ensure Visa and all other travel issues are not restrictive before enrolling in a VLP class. Please request the current Denver facility guide for more details regarding lodging, transportation and the local area. Please contact us with any questions or assistance needed.

## Online Options

### VLP Course Schedule

Upon completion of the Jeppesen FAA dispatcher certification course, applicants will be proficient in each subject outlined in the course calendar below. VLP classes are 3.5 hours per session, conducted 3 days per week for 13 weeks. After each subject, applicants will take module end exams, which enables students to closely monitor their own learning progress throughout the course.

### Class Size

Maximum class size is twelve (12) students for virtual classes. Please call for minimum class size.

	Mon	Tue	Wed	Thu	Fri
Week 1	<u>Day 1</u> Introduction Weather Theory		<u>Day 2</u> Weather Theory	<u>Day 3</u> Weather Theory	
Week 2	<u>Day 4</u> Weather Theory		<u>Day 5</u> Weather Aeromedical	<u>Day 6</u> Weather Analysis and Graphics	Weather Theory and Aeromedical Module End Exam
Week 3	<u>Day 7</u> Weather Analysis and Graphics		<u>Day 8</u> Weather Analysis and Graphics	<u>Day 9</u> Weather Analysis and Graphics	
Week 4	<u>Day 10</u> Weather Analysis and Graphics		<u>Day 11</u> Weather Analysis and Graphics	<u>Day 12</u> Air Traffic Control	Weather Analysis and Graphics Module End Exam
Week 5	<u>Day 13</u> Air Traffic Control		<u>Day 14</u> Air Traffic Control	<u>Day 15</u> Air Traffic Control	Air Traffic Control Module End Exam
Week 6	<u>Day 16</u> Emergency and Security		<u>Day 17</u> Communications	<u>Day 18</u> Basic Aerodynamics	
Week 7	<u>Day 19</u> Weight and Balance		<u>Day 20</u> Weight and Balance	<u>Day 21</u> Weight and Balance	Aerodynamics and Weight and Balance Module End Exam
Week 8	<u>Day 22</u> Aircraft Performance		<u>Day 23</u> Aircraft Performance	<u>Day 24</u> Aircraft Performance	
Week 9	<u>Day 25</u> Aircraft Performance		<u>Day 26</u> Aircraft Performance	<u>Day 27</u> Aircraft Performance	
Week 10	<u>Day 28</u> ETOPS		<u>Day 29</u> Study of the Earth Dead Reckoning	<u>Day 30</u> Nav-Systems and Instruments	Performance Module End Exam
Week 11	<u>Day 31</u> Nav-Aeronautical		<u>Day 32</u> Nav-Instrument	<u>Day 33</u> Nav-Instrument	
Week 12	<u>Day 34</u> Nav-Charting		<u>Day 35</u> Nav-CX2 Flight Computer	<u>Day 36</u> Written Flight Planning	
Week 13	<u>Day 37</u> Flight Planning International Ops	Navigation Module End Exam	Virtual class is concluded and students must now attend the last two weeks of a regularly scheduled class—within four months of VLP graduation.		

## Abbreviated Courses and Code of Conduct

### Abbreviated Courses—Experience Substitution

Applicants who have been assistant dispatchers, ATP 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 four (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:

1. Complete the online registration form at [jeppesen.com/trainingregistration](http://jeppesen.com/trainingregistration)
2. Email a resume/CV, along with other supporting documentation to [jeppesenacademy@boeing.com](mailto:jeppesenacademy@boeing.com)

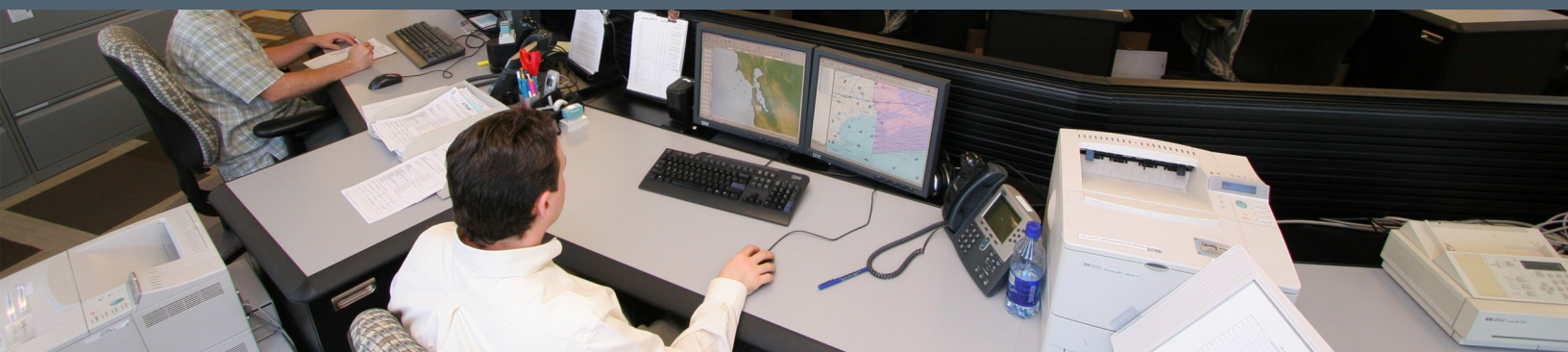
Jeppesen will review and verify your work history, then schedule a phone interview with an instructor. The interview will consist of questions that are similar to those asked on the FAA dispatcher oral and practical exam. The instructor will try to identify areas where each student may need more training in order to feel fully prepared to take the FAA exams.

### Code of Conduct Agreement

Freedom of speech and expression is valued at Jeppesen. Equally valued is the respect required for professionalism and edict in either the live or VLP learning environments. By registering for Jeppesen training, you signify your agreement to honor all code of conduct items and student responsibilities:

- Access courseware and student materials only for lawful training purposes.
- Cheating, plagiarism and other forms of academic dishonesty will not be tolerated.
- Only present or disseminate information (i.e. documents, images, videos, etc.) that is appropriate to the educational setting.
- Appear in person and on all webcams in a professional manner consistent with Jeppesen/Boeing dress code policies. Inappropriate student appearance, clothing or webcam environments will not be tolerated.
- Respect Jeppesen courseware copyrights and peer privacy. Students may not republish (cut and paste) discussion board content, courseware and other materials to websites, computers/drives, social networking forums, etc.
- Maintain an environment free of harassment, threats, insults or humiliation to other members of the class or instructors. This includes written or verbal comments of an ethnic, religious, sexist, sexual, or racist nature, or intimidations by email, or on discussion boards and other postings.
- By registering in the course, you agree not to harm any websites or download instructor presentations or course content not specifically instructor approved.





## Learn More

### [Class Schedules and Worldwide Facilities](#)

Please review our online [course schedule](#) for a complete list of online and live worldwide class dates and prices. Groups with more than eight (8) students can schedule custom class dates for either online or live classroom instruction at any available Jeppesen, Boeing or customer aviation training facilities worldwide.

### [Job Placement Services](#)

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

### [Contact Us](#)

Global toll-free via Skype: +1 800 537 7292

Direct: +1 303 667 3717

Email: [jeppesenacademy@boeing.com](mailto:jeppesenacademy@boeing.com)

Registration: [jeppesen.com/trainingregistration](http://jeppesen.com/trainingregistration)