



DISPATCHER'S COMPETENCY CHECK REPORT

INSTRUCTIONS: Print or type. Do not write in shaded areas, these are for CAAV use only. Submit original only to the CAAV or an CAAV Authorized Person. If additional space is required, use an attachment

NAME OF CANDIDATE:						PEL NUMBER:											
NAME OF DFDE OR CAAV INSPECTOR:																	
NAME OF OPERATOR:																	
DATE:						SHIFT START TIME (LOCAL)				H		SHIFT END TIME (LOCAL)				H	

REQUIRED STANDARDS *(Note: clarify 1 or 2 assessment with remarks)*

#	Description	①	②	③	④	#	Description	①	②	③	④
1.	Basic job skills and knowledge					13.	Accuracy and thoroughness of work, in particular that related to flight planning and the international of Vietnam and the air operator's fuel policies				
2.	Knowledge of <i>Vietnam Aviation Regulations</i>					14.	Assessment of alternates and their suitability				
3.	Air operator operational control policies and procedures					15.	Ability to anticipate changes				
4.	Knowledge of the air operator's manuals					16.	Liaison ability with flight crew members and other air operator departments				
5.	Aeroplane performance analysis					17.	Ability to analyze weather, perform weather watch, and understand the effects of weather changes				
6.	Flight planning procedures					18.	Ability to brief flight crew members and other flight dispatchers on operational matters				
7.	CAAV and the air operator emergency and abnormal procedures through actual observation or simulated through questioning					19.	Ability to use and understand NOTAMs				
8.	Knowledge of the latest recurrent training and Interim operating directives					20.	Ability to contact aeroplanes during the flight watch stage and quickly and accurately forward information to flight crew members				
9.	The air operator's administrative procedures relating to flight operations					21.	Ability to plan for abnormal operations, such as gear down, surface contamination, and anti- skid inoperative, etc				
10.	Knowledge relating to the Interface between operations co-ordination and operational control functions					22.	Knowledge of ATC procedures, such as flow control, delay programs, and re-routings, etc				
11.	Ability to priorities and organize workload					23.	Special Operations				
12.	Communications skills and procedures					24.	EDTO (if applicable)				

Assessment description and comment block on reverse

GENERAL ASSESSMENT		PASS <input type="checkbox"/>	FAIL <input type="checkbox"/>	NEXT COMPETENCY CHECK DUE DATE:	
DISPATCHER SIGNATURE		DFDE OR CAAV INSPECTOR'S SIGNATURE			



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POINT MARKING SCALE

When applying the 4-point scale, an DFDE/ CAAV inspector will award the mark that best describes the weakness element(s) applicable to the candidate's performance, Comments to support marks of 1 or 2 should link to a safety issue, technical performance criteria, approved techniques or procedures, and/or non-technical skills,

4	Performance, procedure or task remains within specified performance criteria, Non-technical skills contribute effectively towards the desired outcome. All potential threats received proper consideration. Errors, if any, are inconsequential or immediately corrected.	<ul style="list-style-type: none"> - Organization is structured, precise will within specified criteria; - Technical knowledge generally exceed the level required for safe and efficient operation; - Very good cooperation skills ensure effective teamwork and coordination at all times; - Leadership and managerial skills contribute to top team performance; - Behavior indicates continuous vigilance and highly accurate situational awareness; - Decision-making skills provide for timely decisions using all available information that lead to the safest and most efficient outcome.
3	Minor deviations may occur from specified performance criteria while overall performance, procedure or task remain within prescribed limits. Non-technical skills are generally effective in assisting technical performance. Potential threats lead to generate due consideration. Errors, if any, are identified and corrected in a timely manner	<ul style="list-style-type: none"> - Organization is positive and generally within specified criteria; - Technical knowledge meet the required level of competency for safe and efficient operation; - Good cooperation skills assist in effective teamwork and coordination; - Leadership and managerial skills contribute to good team performance; - Behavior indicates that situational awareness is maintained; - Decision-making skills provide for timely decisions aimed at safe and effective outcomes.
2	Deviations from specified performance criteria occur, which many include excursions form prescribed tolerances or a major error, but are recognized and connected within an acceptable timeframe. Non-technical skills maybe contributing to sub-standard technical performance. Consideration to relevant threats may not be fully adequate. Errors are poorly managed but do not jeopardize safety of flights.	<ul style="list-style-type: none"> - Organization is performance with limited proficiency auditor includes brief deviations from specified criteria' - Technical knowledge reveals limited competency and/or depth of knowledge with respect to applicable regulatory requirements, SOPs, and/or aircraft systems, limitations and performance characteristics' - Cooperation skills undermine effective teamwork and coordination; - Leadership and managerial skills allow deviations from procedures and/or poor team performance; - Behavior indicates lapses in situational awareness that are identified and corrected by the team; - Decision-making skills do not continuouslygenerate decisions providing a safe and efficient outcome.
1	Unacceptable deviations from specified performance criteria occur, which may include excursions from prescribed tolerances or procedures which are not recognized or connected within an acceptable timeframe. Non-technical skills detract from overall technical performance. Mismanagement of potential threats and/or errors compromises safety of flight.	<ul style="list-style-type: none"> - Organization in uncoordinated includes uncorrected or excessive deviation from specified tolerances, or leads to an undersized situation; - Technical knowledge reveals unacceptable levels of technical competency and/or depth of knowledge with respect to applicable regulatory requirements, SOPs, and/or aircraft systems, limitations and performance characteristics; - Poor cooperation skills contribute to unresolved conflict or lead to an unacceptable level of team coordination; - Leadership and managerial skills are counterproductive and ineffective to good team performance unless continuously challenged or prompted by other team members; - Behavior indicates lapses in situational awareness that are identified and corrected by the team; - Decision-making skills are inadequate and may lead to decisions jeopardizing safety of flights.

Team is defined as Dispatcher, Assistant-Dispatchers, Crew Schedulers, Operational Control Center (OOC) personnel, Maintenance Control Centre (MCC) personnel, ramp & station agents and any other persons involved with the operations of a flight.

Comments:



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(This instruction page shall be removed before submitting to CAAV)

Completion Instructions for CAAV Form 551:

- All block shall be filled or checked (except otherwise specified)
- The date shall be entered as DD/MM/YY (two digits of day, two digits of month and the last two digits of the checking year).
- When giving a mark for each item of required standard the DFDE/ CAAV Inspector shall base on the **POINT MARKING SCALE**.