

Master Modern Dispatch Operations

Transition from managing routine watch tasks to driving high-level situational awareness, threat mitigation, and effective OCC communication. Aligned with UK CAA Crew Resource Management (CRM) objectives (CAP 737 / AMC1 ORO.FC.115), this intensive 2-day Dispatch Resource Management (DRM) course equips dispatchers, flight operations officers, and controllers with the core non-technical skills (NTS) required to manage human performance limitations, optimise cognitive workload, and maintain operational resilience.

Core Curriculum Breakdown

Module 1: Human Factors & Threat and Error Management (TEM)

- Examine human cognitive limitations, information processing, vigilance, and error models within the OCC environment.
- Apply Threat and Error Management (TEM) frameworks to identify latent organisational hazards and active operational errors before flight dispatch.

Module 2: Situational Awareness & Shared Mental Models

- Develop strategies to build, maintain, and recover situational awareness under rapidly changing operational conditions.
- Align situational assessments across the OCC, flight deck, ground operations, and ATC to establish a shared operational picture.

Module 3: Structured & Assertive Communication

- Apply closed-loop communication techniques, readback/hearback protocols, and standardised operational messaging (AFTN/SITA, radiotelephony).
- Master assertive communication models and structured escalation procedures to address safety concerns across departmental hierarchies.

Module 4: Workload & Stress Management

- Diagnose high-workload bottlenecks, task prioritisation, and distraction management during peak operations or dynamic re-routings.
- Apply Fatigue Risk Management System (FRMS) principles and Flight Time Limitations (FTL) monitoring to manage crew and dispatch fatigue risks.

Module 5: Operational Decision-Making & Crisis Leadership

- Utilise structured non-technical decision-making models (e.g., FOR-DEC) to evaluate complex trade-offs (weather, MEL, fuel reserves, curfews).
- Master team coordination, adaptive leadership, and crisis mitigation strategies during Irregular Operations (IROPs) and emergency responses.

Module 6: Automation Management & Startle/Resilience

- Mitigate risks associated with automated flight planning systems (CAPS), loss of mode awareness, automation bias, and desk-bound complacency.
- Develop mental flexibility and resilience strategies to effectively navigate startle effects, sudden unexpected events, and high-stress operational disruptions.

What You Will Gain

- Applied DRM Toolkits: Practical debriefing models, TEM risk assessment matrices, workload management strategies, and diversion decision matrices.
- Core Non-Technical Skillset: Operational mastery spanning situational awareness, error recovery, assertive communication, and fatigue management.
- Interactive Practical Debriefs: Hands-on OCC scenario simulations, flight watch stress testing, and structured peer debriefing exercises.

Who Should Enrol?

- Flight Operations Officers & Dispatchers: Seeking to strengthen non-technical competencies, manage watch-floor stress, and reduce human error.
- OCC Duty Managers & Supervisors: Looking to enhance shift leadership, cross-departmental coordination, and crisis decision-making.
- Flight Ops Instructors & Human Factors Facilitators: Aiming to integrate standardised DRM human factors principles into internal airline training pipelines.

Frequently Asked Questions

Q: Is this course strictly focused on Human Factors and CRM principles?

A: Yes. Unlike general flight dispatch or technical ops courses, this curriculum focuses entirely on human performance, cognitive factors, and non-technical skills (NTS) tailored specifically to the dispatch environment.

Q: How does the course align with UK CAA CRM guidance?

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A: The curriculum directly integrates the core non-technical skill pillars outlined in CAA CAP 737 and AMC1 ORO.FC.115, adapting key flight deck CRM concepts—such as TEM, automation dependency, and resilience development—for ground-based operational controllers.

Q: What is the delivery format for the 2-day workshop?

A: The course is delivered as an intensive 2-day interactive workshop featuring facilitated group discussions, practical OCC scenario stress tests, video case-study analyses, and dynamic debriefing exercises.

Q: Can scenarios be customised to our airline's specific OCC environment?

A: Absolutely. While core DRM human factors frameworks are universal, we can tailor all simulation exercises, threat scenarios, and communication workflows to your fleet profiles, route networks, and OCC team structures.

For more information, please contact aviation@crosbyaviation.co.uk.



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