

# VERMONT FLIGHT ACADEMY

## Instructor Handbook



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## GENERAL

VFA Instructor,

Thank you for taking the opportunity to read this important document. This document will serve as your SOP for simple procedural advice and policies. In an effort to standardize all procedures, it is pivotal that all instructors follow these procedures to ensure that our customer's needs can be met, quickly and efficiently. Our goal as a small, but growing flight school is that as VFA grows the quality of flight instruction does not suffer.

**USE OF THIS HANDBOOK-** This Handbook will provide all operational answers and instructions for all Instructors at Vermont Flight Academy

**FOLLOWING PROCEDURES-** It is pivotal that **all** Instructors follow the procedures set forth in this document.

**If you have any questions about flight instruction please contact the Chief Flight Instructor**

### **VFA CONTACT:**

**CHIEF FLIGHT INSTRUCTOR.....Levi Whitaker- [Levi@flyvfa.org](mailto:Levi@flyvfa.org) (802) 345-3912**

**DIRECTOR OF OPERATIONS.....Tony Speranza- [Tony@flyvfa.org](mailto:Tony@flyvfa.org) (802) 518-7160**

**OFFICE MANAGER.....Lynsey Hartshorn- [Lynsey@flyvfa.org](mailto:Lynsey@flyvfa.org) (603) 991-9539**

## INSTRUCTOR RESPONSIBILITY

- (1.) Vermont Flight Academy (VFA) Instructors are responsible for the safe, efficient and courteous customer service to all VFA Students.
- (2.) As a collective group we must implement professional practices in all phases of instruction, ground or flight.
- (3.) Every Flight Instructor will follow the policies set forth in the *Instructors handbook* and the *Standard Operating Procedures*
- (4.) It is the responsibility of All VFA Employees to create a welcoming training, and educational atmosphere.
- (5.) It is VFA Instructor's responsibility to be present, prepared and have their aircraft prepared for each lesson.

**MOST OF ALL, GET HOME SAFELY AND HAVE FUN  
DOING IT!**

## NEW STUDENT PROTOCOL

When an instructor is assigned a new student and prior to their first flight, the instructor must email the following information to [office@flyvfa.org](mailto:office@flyvfa.org):

1. Name (First, Last, Middle if applicable)
2. Address
3. Email
4. Phone (cell is preferable)

\*These Items must be completed prior to a student's first flight, discovery flight or simulator session

\_\_\_ COPY OF DOCUMENT SHOWING PROOF OF CITIZENSHIP

Option 1: Unexpired Passport

OR,

Option 2: An Unexpired Government issued Photo Identification **and** Birth Certificate

\_\_\_ STUDENT MUST SIGN PILOT AGREEMENT (LOCATED IN STUDENT RESOURCES)

\_\_\_ STUDENT MUST SIGN RELEASE OF LIABILITY (LOCATED IN STUDENT RESOURCES)

\_\_\_ IF THEY EXIST, MAKE COPIES OF ALL PILOT CERTIFICATES AND MEDICALS

\*ALL DOCUMENTS MUST BE GIVEN TO LYNSEY OR PLACED ON THE FRONT DESK IN THE FOLDER LABELED "TO FILE"

\*New Students will require an account in the Paperless 141 System, **Search account first**, If there is not an account and Admin is not present follow the process below.

### **BILLING PROCESS FOR NEW STUDENTS IF ACCOUNT DOES NOT EXIST**

**(1.) Log Flight In Following FLIGHT CHECK-IN PROCEDURE**

**(2.) LAST NAME: DOE....FIRST NAME: JOHN**

**(3.) When Payment is processed, in the notes section write students First and last name**

## PART 141

### (1)PART 141 CHECKS

**\*Before any instructor may conduct flight instruction under VFAs Part 141 Certificate, you must be checked out by a Chief or Assistant Chief Flight Instructor. Every Instructor must complete an initial check for each course and aircraft Every 12 months each Flight Instructor is required to have a recurrent check in one aircraft that is in a course of which they are approved to instruct in.**

#### 1. INITIAL INSTRUCTOR CHECKS

##### PROCESS

- (1.) CHIEF FLIGHT INSTRUCTOR WILL SCHEDULE
- (2.) PERFORM GROUND INSTRUCTION TO FAMILIARIZE WITH SYLLABUS
- (3.) PERFORM FLIGHT CHECK FOR STANDARDIZATION

#### 2. RECURRENT INSTRUCTOR CHECKS-EVERY 12 CALENDAR MONTHS

##### PROCESS

- (1.) CHIEF FLIGHT INSTRUCTOR WILL SCHEDULE
- (2.) PERFORM FLIGHT CHECK IN APPROVED AIRCRAFT FOR ONE COURSE

### (2)ENROLLMENT

**\*Before any Student may fly in a Part 141 Course, they must be enrolled by the Chief Flight Instructor.**

##### PROCESS-(These are Administrative Functions)

- (1.) Certificate of Enrollment must be printed and signed by the Chief Flight instructor
- (2.) Student must be enrolled in the course in the *Paperless141 system*
- (3.) Students account must be updated to reflect billing for specified course

## COURSE HOURS

**\*FOR COURSE GRADUATION, EACH COURSE MUST BE FLOWN TO THESE MINIMUM HOURS (NO EXCEPTIONS)**

	<u>TOTAL</u>	<u>DUAL</u>	<u>SOLO</u>	<u>PRE/POST</u>	<u>SIM</u>
<u>PRIVATE</u>	55	45	10	8.5	2.5
<u>INSTRUMENT</u>	52	52	0	13	14
<u>COMMERCIAL</u>	120	79	41	19.75	19
<u>CFI</u>	15	15	0	15	2.5
<u>CFII</u>	15	15	0	15	2.5
<u>MEL</u>	10	10	0	16.5	2
<u>MEI</u>	25	25	0	6.25	1
<u>MES</u>	7.5	7.5	0	10	0

**\*SEE COMMERCIAL BREAKDOWN IN ATTACHMENT (A) of this document.**

### (4)STAGE CHECKS AND EXAMS

#### PROCESS

- (1.) Student must be 100% complete with the stage.
- (2.) Student must complete stage exam
  - a. Exam office (PSI TESTING)
    - i. Log on to internet explorer
    - ii. Select the exam
    - iii. Password: VFAexam?
    - iv. Complete form info
    - v. Student must complete exam with 80% or better
    - vi. Correct to 100% with IPAD out front, password: 3060
    - vii. Go to email, exams inbox, and choose student exam
    - viii. If student needs to retake exam, go back to step (i.)
    - ix. A copy of the last exam before 100% needs to be printed, write "corrected to 100%", and signed by instructor

- x. The copy will need to be scanned and filed into the correct rating folder for each student
- (3.) Student may schedule Stage Flight Check after Stage exam is complete and reviewed by a CFI
- (4.) Stage checks may be completed by a Check Instructor (see attachment (b))
- (5.) Stage check must be entered into Paperless 141.
- (6.) In the event of Stage check failure notify chief flight instructor by email.

## (5) COURSE TERMINATIONS

### PROCESS

- (1.) Notification by email to the Chief Flight Instructor.
- (2.) Withdrawal policy will apply for remaining flight fees.
- (3.) Students account will be deactivated

## (6) COURSE GRADUATIONS

### PROCESS

- (1.) Notification by email to the Chief Flight Instructor
- (2.) Chief or Assistant Chief Flight Instructor will audit students account
- (3.) Confirmation will be sent to Instructors email
- (4.) Graduation Certificate will be printed and signed
- (5.) IACRA course association and sign off completed
- (6.) Student account will be zeroed

## (7) COURSE SYLLABI

All course syllabi that are owned by VFA are under Instructor Resources. These syllabi may be disseminated to **current students only**.

Password: **vfacfi!**

**All other Syllabi, specifically ALL CFI SYLLABI may be procured from Pilot Shop for Students or If required from the Chief Flight Instructor for students.**



## PART 61

\*Part 61 instruction is assigned based on Instructor student load and best matching. It is our goal to let instructors instruct as much as they want without restriction so long as it does not compromise customer satisfaction and experience.

### (1) STUDENT REGISTRATION

**NEW WALKINS: Follow NEW STUDENT PROTOCOL**

**STUDENT PLACEMENT: Case by Case basis, based on evaluation of current instructors.**

**INSTRUCTOR REQUESTS: Will be accommodated as needed, it is our desire to let everybody with proper certification and ratings fly any aircraft.**

### (2) STANDARD OPERATING PROCEDURES

The standard operating procedures handbook will be followed for all aircraft operation. This operating handbook is contained in student resources and is for all VFA students and Instructors to follow.

## STUDENT ISSUES AND COMPLAINTS

### \*IF AN EMERGENCY CALL 911 IMMEDIATELY

#### **PROCESS**

- (1.) IF IMMEDIATE ASSISTANCE NEEDED CALL 603-686-2045 or 802-598-7160
- (2.) Email detailed description of issue to Chief Flight Instructor [Levi@flyvfa.org](mailto:Levi@flyvfa.org) and Director of Operations [Tony@flyvfa.org](mailto:Tony@flyvfa.org)
- (3.) If necessary schedule meeting with Chief Flight Instructor
- (4.) Do not attempt to resolve customer issues or complaints without contacting Chief Flight Instructor or Director of Operations first.

## Certificates and Insurance

### CERTIFICATES

- (1.) If student already has Pilot and Medical certificates, as well as government issued photo IDs, they should be copied and placed in the Folder labeled **"TO BE FILED"** at the Front desk
- (2.) Student Pilot Certificates
  - a. Must be completed through IACRA at the beginning of training
- (3.) Students may not solo prior to their student pilot certificate and medical, and renters insurance have been obtained, copied and filed

### INSURANCE

- (1) Renters Insurance is required prior to any solo or non-dual aircraft rental.
- (2) Minimum requirements are:
  - a. \$25000 Hull
  - b. \$250000 Liability

### PROCESS TO OBTAIN:

- (1) Air-pros.com
- (2) Select non-owned insurance and instant quote
- (3) Binder coversheet will need to be on file prior to rental

## Student Cancellations

Students are expected to be prepared for lessons and have all preflight duties complete **by the beginning of the scheduled lesson**. While aviation is certainly a dynamic and variable environment, instructors shall ensure that students are prepared and ready for their lessons.

### PROCESS

- (1.) Student is absent excused or unexcused for two lessons with no penalty
- (2.) Each additional lesson student will be charged for the Instructors time and at the discretion of the Chief Flight Instructor the Student will be charged for the airplanes time.
- (3.) Charge the late fee as CFI billing through the main CFI BILLING tab in Paperless
- (4.) Take Payment for late fee since late fee is not payable by Financial Aid or VA funds.
- (5.) No shows should be recorded on the 141 Student Progress Form.

All Late fees may be refunded on a case by case basis. This may only be done at the Chief Flight Instructors discretion.

## Pilot Shop Responsibilities

When a customer wishes to make a purchase from the pilot shop and no front desk staff is available, instructors are authorized to sell items. The key to the display cabinet is located behind the front desk. After retrieving the desired items from the cabinet, make sure the cabinet is locked and the key is returned to its designated spot.

### To make a sale:

1. Log into Paperless 141 using your CFI credentials.
2. Select the button "Pilot"
3. Select the button "Pilotshop"
4. Search for and select the customer's name in the search field.  
Alternatively, if the customer is a walk-in and is not in the system, search for and select "Shop" from the search box.
5. Click "Continue"
6. Click the "SELL" button to the left of each desired item.
7. At the bottom of the page, click "Sell Items"
8. Click "Take Payment" button and take customer payment.

## After Hours Policy

If a lesson departs or returns outside of normal business hours, instructors are responsible for ensuring that the building and aircraft are properly secured.

On a case by case basis, certain solo lessons may be approved outside of normal business hours. (Example: Commercial student night cross-country requirements). If this is the case, the student's instructor must ensure that the student has the ability to get back in the building after returning. Instructors shall make sure that they know where their students are at all times. Students must be instructed to text either the Chief Flight Instructor (Levi Whitaker) or Director of Operations (Tony Speranza) depending on who authorized the after-hours operation once they have returned.

## Preheaters

Preheaters are a valuable resource during the colder months. All instructors must be proficient in the use and operation of the equipment and knowledgeable about when they are required for use. No preheaters may be left unattended and should never be used inside the hangar.

As a courtesy to other Instructors Please plug the preheater to a charger after use.

### Preheater Operation

#### **Heater Placement**

- (1) Place heater tube through nose cowl, or through the underside of the engine cowl.
- (2) Make sure heater tube does not touch aircraft fuselage

#### **Turning On**

- (1) Verify that Battery Terminal and cables are properly secured (RED IS POSITIVE)
- (2) Turn Propane tank to Open
- (3) Turn Fan On
- (4) Check Regulator Pressure by pressing Red Regulator Button and setting to 5-7 PSI
- (5) Once set, hold Red Regulator Button and immediately press Red Ignition Button
- (6) Hold red regulator button for 10 Seconds.
- (7) Monitor safe operation

#### **Turning Off**

- (1) Turn propane tank to close
- (2) Let heater extinguish
- (3) Let fan run for 30 Seconds
- (4) Turn fan off

#### **Charging**

- (1) Remove Preheater battery cables.
- (2) Attach Battery Charger cables to preheater Battery
- (3) Ensure battery charger is on and indicating charging status
- (4) Battery charger should be on 12 Volt Norm

## Passwords

VFA website student resources: vfa

VFA website instructor resources: vfacfi!

Testing center exam computers: vfatest

Part 141 written exams: VFAexam?



## AIRCRAFT CHECKOUT

When a client is scheduled in flight school equipment (aircraft or simulator), they must first obtain the aircraft binder from behind the operations desk which contains the equipment's hobbs and tach times (if applicable) and key (if applicable). At this time, the front desk attendant or CFI will verify that the correct piece of equipment is obtained according to the master schedule. The client must then check the current hobbs and tach times against the maintenance sticker in the book to verify that all inspections are within parameters. In the event this is not the case alert maintenance via squawk procedure.

All aircraft and simulators must be checked out using the Paperless 141 program. Each client will be given their own login information that they will use to check out the equipment prior to use.

### **To use Paperless 141:**

- 2 Open the Microsoft Remote Desktop program on one of the computers in the lobby.
- 3 Login using your user name and password.
- 4 Click on the "Pilot" button.
- 5 Click on the tab called "Aircraft Data/Checkout" (Second tab)
- 6 On this screen, if you were scheduled in a piece of equipment, a button will appear with your next activity. Click this button. Otherwise, choose the registration for the equipment you will be using from the dropdown menu.
- 7 On this screen, verify that the current hobbs and tach times match what is written in the aircraft binder. If there is a discrepancy in these numbers, check the actual numbers in the aircraft as the previous user may have forgotten to record the new times. Also, verify that all inspections and the registration is current on this page. In addition, you will see a box that will be either green (No squawks) or red (Squawks). If there are squawks in the system, click the next tab called "Aircraft Squawks". Here you will see any maintenance or operational discrepancy that has been noted by previous users or maintenance personnel. **Remember:** The Pilot In Command (Instructor) is responsible for ensuring that the aircraft is airworthy. This includes making sure that all inspections are current!
- 8 Once all times and squawks have been verified, click on the previous tab again "Aircraft Data/Checkout". Now click the button marked "Checkout (Fly) This Aircraft".

## AIRCRAFT CHECK IN

Upon completion of a lesson, instructors must ensure that accurate hobbs and tach times are recorded in the aircraft binder. Upon returning to the lobby, you must ensure that the aircraft is checked in using the Paperless 141 program.

### To use Paperless:

- (1) Open the Microsoft Remote Desktop program on one of the computers in the lobby.
- (2) Login using your user name and password.
- (3) Click on the "Pilot Button"
- (4) Click on the fourth tab "Aircraft Checkin". If your equipment was scheduled previously through Paperless 141, you will be presented on the main tab with a button called "Go to Checkin". Otherwise, you will have to select your equipment's registration from the dropdown menu on the "Aircraft Checkin" tab.
- (5) Under the "Select CFI's name if this was a training flight" field, select your name from the dropdown menu.
- (6) Enter the correct ending hobbs and tach time in the appropriate fields.
- (7) Click "Bill to different Account", Search students name (**Discovery Flights Included**)
- (8) In the popup box, search for client and click "Select".

### FOR PART 61 CFI BILLING FOLLOW:

- (9) If there was CFI billing involved click on "CFI Billing" under the pilot page
- (10) Student will auto-fill or you may select using "select student" in the top right
- (11) From Dropdowns select either Ground Instruction or Flight Instruction
- (12) Select the type of instruction for ground, or NON-TCO for flight
- (13) Input time and click submit
- (14) Click Take customer payment
- (15) Enter amount and select cash, charge or check and click process. For **CREDIT CARD CHARGE WATCH VIDEO UNDER INSTRUCTOR RESOURCES**
- (16) Prior to logging out, if there are any new squawks, click on the third tab "Aircraft Squawks". Select the aircraft registration from the dropdown menu. Click on the "Add New Squawk Entry" button. In the dialog box, enter a detailed description of the squawk. If the discrepancy is an item that should ground the aircraft, tick the square below the box to immediately ground the aircraft until maintenance can resolve the issue.

## **PART 141 LESSON CHECK IN AND CFI BILLING**

- (1) In the Main Menu of Paperless Select **Flight school 141**
- (2) That will bring you to main page of the Part 141
- (3) Press "Select Student"
- (4) Enter students last name and first name if needed
- (5) Press select next to student's name
- (6) Select course at the top (this should default to current course)
- (7) Select Progress Report
- (8) Select Lesson that student completed
- (9) Select New Gradesheet
- (10) Complete Grade Sheet and then Click Continue in the bottom right
- (11) Complete any notes and sign via instructor signature
- (12) Then Verify billing category is correct
- (13) Click Bill Lesson, and acknowledge
- (14) Click Finish and Save
- (15) Click refresh and the progress report will repopulate

## Payment Process

### Cash or Check payments

#### PROCESS:

- (1.) Logon to Paperless
- (2.) Select Pilot
- (3.) Select Take Customer Payment
- (4.) Select Customer, Enter Last name
- (5.) Select Cash
- (6.) Enter Cash amount
- (7.) Select Process
- (8.) Put Cash and Checks in Cash Drawer#1 and Fill out the Cash Ledger(Cash Only)
  - a. If cash taken in is over \$20, put in slot on drawer #2

### Credit card payments

#### PROCESS:

- (1.) Complete 1-4 as above
- (2.) Select Credit Card
- (3.) Enter Amount
- (4.) Select Process

#### IF CARD IS PRESENT:

- (1.) Have student Swipe or Chip over at the Credit Card reader next to Front Desk
- (2.) Follow Prompts
- (3.) Green Box will show if it processes
- (4.) If it declines, Repeat Once
- (5.) If it declines again, follow next Step

#### IF CARD IS NOT PRESENT:

- (1.) Click no when prompted
- (2.) Fill out Merchant software as instructed
- (3.) Click Process

If there is an issue and no Admin is present, do not attempt to process, alert and Admin and they will process the payment.

## Important Dates

Fall and spring semester dates.

VFA will be closed on the following dates:

New Year's Eve

New Year's Day

Easter (Sunday)

Memorial Day

Independence Day

Labor Day

The day before Thanksgiving

Thanksgiving Day

The day after Thanksgiving

Christmas Eve

Christmas Day

Boxing Day