

UKOMA Dispatch Resource Management (DRM) & Operational Control Course

Aligned to CAA AMC1 ORO.GEN.110 Requirements

Master Modern Operational Control

Transition from managing daily flight tasks to driving high-impact operational execution and safety compliance. The UKOMA Operational Control programme equips dispatchers, flight operations officers, and operational controllers with actionable frameworks to elevate team performance, streamline flight watch systems, and build resilience across 14 comprehensive units.

Core Curriculum Breakdown

1. Operational Foundations & Legal Governance

- Unit 1: Operational Control & Air Law: Define the principles of operational control, the chain of responsibility for initiating, continuing, diverting, or terminating flights, and interpret applicable aviation regulations, air law, and ATS practices.
- Unit 2: Human Performance & Fatigue Risk Management (FRM/FTL): Apply Threat and Error Management (TEM) principles to operational watch duties, and interpret Flight Time Limitations (FTL) and FRM for safe roster management.
- Unit 3: Safety Management & Emergency Response: Identify key Safety Management System (SMS) components, report operational occurrences, and execute emergency response actions and incident notification protocols.
- Unit 4: Aviation Security & Dangerous Goods: Recognise procedures regarding unlawful interference, sabotage, and security threats, while verifying compliance for carrying Dangerous Goods (DG) by air.

2. Leading Delivery & Disruption Management

- Unit 5: Disruption Management & Airport Slots: Apply mitigation strategies to minimise disruptions, handle irregular operations, and manage airport slot allocation rules (ACL) and slot compliance.
- Unit 6: Mass & Balance: Calculate aircraft mass, balance, and centre-of-gravity positions, evaluating the effects of payload loading on performance and flight characteristics.
- Unit 7: Meteorology & Environmental Operations: Interpret TAFs, METARs, SIGMETs, and weather charts; analyse adverse weather impacts on All-Weather Operations (AWO); and evaluate holdover times (HOT) and de-icing procedures.

3. Aircraft Systems & Performance Execution

- Unit 8: Principles of Flight & Aircraft Systems: Explain aerodynamic principles and summarise major engine/system functions while applying Minimum Equipment List (MEL) and Configuration Deviation List (CDL) limitations.
- Unit 9: Aircraft Performance & Operational Flight Planning: Calculate fuel consumption, endurance, and alternate aerodrome requirements, applying take-off, en-route, and landing performance data.
- Unit 10: Navigation & Airspace Operations: Apply IFR navigation principles, route selection, and onboard equipment utilisation while assessing ATM procedures for effective flight watch.

4. Communication, Systems & Extended Operations

- Unit 11: Radio Communications & Operational Messaging: Interpret standard radiotelephony and AFTN/SITA messaging formats while executing communication protocols between operational control, ground stations, and ATC.
- Unit 12: ATS Flight Planning & Computerised Flight Systems (CAPS): Prepare, validate, and file ATS flight plans using automated systems, analysing route optimisation and airspace availability.
- Unit 13: Special Aerodromes & Extended Range Operations (EDTO/ETOPS): Apply procedures for EDTO/ETOPS operations (>60 minutes from adequate aerodromes) and assess Category B/C special aerodrome performance constraints and terrain hazards.

5. Integrated Capstone (Practical Application)

- Unit 14: Integrated Operational Planning Exercise & Assessment: Synthesise flight planning, dispatch, navigation, performance, and monitoring tasks into practical flight watch exercises while demonstrating total regulatory competency.

What You Will Gain

- Actionable Leadership Tools: Step-by-step templates for flight risk assessment, fuel planning, dynamic diversion analysis, and IROP tracking.
- End-to-End Operational Skillset: Complete mastery spanning CAA ORO.GEN.110 regulatory compliance, resource execution, and human factors.
- Practical Assessment: Hands-on scenario simulations, real-world flight plan stress testing, and integrated flight watch exercises.

Who Should Enrol?

- Flight Operations Officers & Dispatchers: Looking to meet CAA competency requirements, scale operational output, and master real-time flight watch.
- OCC Supervisors & Duty Managers: Aiming to improve regulatory compliance, disruption response, and risk management.
- Corporate Trainers & Instructors: Seeking to standardise flight control training pipelines against CAA AMC1 ORO.GEN.110 standards.

Frequently Asked Questions

Q: Is the programme delivered online, in-person, or as a hybrid model?

A: The programme is in-person, delivered twice a year, in March and November.

Q: How long does the course take to complete?

A: The curriculum covers all 14 units through a 5-day intensive interactive workshop and applied practical flight watch assessments.

Q: Can the curriculum be tailored to specific fleet types or airline operations?

A: No, whilst most of our course can be tailored, this is the exception. The core CAA regulatory frameworks are universal; we have customised specific case studies, route networks, and system exercises to align with UK OCC procedures.

Q: What measurable improvements can operational managers expect after completing the programme?

- Full Regulatory Compliance: Verified competency across all CAA AMC1 OROGEN.110 subject areas.
- Enhanced Disruption Response: Faster execution of IROP recovery, slot management, and emergency response actions.
- Improved Safety & Efficiency: Better risk management through Threat and Error Management (TEM) and optimised flight planning.

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

