

Flight dispatch and operations

Compare coordinated support with a certificated role

Flight dispatch and operations teams connect information, people and a changing flight schedule. Some roles involve flight planning and monitoring; others coordinate an aircraft turnaround or provide administrative support. Similar job titles can mean different responsibilities. This guide helps you investigate the actual duties before choosing training, with a specific US certificate example and a separate UK careers example.

Educational reference. Sources checked 27 October 2026. Verify current requirements with the relevant authority and employer.

What the work contributes

- Bring relevant information together so authorised decision-makers can understand changing flight conditions and operational constraints.
- Maintain clear communication between colleagues and functions, reducing the chance that an important change is missed or misunderstood.
- Support continuity through accurate records and handovers; responsibility for operational decisions follows the applicable role and rules, not an impressive job title.

An illustrative working day

Original simplified example, not a duty schedule or an operating procedure. Actual work varies by organization, operation and assigned role.

Part of the work	What a beginner should notice
Start of a shift	A junior operations colleague joins the handover, identifies unresolved issues and confirms assigned tasks and escalation contacts.
Information gathering	Updates are checked and passed to the appropriate people. An experienced colleague explains why a change matters.
A disruption	The team separates confirmed information from assumptions and coordinates relevant departments; formal decisions stay with authorized personnel.
Handover	Outstanding matters, ownership and the latest known information are recorded. Aircraft-side dispatch work may follow a different pattern.

Keep the role boundaries clear

The US certificated aircraft-dispatcher role is not a label for every person supporting flight operations. A turnaround agent, flight follower, roster planner or administrator may have different duties and training. Compare decision authority, not just the word dispatch. [D1, D3, D4]

Do you enjoy tracking information changes and explaining what is known and unknown

Build your learning sequence

Use this sequence to investigate the career before committing to formal training. It is an educational exploration path, not an approved syllabus or a compulsory worldwide route.

1 Compare duties rather than titles

Choose a target jurisdiction and distinguish operations-centre dispatch, aircraft-turnaround coordination and administrative support. Compare duties and decision authority rather than searching only for a job title.

2 Build information habits

Build foundations in numeracy, geography, clear written communication and careful use of digital information. Practise identifying the source, time and uncertainty of information in ordinary learning exercises.

3 Understand the subjects behind a flight

Read introductory material about weather, aircraft performance, operational constraints and teamwork. This gives context for later training; it does not qualify a beginner to produce an operational flight plan.

4 Investigate the actual qualification

For a US aircraft-dispatcher certificate, examine the FAA's eligibility, experience-or-approved-course and testing requirements. For other roles, ask the employer which qualifications and company training apply before purchasing a course.

5 Plan the next supervised learning step

Plan the evidence, assessments and supervised learning needed for the chosen route. Ask what happens after recruitment, how competence is checked and what progression would require additional qualification or authorisation.

A worked exploration decision

Fictional example: Arun compares two adverts containing the word dispatch. One describes aircraft-side coordination; the other refers to a US aircraft-dispatcher certificate. Arun records the duties, country and qualification separately rather than buying a course based on the shared word. The next useful action is to verify which role matches the intended work.

Try a small learning task

Create a fictional event log for a school trip or community activity with columns for time, source, confirmed information, unanswered question and person responsible. Introduce one schedule change and rewrite the handover. This develops information discipline without making a real flight plan or dispatch decision.

My question or learning task and what I will produce

Separate routes from requirements

Country examples illustrate different systems. They do not establish equivalence, transferability or your eligibility. Check the current authority, course and employer requirements for the exact role before acting.

United States example

Federal Aviation Administration (FAA) • Regulated certificate role

US 14 CFR 65.51 requires a certificate for the defined aircraft-dispatcher function involving operational control with the pilot in command. Subpart C addresses eligibility, knowledge and practical tests, and experience or approved training. This does not make the certificate a requirement for every operations-support or turnaround job. [D1]

United Kingdom example

UK Civil Aviation Authority (CAA) • Career information only not licensing guidance

The CAA's careers material lists both Operations and Dispatch Agent and Flight Dispatcher, with different work descriptions. It is useful for exploring job scope, but it does not establish a universal UK dispatcher licensing route. [D4]

Three labels to use when you compare options

Category	How to interpret the information
Regulated requirements	US Part 65 Subpart C governs the defined aircraft-dispatcher certificate. A course completion document is not the certificate. FAA AC 65-34A is supporting guidance, not independently binding law. [D1, D2]
Employer conditions	A vacancy may require previous operations experience, systems knowledge or shift availability. Ask which conditions are employer choices and which implement a specific regulatory requirement.
Typical preparation	Structured problem-solving, active listening and accurate handovers can help a beginner explore. General aviation study is not interchangeable with a regulated certificate.

Ask the question that changes the decision

Ask what decisions the role is authorized to make and what training supports them. If a provider claims to prepare you for a certificate, verify that precise route, its approval and the assessments still required. If it is a support role, ask about company training rather than assuming a pilot or dispatcher licence is needed.

My intended country and the authority or employer I will verify with

Medical, age, experience, security and work-permission questions belong with the competent authority or responsible organization. Do not use this guide to decide personal eligibility or share private records.

Plan your next step

Take one manageable action, keep its source and date, and leave unanswered questions visible. None of these exercises grants a licence, qualification, operational authority or job entitlement.

- 1 Identify one actual operations role, employer and country and save the current duties description.
- 2 Separate regulated certificate requirements from company training and recruitment preferences.
- 3 Compare the stated course outcome against that role and verify claimed approval with the responsible authority.
- 4 Create a clear, non-operational handover example and use it to identify a communication or information-management skill to develop.

The most important question I still need answered

My next action and review date

Official sources and scope

All links below were checked at the stated scope on 27 October 2026. Requirements can change. These organizations do not endorse Avi Learner or this guide.

[\[D1\] FAA regulations via eCFR 14 CFR Part 65, Subpart C - Aircraft Dispatchers](#)

Certificate scope, eligibility, knowledge and practical tests, experience or approved-course route.

[\[D2\] FAA AC 65-34A - FAA-Approved Aircraft Dispatcher Certification Courses, including Change 1](#)

Course guidance; not legally binding in its own right.

[\[D3\] UK CAA STEM Aviation Operations](#)

Operations includes distinct dispatch and support roles.

[\[D4\] UK CAA STEM Ground Services](#)

Different profiles for flight dispatcher and operations/dispatch agent.

Explore related Avi Learner pages

[Dispatch and operations control explainer](#)

[Dispatcher role profile](#)

[Training provider checklist](#)

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