



Seychelles Civil Aviation Authority

OPERATIONAL DIRECTIVE



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Operator Operational Control System

This Operational Directive contains information that is intended for mandatory compliance.

Recipients are asked to ensure that this Operational Directive is copied to all members of their staff who may have an interest in the information (including any 'in-house' or contracted maintenance organisations and relevant outside contractors).

1. Reason and Explanation

- 1.1 EASA Part ORO.GEN.110 (c) requires an operator to establish and maintain a system for exercising operational control over any flight operated under the terms of its air operator certificate. GM1 ORO.GEN.110(c) states that this does not imply a requirement for licensed flight dispatchers or a full flight watch system. GM1 ORO.GEN.110(c) also introduces the term Flight Operations Officers. No further requirements or guidance is provided under EASA Air Operations to qualify the functions of a Flight Dispatcher or Flight Operations Officer as well as elements of an Operational Control System that would be acceptable to the Authority.
- 1.3 The purpose of this Operational Directive is to provide an interpretation on the terms Flight Dispatcher or Flight Operations Officer and a framework for establishment of an acceptable Operational Control System.
- 1.4 The contents and requirement of this Operational Directive was previously issued by Safety Directive SD 2018-15 issued 18th April 2018.

2. Operational Directive and Applicability

- 2.1 The Authority, in exercise of its powers under regulation 85 of the Civil Aviation (Safety) Regulations 2017, directs the operator ('a specified operator') of any aircraft which is:
 - (a) registered in the Seychelles; and
 - (b) conducting Commercial Air Transport operations:to comply with the requirements set out in paragraphs 3 of this directive.

3. Definitions

'Flight Operations Assistant' means a suitably qualified person or specialist designated by an Operator with specific responsibilities relevant to the control and supervision of flight operations who supports, briefs and/or assists the FOO and/or pilot-in-command.

Note: This may include Weather Analyst, Navigation Analysts/Flight Planning Specialist, Load Agent, Operations Coordinators/Planner, Maintenance Controller, Air Traffic Specialist and Ground to Air Radio Operator.

'Flight Operations Officer (FOO)/Flight Dispatcher (FD)' means a person designated by an Operator to engage in the control and supervision of flight operations who is, whether licensed or not, competent in all functions of operational control (preflight preparation, flight planning, flight monitoring) and suitably qualified in accordance with regulation 18 of the Civil Aviation (Safety) Regulations, 2017, and who supports, briefs and/or assists the pilot-in-command in the safe conduct of the flight.

Note: The term FOO is mostly utilised in the European industry as opposed to the term FD utilised in America and other States following an American regulatory framework.

'Operational control' means the responsibility for the initiation, continuation, termination or diversion of a flight in the interest of safety.

'Flight Following' means the recording in real time of departure and arrival messages by operational personnel to ensure that a flight is operating and has arrived at the destination airport.

'Flight Monitoring' means in addition to requirements for flight following, flight monitoring includes:

- Operational monitoring of flights by suitably qualified operational control personnel (FOO/FOA) from the point of departure throughout all phases of flight;
- The communication of all available and relevant safety information between the flight crew and operational control personnel on the ground;
- The provision of critical assistance to the flight crew in the event of an in-flight emergency or security issue, or upon request from the flight crew.

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(a) registered in the Seychelles; and

(b) conducting Commercial Air Transport operations:

to comply with the requirements set out in paragraphs 3 to 8 of this directive.

3. Requirement: Establishment of Accountability, Authorities and Responsibilities for Operational Control

3.1 The Operator shall ensure accountability, authorities and responsibilities for the operational control of flights are defined and communicated throughout the organisation, to include the authorities and responsibilities of the pilot-in command (PIC) and, as applicable, the:

- (i) Flight operations officer (FOO), who supports, briefs and/or assists the PIC or designated member of management regarding risk tolerability with respect to the safe conduct of each flight;
- (ii) Designated member of management or post holder that has joint authority with the PIC over the decisions functions, duties or tasks associated with the operational control of each flight;
- (iii) Flight operations assistant (FOA) who supports, briefs and/or assists the PIC, FOO, or designated member of management in the safe conduct of each flight.

3.2 The Operator shall have a process and/or procedure for the delegation of duties within the management system for operational control that ensures managerial and operational control continuity is maintained, and responsibility for operational control functions is assumed by qualified personnel, when:

- (i) Managers responsible for operational control are absent from the workplace;
- (ii) If utilised in the system of operational control, FOO and/or FOA personnel are absent from the workplace.

Note: The intent of this provision is to ensure an operator has a process or procedure for succession in cases when operational control personnel are absent from the workplace. Such process or procedure typically addresses a handover between such personnel to ensure no loss of operational control continuity.

4. Delegation of Authority for the Operational Control of each flight

4.1 The Operator shall delegate the **authority** for operational control of each flight only to the PIC in a non-shared system of operational control, or to a combination of suitably qualified individuals in a shared system of operational control, to include the PIC and either:

- (i) An FOO in a shared system of operational control that requires the use of FOO personnel, or
- (ii) A designated member of management or post holder in a shared system of operational control that requires the use of such management personnel.

4.2 Examples of operational control systems are provided in the following table as a means to identify how **authority** may typically be delegated by an Operator.

Table 4.2

System of Operational Control	Location 4.1	System Description
Shared system (General)	(i), (ii)	Operational control authority is shared between the PIC and a flight operations officer/flight dispatcher or a designated member of management.
Full Shared System (PIC and FOO)	(i)	The PIC and FOO have joint authority over the decisions functions, duties or tasks associated with the operational control of a flight. Such systems are characterised by the use of flight monitoring and a dedicated communications system (voice or electronic) separate from the ATC system in order to maintain shared authority.
Partial Shared System (PIC and FOO)	(i)	The PIC and FOO have joint authority over all preflight decisions, functions, duties or tasks associated with the operational control of a flight, but during flight the PIC has sole authority. Such systems typically include an agreed point of transition from joint to sole responsibility (e.g. pushback or throttle advance for takeoff). This point of transition also typically coincides with the point when the MEL is no longer applicable and flight crews transition to inflight procedures. Partial shared systems are characterised by the use of flight monitoring if required by the Authority or desired by the Operator, and typically lack the dedicated communications system necessary to maintain shared authority in flight.
Shared System (PIC and Management)	(ii)	Functionally equivalent to a full-shared system except that the PIC and a designated member of management, often the Director of Flight Operations or any suitably qualified and knowledgeable member of management designated by the Operator, have joint authority over the decisions, functions, duties or tasks associated with the operational control of a flight.
Non-shared system (General)	Main standard	Operational control authority is delegated only to the PIC who may or may not be assisted by other support personnel.
Non-shared System (PIC-only)	Main standard	The PIC has sole authority over any and all decisions and completes all tasks (unassisted) related to the operational control of each flight. This does not preclude administrative personnel from providing, collecting or assembling operational documents or data related to each flight on behalf of the PIC and as defined in Table 6.1. Such systems may employ flight monitoring if desired by the operator.
Non-shared System	Main standard	The PIC has sole authority over any and all decisions regarding operational control. However, the PIC is assisted by others (e.g. FOO, FOA or a

	member of management) that lack operational control authority, but are assigned the responsibility to carry out specific functions, duties or tasks, such as flight planning, flight support, briefing and in-flight monitoring. Such systems may employ flight monitoring if desired by the operator.
Note: An FOA can be utilised in combination with FOOs or designated members of management in all systems of operational control except purely non-shared (PIC-only) systems. If such personnel are delegated authority in a shared system, however, it would be limited to their specific area of competency.	

4.3 Delegation of **authority** in a shared and non-shared systems may be summarised as follows:

- Shared systems, wherein operational control authority is shared between the pilot-in-command (PIC) and a flight operations officer/flight dispatcher (FOO) or designated member of management, such as the Director of Flight Operations (or other designated post holder);
For example: The FOO (or designated member of management, as applicable) has the authority to divert, delay or terminate a flight if in the judgment of the FOO, a designated member of management or the PIC, the flight cannot operate or continue to operate safely as planned or released.
- Non-shared systems, wherein operational control authority is delegated only to the PIC.
For example: Only the PIC has the authority to terminate, delay, or divert a flight if in the judgment of the PIC the flight cannot operate or continue to operate safely as planned.

5. Assignment of Responsibility for Operational Control of each flight

5.1 The Operator shall retain the overall **responsibility** for operational control of each flight and assign the responsibility to carry out functions, duties or tasks related to the operational control of each flight only to the PIC, or to a combination of suitably qualified personnel as defined in Table 6.1, to include the PIC and:

- (i) If the Operator has a shared system of operational control responsibility, either of the following:
 - (a) An FOO, who shares overall operational control responsibility with the PIC and/or supports, briefs and/or assists the PIC in the safe conduct of each flight, or
 - (b) A designated member of management or post holder who shares overall operational control responsibility with the PIC and/or supports, briefs and/or assists the PIC or FOO in the safe conduct of each flight.

Note: FOA and/or administrative personnel can be utilised in combination with FOOs and/or designated members of management in a shared system of operational control, but neither would share operational control responsibility with the PIC, FOO or designated member of management.

- (ii) If the Operator has a non-shared system of operational control responsibility, one or more of the following:
 - (a) An FOO who supports, briefs and/or assists the PIC in the safe conduct of each flight, or

- (b) A designated member of management or post holder who supports, briefs and/or assists the PIC or FOO in the safe conduct of each flight, or
- (c) FOA personnel who support, brief and/or assist the PIC or FOO in the safe conduct of each flight, and/or
- (d) Administrative personnel who do not support, brief and/or assist the PIC or FOO, but provide, collect or assemble operational documents or data relevant to the conduct of each flight.

5.2 Examples of operational control systems are provided in the following table as a means to identify how **responsibility** may typically be assigned by an operator.

Table 5.2

System of Operational Control	Item 5.1	System Description
Shared systems (General)	(i) (a), (i) (b)	Operational control responsibility is shared between the PIC and an FOO or designated member of management.
Full Shared System (PIC and FOO)	(i) (a)	The PIC and FOO are jointly responsible for the decisions, functions, duties or tasks are characterised by flight monitoring and a dedicated communications system (voice or electronic) separate from the ATC system in order to maintain joint responsibility.
Partial Shared System (PIC and FOO)	(i) (a)	The PIC and FOO are jointly responsible for all preflight decisions, functions, duties or tasks associated with the operational control of a flight, but during flight the PIC has sole responsibility. Such systems are characterised by the use of flight monitoring if required by the Authority or desired by the Operator and typically lack the dedicated communications system necessary to maintain shared responsibility in flight.
Shared System (PIC and Management)	(i) (b)	Functionally equivalent to a full-shared system except that the PIC and a designated member of management, often the Director of Flight Operations or any suitably qualified and knowledgeable member of management designated by the operator are jointly responsible for the functions, duties or tasks associated with the operational control of a flight. The responsibility to carry out actual functions, duties or tasks such as flight planning, supporting/briefing the crew or flight monitoring is typically assigned to other non-management personnel (e.g. FOOs and/or FOAs).
Non-shared Systems (General)	(ii) (a)– (d)	Operational control responsibility is assigned only to the PIC who may or may not be assisted by other support personnel.
Non-shared System (PIC-only)	Parent provision and/or (ii) (d)	The PIC is solely responsible for completing all tasks (unassisted) related to the operational control of each flight. This does not preclude administrative personnel from providing, collecting or assembling operational documents or data related to each flight on behalf of the PIC as defined in Table 6.1. Such systems employ flight monitoring if desired by the operator.
Non-shared System (PIC-assisted)	(ii) (a)– (c)	The PIC is solely responsible for all decisions regarding operational control. However, the PIC may be assisted by others, such as an FOA, or an FOO or member of management that functions as an FOA, who is assigned the responsibility to carry out specific functions, duties or tasks, such as flight planning, support, briefing and in-flight monitoring. Such systems employ flight monitoring if desired by the operator.

Note:

- *FOOs can be present in shared or non-shared systems of operational control to support, brief and/or assist the PIC or designated member of management in all competencies of operational control.*
- *FOAs can be present in any system of operational control except purely non-shared (PIC-only) systems, but their responsibilities are limited to their area(s) of expertise.*
- *FOAs may be assigned specific flight responsibilities depending on area of expertise or general (non-flight specific) responsibilities in support of other operational control personnel or functions.*
- *The responsibilities of administrative personnel utilised in operational control functions are limited to the provision or collection of operational data*

5.3 Delegation of **responsibility** in a shared and non-shared systems may be summarised as follows:

- Shared systems, wherein operational control responsibility for each flight is shared between the PIC and an FOO, or between the PIC and a designated member of management such as the Director of Flight Operations (or other designated post holder). In either shared system, the PIC, FOO or designated member of management, as applicable, may be assisted by other qualified personnel assigned the individual responsibility (by the operator) to carry out specific operational control functions, duties or tasks. Such personnel, however, typically do not share operational control responsibility with the PIC, FOO or designated member of management, as applicable.

For example: The FOO (or designated member of management) and the PIC are jointly responsible (and accountable) for the functions, duties or tasks associated with the operational control of a flight, such as pre-flight planning, load planning, weight and balance, delay, dispatch release, diversion, termination, etc. In such systems the FOO (or designated member of management) may carry out such responsibilities unassisted or be assisted by qualified personnel assigned the individual responsibility (by the operator) to carry out specific operational control functions, duties or tasks.

- Non-shared systems, wherein the PIC is solely responsible for all duties, functions, or tasks regarding operational control of each flight, and may carry out such responsibilities unassisted or be assisted by qualified personnel assigned the individual responsibility (by the operator) to carry out specific operational control functions, duties or tasks.

For example: The PIC is solely responsible (and accountable) for the duties, functions, duties or tasks associated with the operational control of a flight, and the PIC either acts unassisted or is assisted by qualified personnel in carrying out functions, duties or tasks such as preflight planning, load planning, weight and balance, delay, dispatch release, diversion, termination, etc.

6. Operational Control personnel authorities and responsibilities

6.1 The following table categorises operational control personnel, defines the scope of their authority, identifies their responsibilities and illustrates the relationship of such responsibilities to the operation as a whole. It is provided to ensure suitably qualified persons are designated, where applicable, to support, brief and/or assist the pilot-in-command (PIC) or FOO or designated member of management in the safe conduct of

each flight. The terms used in the table to identify operational control personnel are generic and might vary.

Table 6.1

Operational Control	Authority	Responsibilities, Including the Assignment of Functions, Duties or Tasks
Administrative Support Personnel ¹ (e.g. gate agent)	None Do not make recommendations or decisions regarding the operational control of a flight	Provide, collect or assemble operational documents or data only.
Flight Operations Assistant (FOA) ⁴	None or limited to area(s) of expertise May be authorised to make decisions or recommendations in area(s) of expertise. ⁵ (e.g., maintenance controller grounds aircraft.)	Support, brief and/or assist the PIC or FOO. Specialises in one or more of the elements of operational control. ³ Collects, provides filters, evaluates and applies operational documents or data relevant to specific elements of operational control. Makes recommendations or decisions in area(s) of expertise.
Flight Dispatcher or Flight Operations Officer (FOO) ⁴ or Designated Member of Management (e.g. Director of Operations or other post holder)	None or limited or shared ² May share operational control authority with the PIC. ² May be authorised to make recommendations or decisions	May share operational control responsibility with the PIC. ² Support, brief, and/or assist the PIC. Collects, provides filters, evaluates and applies operational documents or data relevant to all elements of operational control. ³ Makes recommendations or decisions.
Pilot in Command (PIC)	Full/shared ² Has final authority to ensure the safe operation of the aircraft. May share authority and responsibility for operational control.	Full/shared ² Responsible for safe conduct of the flight. Collect, provide, filter, evaluate and applies operational documents or data relevant to all competencies of operational control. ³

Legend

1 - Personnel lacking any authority or responsibility for operational control are identified in the table for the purposes of excluding them from the initial and continuing qualification provisions of section 7.

2 - FOO personnel used in conjunction with a shared system of operational share authority and responsibility with the PIC.

3 - The competencies of operational control are contained in Table 8.1. FOA personnel that specialise in one competency of operation control may be referred to as Weather Analyst, Navigation Analyst/Flight Planners,

Operations Coordinators/Planners, Maintenance controllers, Air Traffic Specialists and Load Agents/Planners/Controllers unless qualified in accordance with GRH.
4 - The terms used in this table to identify operational personnel are generic and may vary. Personnel utilised in operational control functions and assigned the responsibilities delineated in the table are subject to the relevant qualification and training provisions in this section.
5 - Authority limited in scope to decision making in area of expertise.

7. Operations Control Personnel Training and Qualifications

7.1 Personnel employed in operational control functions that are delegated the authority and/or assigned the responsibility to carry out functions, duties or tasks, as outlined in Table 7.1 below, are subject to the training and qualification requirements commensurate with their position outlined in the table below.

Table 7.1

Operational Control	Training and Qualifications
Administrative Support Personnel ¹ (e.g. gate agent)	Not subject to initial and recurrent training in the competencies of operational control in Table 8.1 and are qualified via On the Job Training (OJT), job descriptions, task cards, guidelines, checklists, training materials or other written means to establish competence.
Flight Operations Assistant (FOA) ³	For each area of expertise or specialisation ² Subject to initial and continuing qualification in accordance with 7.2, 7.3 and specific competencies of Table 8.1 relevant to the job function and operations of the Operator.
Flight Dispatcher or Flight Operations Officer (FOO) ³ or Designated Member of Management (e.g. Director of Operations or other post holder)	Subject to initial qualification in accordance with regulation 18 of the Civil Aviation (Safety) Regulations, 2017. Subject to continuing qualification in accordance with 7.2, 7.3 and all competencies of Table 8.1 relevant to the operations of the Operator.
Legend	
<p>1 - Personnel lacking any authority or responsibility for operational control are identified in the table for the purposes of excluding them from the initial and continuing qualification provisions of section 7.</p> <p>2 - FOO personnel used in conjunction with a shared system of operational share authority and responsibility with the PIC.</p> <p>3 - The terms used in this table to identify operational personnel are generic and may vary. Personnel utilised in operational control functions and assigned the responsibilities delineated in the table are subject to the relevant qualification and training provisions in this section.</p>	

- 7.2 If an FOO or FOA is utilised in the system of operational control, the Operator shall ensure such personnel receive recurrent training in the applicable competencies of operational control, as specified in Table 8.1. Recurrent training shall be completed on a frequency in accordance with requirements of the Authority, if applicable, but not less than once during every 36-month period plus or minus one month from the original qualification anniversary date or base month.
- 7.3 If an FOO is utilised in the system of operational control, the Operator shall ensure such personnel receive training in human factors on a frequency in accordance with requirements of the Authority, if applicable, but not less than once during every 36-month period plus or minus one month from the original qualification anniversary date or base month.
- 7.4 Persons providing FOO/FD initial and recurrent training for the purpose of regulation 18 of the Civil Aviation (Safety) Regulations, 2017 shall hold a basic instructor core training and meet the recurrent training requirements of 7.2 and 7.3.

8. Operations Control Personnel Competencies

- 8.1 The Operator shall ensure FOO or FOA personnel demonstrate knowledge and/or proficiency in the competencies of operational control appropriate to the assignment of responsibility to carry out operational control functions, duties, or tasks, to include, as applicable:

Table 8.1

	Competency	FOO	FOA	FOA Relevancy (examples)
i	Contents of the Operations Manual relevant to the operational control of flights;	X3	X3B	Relevant contents
ii	Radio equipment in the aircraft used;	X3	X3B	As relevant to function
iii	Aviation indoctrination;	X3	X3B	Subjects relevant to function
iv	Navigation equipment in the aircraft used, including peculiarities and limitations of that equipment	X3	X3B	Navigation Analysts, Flight Planners
v	Seasonal meteorological conditions and hazards;	X3	X3B	Weather Analysts/Meteorologist
vi	Source of meteorological information;	X3	X3B	Weather Analysts/Meteorologist
vii	Effects of meteorological conditions on radio reception on the aircraft used	X3	X3B	Weather Analysts/Meteorologist
viii	Aircraft mass (weight) balance and control	X3	X3B	Load Planners
ix	Human performance relevant to operations or dispatch duties (CRM/DRM)	X3		
x	Operational procedures for the carriage dangerous goods;	X2	X2B	As relevant to function
xi	Operational procedures for the carriage of cargo;	X3B	X3B	As relevant to function
xii	Operational emergency and abnormal procedures;	X2B	X2B	As relevant to function

xiii	Security procedures (emergency and abnormal situations);	X3	X3B	As relevant to function
xiv	Civil Air Law and regulation	X3	X3B	Air Traffic Managers
xv	Aircraft mass (weight) and performance;	X3	X3B	Load Planners
xvi	Navigation, special navigation;	X3	X3B	Navigation Analysts
xvii	Special airports;	X3A	X3AB	Flight Planners
xviii	Air traffic management;	X3	X3B	Air Traffic Managers
xix	Aircraft systems and MEL/CDL	X3	X3B	MX Controllers
xx	Flight planning	X3	X3B	Flight Planners
xxi	Flight monitoring;	X3	X3B	Flight Followers
xxii	Communication;	X3	X3B	Flight Followers
xxiii	Fuel supply (aircraft and fuel type requirements);	X3	X3B	Flight Followers
xxiv	De-icing/anti-icing procedures;	X3A	X3AB	As relevant to function
xxv	Procedures for operations beyond 60 minutes including, if applicable, EDTO.	X3A	X3AB	Flight Planners

Legend

X: Shall be completed during training and evaluation.

1: Shall be satisfactorily completed during initial training and once every calendar year plus or minus one calendar month from the original qualification anniversary date or base month.

2: Shall be satisfactorily completed during initial training and once every 24 months.

3: Shall be satisfactorily completed during initial training and once every 36 months plus or minus one calendar month from the original qualification tri-anniversary date or base month.

A: If relevant to the operations of the Operator.

B: If relevant to area of expertise or job function (e.g Flight Planning, Maintenance Control, Load Planning, Air Traffic Management)

8.2 FOO personnel that are assigned overall operational control responsibility for specific flights, assigned responsibilities in all competencies of operational control or utilised in shared systems of operational control demonstrate knowledge and/or proficiency in all applicable competencies in the above table. FOO or FOA personnel assigned the individual responsibility to carry out specific operational control functions, duties or tasks demonstrate knowledge and/or proficiency in competencies relevant to area of expertise or function as determined by the operator or State. It is important to note that some Operators might choose to assign the responsibility for specific operational control functions to fully qualified FOO personnel. In such cases an FOO is acting in a limited capacity and although qualified in all competencies of operational control, would be functionally acting as an FOO.

9. Queries

- 9.1 Any queries as a result of this Operational Directive should be addressed to Head of Flight Operations and Flight Crew Licensing Inspectorate at the following e-mail address: hfo@scaa.sc

10. Revocation and Commencement

- 10.1 This Operational Directive comes into force **27th May 2019** and will remain in force until revoked by the Authority.

Head Flight Operations and Flight Crew Licensing Inspectorate