

Dispatch & Schedule Operating Practices

Objective: Standardize the operating policy for employees working at the dispatch desk by establishing responsibilities for all parties to insure accurate and effective scheduling of students and airplanes.

Parameters for Flight Scheduling

These guidelines for flight scheduling apply to all Leading Edge employees who schedule flights, and should be followed unless otherwise determined by the instructor for unique circumstances.

Note: As a policy, flight and appointment scheduling shall only be handled by Leading Edge Employees and not by customers unless unusual conditions exist.

- **Normal dual flight lessons**
 - A minimum three-hour block of time must be scheduled for the student with an instructor with at least the last two hours also scheduled with an airplane.
- **Solo flight lessons**
 - A minimum two-hour block of time must be scheduled for the student with an airplane.
 - An instructor must be present during Private solos.
- **Ground instruction appointments**
 - A minimum two-hour block of time must be scheduled for the student with an instructor.
- **Discovery flights**
 - A minimum two-hour block of time must be scheduled for the prospect with a flight leader and an airplane.
- **Orientation Appointments (First lesson)**
 - A minimum two-hour block of time must be scheduled for the student with their assigned instructor.
 - The student must be made aware that during this appointment, the student folder will be made, their computer account will be set up, and they will be scheduled out for their flight lessons.
 - The student should bring:
 - TSA documentation
 - The Cessna kit.
 - Their work/school/personal schedule to figure out a regular time for lessons.
 - Any specific questions for the flight instructor.

- **Biannual flight reviews**
 - A recommended four-hour block of time should be scheduled for the customer with an instructor with at least the last two hours also scheduled with an airplane.
 - This is a general policy and is subject to change on an as-needed basis to comply with customer's individual needs. (I.e. a customer has not flown for several years and needs a couple days of ground instruction before a flight can be made.)
 - The customer must be made aware that he/she needs to obtain a Leading Edge Biannual Flight Review packet either in person, or by fax or email at least two days before the scheduled appointment.
 - If an aircraft checkout is to be performed at the same time, the policies for aircraft rental checkouts must also be followed.
 - The customer must also be made aware that a cross-country flight planning assignment is included with the packet and must obtain update charts/publications as appropriate for the route.
- **Instrument proficiency checks**
 - A recommended four-hour block of time should be scheduled for the student with an instructor with at least the last two hours also scheduled with an airplane.
 - This is a general policy and is subject to change on an as-needed basis to comply with customer's individual needs. (I.e. a customer has not been instrument current for several years and needs a couple days of ground instruction before a flight can be made.)
 - The student must be made aware that he/she needs to obtain a Leading Edge Instrument Proficiency Check packet either in person, or by fax or email at least two days before the scheduled appointment.
 - If an aircraft checkout is to be performed at the same time, the policies for aircraft rental checkouts must also be followed.
- **Aircraft rental checkouts**
 - A minimum three-hour block of time must be scheduled for the student with an instructor with at least the last two hours also scheduled with an airplane.
 - The dispatcher/instructor must be made aware that the customer's arrival time for the appointment is to be one hour previous to time scheduled with the instructor/airplane so as to leave time to create the renter folder and to read the Leading Edge Rental Manual & Safety Procedures
 - For G-1000 checkouts, the dispatcher/instructor must be made aware that the customer must come in during normal business hours to complete the Kings "Cleared For Flying the Garmin G-1000" computer course before his/her scheduled appointment with the instructor/airplane.
 - The customer can expect to take two hours for the VFR course and three hours for the VFR/IFR course.
 - This process may be completed in conjunction with reading the Leading Edge Rental Manual & Safety Procedures as long as appropriate time is allotted.

- **Aircraft rentals**
 - The time allotted is to be scheduled as requested by the customer, not to conflict with other students, renters, or company events.
 - The dispatcher/instructor must verify all required information and documentation is present in the customer's student/renter folder.
- **Computer Testing**
 - The computer testing stations must be scheduled for at least that time which is required by the FAA or Lasergrade, as appropriate for the individual test being taken.

Employee Scheduling Responsibilities and Limitations

These responsibilities and limitations are specific to dispatch and scheduling and shall not conflict with Leading Edge company policy or individual job descriptions.

- **Dispatch Desk**

Responsibilities

- Scheduling discovery flights.
- Scheduling orientation appointments.
- Scheduling aircraft rentals.
- Scheduling aircraft rental checkouts.
- Scheduling Lasergrade computer testing.
- Managing customers arriving early for reading the Leading Edge Renter's Manual or the G-1000 computer course.
- Managing customers arriving for computer testing.
- Creating renter folders with the appropriate information.
- Distributing Leading Edge Biannual Flight Review and Instrument Proficiency Check packets.

Limitations

- An employee working the dispatch desk may not schedule appointments during instructor time off without previous permission from the instructor.
- An employee working the dispatch desk may not schedule out appointments for new students other than their initial orientation appointment.
- An employee working the dispatch desk may not schedule regular lessons, or solo or ground lessons, as these require specific information from the instructor.
- An employee working the dispatch desk may not schedule Biannual Flight Reviews or Instrument Proficiency Checks, as these appointments require coordination between the customer and the instructor to customize the time spent to the customer's needs and to manage expectations of the amount of time required to successfully complete these reviews.

- **Instructors**

Responsibilities

- Scheduling normal dual flight lessons for new students.
 - If a flight leader recruited the student, the Assistant Chief Flight Instructor shall schedule the first month of lessons out at a regular day and time with an appropriate flight instructor, as per the students needs.
 - If a flight instructor recruited the student, that flight instructor shall schedule the first month of lessons at a regular day and time as per the student's needs, with notification given to the Assistant Chief Flight Instructor.
- Scheduling normal dual flight lessons for current students.
 - The student's individual flight instructor should schedule flights lessons in advance at a regular day and time (with preference given to the students current schedule) as per the students needs.
- Scheduling solo flight lessons.
- Scheduling ground appointments.
- Scheduling Biannual Flight Reviews.
- Scheduling Instrument Proficiency Checks.
- Flight instructors as appropriate may schedule discovery flights, aircraft rental checkouts, aircraft rentals, and computer testing.

Limitations

- The Assistant Chief Flight Instructor may not schedule appointments during instructor time off without previous permission from the instructor.