

LTF Company Procedures & Operation Guidance

Acknowledgement

This LTF Company Procedures & Operation Guidance document forms part of the policies, procedures, and reasonable directions of Learn To Fly Melbourne. All staff are required to familiarise themselves with, understand, and comply with the contents of this guidance as a condition of their engagement.

By continuing employment or engagement with Learn To Fly Melbourne, instructors acknowledge and agree that:

- They are responsible for reading, understanding, and complying with the contents of this guidance in full.
- Updates, amendments, or revisions to this guidance will be communicated via email or other official communication channels, and it is the instructor's responsibility to review and comply with such updates upon notification.
- Failure to read, review, or claim lack of awareness of this guidance or any subsequent updates will not be accepted as a valid reason for non-compliance.
- Instructors are required to seek clarification from the Training Managers, or management if any aspect of the guidance is unclear.

Compliance with this guidance constitutes a lawful and reasonable direction of Learn To Fly Melbourne. Failure to comply may result in performance management, placement on a Performance Review Program (PRP), or disciplinary action, up to and including termination of employment or engagement, in accordance with Learn To Fly Melbourne policies and applicable workplace legislation.

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Record of Revision

Version	Date	Author	Changes
V2.2.1	28/10/25	Kai	Page 15 - If Your Student Fails The Same Lesson 3 2 Times or More If a student fails the same lesson 3 2 times or more, the primary instructor or the instructor who conducts the second failed attempt, must submit an Online Training Alert Form.
V2.2.2		Kai	Page 7 - Extra Work Hours
V2.3	10/01/26	Kai	Page 2 - Acknowledgement Page 14 - Flight Training Bookings Page 21 - Required Admin Tasks for Instructors Page 24 - Performance Metrics Page 24 - Performance Review Program Page 25 - Internal Upgrade

For Everyone

HR

Start & End Time

During the summer period, we operate with two main start times — 7:00am or 11:00am–12:00pm.

You'll be assigned a start time when you begin, and it may change as required based on operational needs.

Please note that on **Saturdays and Sundays**, the circuit at Moorabbin Airport closes at 6:00pm. If you're rostered on weekends, ensure that no circuit training is scheduled after 6:00pm. You may need to start your day earlier to accommodate this. You are responsible for arranging your own bookings, but we will monitor them to ensure compliance.

Please note that schedules and start times may change due to maintenance, weather, or student availability. The next day's schedule is usually finalised around 6:00pm each evening. It is your responsibility to check your schedule in advance each day for any updates.

Duty Adjustment

Additional Hours and Time in Lieu

If you plan to work beyond your contracted hours or expect to require additional time, you must obtain prior approval from management. Please submit a Time-in-Lieu (TOIL) application form online before working the extra hours. Approved additional hours will be credited as TOIL, which can later be taken as time off. For more information, refer to the Employee Handbook.

Leaving Early Due To Operational Reasons (For Flight Instructors)

Effectively managing your weekly flight duty hours, particularly during the summer season is essential. In cases of unfavourable weather or flight cancellations, you may have the flexibility to leave early to conserve your duty hours. However, before leaving early, you must **first obtain approval** from the HOO, Operations Manager OR the CEO and also email the **Account/HR person** to inform them of your early departure.

Extra Work Hours

- All extra work hours must be recorded in Blip
- If your workday schedule differs from the standard 7.6 hours plus a 60-minute lunch, please email HR / Accounts on the same day to inform them, unless you have a pre-approved alternative work pattern.
- If you work extra hours on a given day, you may leave early on subsequent days when possible or when a flight is cancelled, provided that
 - Additional hours are recorded in Blip
 - The day when you leave early, get approval from the HOO, CEO, Operations Manager, or Accounts person. And leave a comment in FlightLogger
- For minor overtime, you don't need to report or obtain approval immediately, as you may adjust your schedule within the same week. However, if there is no opportunity to leave early during the same week, or if additional hours are anticipated, prior approval must be obtained before the week ends. You must submit your [TOIL application](#) before the end of the week.
- For flight instructors, if you need to work more than one hour of additional **duty time** in a day, you **must** obtain prior approval from the HOO or one of the Training Managers to ensure compliance with flight and duty time regulations.

For Everyone

HR

- If minor overtime occurs due to operational reasons or it happens on your last working day of the week, prior approval is not required; however, you must inform the HR/Accounts person as soon as possible afterwards.
- On days with favourable weather conditions, there may be occasions when we request you to work an additional hour to ensure that student flight sessions are completed successfully. If we arrange additional hours for you, we will always seek your approval beforehand. Likewise, if you wish to work beyond your ordinary hours, you must obtain approval from the HOO, Operations Manager or the CEO before doing so.

Leaving Early For Other Reasons

If you are a full-time or part-time employee, you are expected to work the hours assigned to you. If you need to shorten your workday or duty hours, whether by leaving early or making up the time on another day, you must:

1. First get approval from the HOO, Operations Manager or the CEO
2. Once approved, you need to email the Account / HR person and notify them.
3. You must also leave a clear note in FlightLogger indicating the adjusted period and reason.

Adjustment of Duty Hours in Unforeseen Circumstances

In unavoidable situations, such as aircraft unserviceability or other operational disruptions, your duty hours, including start and finish times, may need to be adjusted. The company will communicate any changes to affected employees as soon as reasonably practicable once the circumstances are known.

Sick and Carer's Leave

1. If you're feeling unwell and unable to work on a particular day or if you need a carer's leave, please reach out to the front desk by calling 1300 532 768 / 0401 192 737. Kindly inform them of your absence.
2. Please inform your students that their flights will be cancelled. If you're unable to do so, notify the front desk, and they will handle it for you.
3. Please submit the [Online Leave Application Form](#)
4. If your sick leave occurs immediately before or after your rostered days off, or extends beyond one day, please provide a valid doctor's certificate.

Annual Leave

Annual leave requests must be submitted at least 48 hours in advance.

In line with company policy relating to annual leave, all employees must submit a formal request for annual leave. [Online Leave Application Form](#) must be submitted for each block of leave requested.

If you are scheduled to conduct theory or flight sessions for Diploma students during your planned leave period, you **must consult the RTO Manager** before submitting your leave request.

If you are scheduled to conduct flight sessions for non-diploma students during your planned leave period, you **must consult the CEO** before submitting your leave request.

For Everyone

HR

All requests are considered based on existing leave requests received from all employees, work commitments and minimum staffing levels required.

No Paid Leave

Once your paid leave entitlement has been fully utilized, there's a possibility to proceed with taking leave without pay (LWP). You can request this by submitting an [Online Leave Application Form](#).

Work From Home

You must obtain the CEO's approval before working from home.

If the CEO has approved you to work from home, you must [submit this online](#) form immediately after completing your work.

Email Signature Format

[Download from here](#)

LEARN TO FLY



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Linktree Links

Each position within the system has a dedicated Linktree link, providing all the resources needed to complete tasks within the Flying Operations system. It'll be given to you by email. For example, [here is the Linktree link](#) for Instructors.

If you are not sure about your linktree link, please contact the CEO.

For Instructors

Flying OPS Team Structure

Purpose

The Flying OPS system is a quality management framework designed to govern and maintain training standards within our flight school. It provides the structure for senior management to oversee operations effectively. Everyone listed in the system is expected to understand their roles and responsibilities.

Roles and responsibilities outlined within Flying OPS pertain only to duties within the company's Flying OPS system and do not replace or include additional responsibilities you may have as a flight instructor.

Flying OPS Structure Overview

[Click here](#) to view the latest team structure. Please note that it may be updated periodically.

Flying OPS Management Flowchart

[Click here](#) to view the Management Flowchart. It outlines your responsibilities in your role and highlights who you should regularly communicate with and about what.

Audit and Meeting Flowchart

[Click here](#) to view the Audit and Meeting Flowchart. It shows all audits in the system and explains how we review and discuss the findings. For more details on internal audits, please [click here](#).

Summary of Tasks and Responsibilities

A summary of all tasks and responsibilities for each position is **provided in this table**. Please review it carefully to ensure you fully understand your duties and obligations.

Internal Audits

Internal audits are a critical component of the Flying Ops System. They help identify areas requiring improvement and, through the implementation of preventive actions, support continuous enhancement of our operational processes and safety standards.

Internal audits will be conducted to ensure compliance with company procedures and standards. The **audit schedule** is available in the **provided table**. All instructors must review and verify that their areas of responsibility are completed accurately and in full prior to the audit. Detailed information on each internal audit **can be accessed here**.

We maintain **company standards** for training records, staff records, and related documentation. If you are unsure about any requirements, you **MUST** consult with the HOO, Standards Manager, or Operations Manager prior to the audit. Any unsatisfactory items may result in findings being issued, and they may also be placed under our internal Performance Review program.

Trial Introductory Flights

Trial Introductory Flights

The front desk will help to facilitate all TIFs but instructors **MUST** be able to handle the entire process below themselves in situations where the front desk is unavailable or occupied.

1. Before the flight

Before the flight, check with the front desk for any add-on items the customer has purchased. This ensures you're aware of special requests and can tailor the flight experience accordingly.

2. Operating GoPro, 360 and Instant Cameras

Before your first trial introductory flight, instructors must review [this guide](#) on operating GoPro, 360, and instant cameras.

When using a GoPro with a customer, ask if they prefer the camera facing **forward (window)** or **back (cockpit)**. Ensure the customer is comfortable and the camera is securely mounted. After the flight, return all camera equipment to the front desk.

3. TIF Cancellations

- a. In the event of a flight cancellation due to weather or maintenance, instructors must notify customers **as soon as possible** via text, email, or phone, as some may travel long distances.
- b. When cancelling a flight in **FlightLogger**, include the **reason and as much detail as possible**. Instructors are responsible for either **rescheduling the flight** or informing the front desk to do so.
- c. We take customer service seriously and aim to provide a smooth and stress-free experience, even during unexpected changes.

d. Customers Being Late

For 30-minute trial flights, arrivals over 15 minutes late will result in cancellation with no refund. For 60-minute flights, arrivals over 30 minutes late will be cancelled with no refund.

If the customer is late but within these limits, the flight proceeds and ends at the **originally scheduled time**.

e. No Shows

- a. When a customer doesn't turn up for their flight, we request the instructor to try to contact the customer first. If the customer is unreachable, then we'll treat it as a no-show and no refund will be given.

Flight Training Bookings

Making Bookings For Your Students

For **Private Student Teams**, you must book flights for your students only with instructors within your own team. Bookings with instructors from other teams are permitted **only if they are available within five (5) days of the booking date**. In such cases, you must ensure that:

- A lesson is correctly attached to the booking
- The aircraft booking duration matches the lesson time
- The instructor is notified by email of the booking

If an instructor from another team makes a booking more than five (5) days in advance, you are entitled to cancel the booking; however, you must notify the instructor by email and copy info@learntofly.edu.au.

Checking Your Bookings For The Next 7 Days

Confirmed that your student's next booking, and all your FlightLogger bookings for the next seven (7) days **(including those made by other instructors)**, have been reviewed to ensure that:

- The correct lesson is assigned to each booking
- All remedial training bookings are scheduled with Grade 1 or Grade 2 instructors
- The aircraft booking duration matches the lesson time (e.g. an aircraft should not be booked for four (4) hours for a two (2) hour lesson). A buffer of up to 30 minutes is acceptable, however the buffer must not exceed 30 minutes per booking

For Grade 3 Instructors

Please communicate with your Team Lead to arrange remedial training and solo checks. If a student fails the same lesson more than two (2) times, all remedial training must be booked with a Grade 1 or Grade 2 instructor, and this must be coordinated through your Team Lead.

Bookings for Overseas Students

For overseas students, the front desk will pre-book up to 20 sessions before the student arrives, as exact needs for solo flights or additional training are unknown. You will receive an email notification confirming your role as the student's primary instructor, along with the name of the secondary instructor.

Once the student arrives, instructors are responsible for managing their bookings. Instructors must:

- Know the student's enrolled program
- Manage all bookings for them
- Make additional bookings when a flight is cancelled
- Complete the enrolment process and submit the enrolment form to the front desk

The primary instructor oversees the student's progress and bookings. If the student requires flights with another instructor for solo checks or pre-licence flights, the primary instructor must communicate with the Team Leads before scheduling.

To maintain clear communication, instructors should confirm bookings with students via text or email, creating a record in case the student does not attend.

Flight Training Bookings

Bookings for Local Students

For local students, the front desk assists with their first 2-3 booking. You will receive an email notification confirming your role as the student's primary instructor, along with the name of the secondary instructor.

Once the student arrives, instructors are responsible for managing their bookings. Instructors must:

- Know the student's enrolled program
- Manage all bookings for them
- Make additional bookings when a flight is cancelled
- Complete the enrolment process and submit the enrolment form to the front desk

After the lesson, the primary instructor is responsible for arranging additional bookings, ideally 2–3 weeks in advance, so the student always has future bookings to avoid delays or cancellations.

If the student requires flights with another instructor for solo checks or pre-licence flights, the primary instructor must communicate with the Team Leads before scheduling.

To ensure clear communication, instructors should confirm bookings with students via text or email, providing a record in case the student does not attend.

Booking Cancellations & Student Late Arrivals

Flights Cancelled By Instructor

1. If an instructor needs to cancel a student's flight, they must first consult with a Grade 1 flight instructor for guidance.
2. Cancel the booking on FlightLogger and you must provide a valid and detailed reason for the lesson cancellation.
3. If the flight needs to be cancelled due to weather, the instructor should consider whether a theory session or a long brief with the student could still be beneficial, provided that the content of the session is within the student's training syllabus. Once any necessary sessions have been conducted, the instructor should assist the student in rescheduling their flights.
4. If there's nothing else to work on, please complete the tasks listed in the "Ground Work Checklist."

Flights Cancelled by Students on the Day or No Shows

1. First of all, it's important to let the student know that a \$150+GST cancellation fee may apply to them. This is to cover any costs incurred due to the cancellation and to encourage students to notify the instructor 48 hours before their scheduled flights so the booking can be rearranged.
2. Each time a student cancels or fails to attend a flight, you must inform the front desk so they can follow up on any applicable late cancellation or no-show fees.
3. Cancel the booking on FlightLogger and you must provide a valid and detailed reason for the lesson cancellation.
4. If there's nothing else to work on, please complete the tasks listed in the "Ground Work Checklist."

Students Being Late to Class

1. First, make sure students understand how early they need to arrive before their scheduled flight. Arrival time varies depending on the type of training — for example, navigation flights require students to arrive earlier to prepare and submit their flight plan. The time shown in FlightLogger is the planned departure time. If a student is unable to depart on time due to arriving late, a \$150 late cancellation fee will apply. This is to cover any costs incurred due to the cancellation and to encourage students to be punctual for their scheduled flights.
2. If a student is running late for their scheduled flight, instructors must first determine if the flight can

Flight Training Bookings

still proceed without affecting the following flights. If it is possible to proceed with the flight, no action is required. However, if the flight needs to be cancelled due to the student's lateness, instructors must inform the front desk so they can follow up on any applicable late cancellation fees.

3. The instructor should consider whether a theory session or a long brief with the student could still be beneficial, provided that the content of the session is within the student's training syllabus. Once any necessary sessions have been conducted, the instructor should assist the student in rescheduling their flights.
4. If there's nothing else to work on, please complete the tasks listed in the "Ground Work Checklist."

Managing Student's Training

Resources For Students

1. Please provide this [Linktree link](#) to your students when they first enrol. Inform students that the Linktree link can also be accessed via the footer section of our website.
1. Please ensure your students have access to the Online Student Portal. If they don't, ask them to email hello@learntofly.edu.au directly
2. We provide flight training videos on YouTube and in the Student Portal, which can help students prepare for their flying lessons. Encourage them to watch these videos before each lesson.
3. For package students, we also offer online RPL, PPL, and CPL theory courses, depending on their enrolled package.
4. Additionally, we offer Evionica e-learning materials for RPL and PPL training—an interactive online platform that can replace the traditional books. This is available to students for an additional cost.

Managing Your Students

For Non-Diploma Instructors

1. Update the Google "Private Students Master Sheet" regularly, ideally once a week. Check and update all items listed, ensuring the information is accurate.
2. Know who your primary students are. You are responsible for managing and scheduling all bookings for your primary students.
3. You will receive an email confirming whether you are the primary or secondary instructor. If the primary instructor is a Grade 3, the secondary instructor is typically a Grade 2 or Grade 1 who can conduct all necessary checks. Ensure that most of the student's bookings are scheduled with you, with the remaining sessions assigned to the secondary instructor or other instructors within your team.
4. When a new student is assigned to you, some bookings may already be scheduled, typically 2–3 for local students and up to 20 for overseas students.
5. For overseas students staying in Melbourne for a short period, be proactive with their bookings. If a flight is cancelled, communicate with the student and, if additional training is needed, schedule the next flight immediately after the cancelled session.

For Diploma Instructors

1. For Diploma instructors, you must report to the RTO Manager, who will oversee and guide how you manage your students' training.

Theory Exam Bookings & Records

Managing Student's Training

1. For RPL/PPL exam bookings, please direct students to their Linktree link to make the booking.
2. For CPL and other exams, they can book it via ASPEQ
3. For exams held at LTF, the exam invigilator will submit the results online. You can access the records using [this link](#)
4. For exams completed at ASPEQ, the primary instructor needs to submit the results for your students through [this link](#).

Training Records & Performance Standard

It is essential to record each student's progress for every lesson to track development and identify areas needing improvement. Other instructors may fly with your student, and they should be able to review your lesson notes to understand what has been covered and what still needs attention.

It is strongly recommended that records be completed on the same day the flight occurs. All training records must be completed **in full** within a maximum of **7 days** of the flight or before the student's next flight lesson, whichever comes first.

Lesson notes should include the following:

- Lesson outcome (Satisfactory/Unsatisfactory/Incomplete)
- Weather conditions
- Runway and departure
- Appraisal
- Areas of improvement (deficiencies)
- Abnormalities (delays/traffic/aircraft malfunctions)
- Completed items
- Incomplete items (transferred to next lesson)
- Arrival and runway
- Recommendations (homework/preparation)

Example Lesson Notes:

"Lesson Satisfactory.

Conditions ok for lesson, wind 340/15 CAVOK a little bumpy. Student well prepared for lesson, made all radio calls and taxiing improving a lot. Departed RWY 35L for T/A, revised S+L. Completed all climbs and descents, excellent work on setting attitude but don't forget more right rudder when climbing. Inbound GMH 35R, directed HARRT checks. Next lesson student to do HARRT checks by self. Student felt a little unwell on the way back in due to turbulence."

Instructors are to assess the Part 61 MOS competencies for that lesson using the following competency grading scale (performance standards), refer to the exposition:

Performance Standard		
3	2	1
Has received training in the element, however is not able to consistently demonstrate competency to the standard required for qualification issue	Demonstrates a developing level of proficiency, and is deemed safe to conduct solo practice under direct supervision	Achieves competency to the standard required for qualification issue
Performance standard 3 represents the introduction of the specified performance criteria via instructor demonstration, followed by guided student practice. The student demonstrates a basic level of ability	Performance standard 2 represents the ability to safely conduct a flight for the purposes of practicing a sequence or sequences solo. For sequences where solo practice is not required or not permitted, performance standard 2 is used	Performance standard 1 represents proficiency to the standard required for the issue of the qualification, and therefore constitutes a 'competent' assessment. Assessment should be based on technique used by the student, as well as the ability

Managing Student's Training

to represent a developing level of proficiency

to perform manoeuvres within the tolerances specified in schedule 8 of the PART 61 MOS. Sound judgment and decision making should be displayed

If Your Student Fails The Same Lesson 2 Times or More

If a student fails the same lesson 3 times or more, the primary instructor or the instructor who conducts the second failed attempt:

1. Must submit an Online Training Alert Form
 - a. [RPL](#)
 - b. [PPL / CPL](#)
2. The entry will be recorded, and the training managers will be notified.
3. The training manager will then review the entry and take appropriate action.

Flight Test Arrangements

Instructors must track their students' progress and ensure all requirements, including settling any outstanding invoices, are completed before scheduling a flight test. This helps ensure the student is fully prepared and the test runs smoothly.

Checking Finance & aXcelerate

When a student has successfully completed their pre-licence training and is ready for their flight test, their primary instructor

1. Must submit an online Flight Test Notification Form.
2. Account person will then confirm that the student has no outstanding balance.
3. The student must pay off any outstanding balance and a flight test deposit before the flight test can be arranged. It is important to ensure that all financial matters are settled before the flight test to avoid any delays or cancellations.
4. For Diploma students, the primary instructor must ensure that **all aXcelerate assessments are completed** before the flight test.
5. **Confirm payment is received.**
6. Instructors submit a Flight Test Checklist Form with all relevant test paperwork to the Training Manager for review (see Documentation Preparation below).
7. The Training Manager will then arrange the flight test for the student.
8. Emails will be sent the Flight Examiner and the student

Documentation Preparation

The management and coordination of flight tests are overseen by the Training Managers (TMs), Deputy Training Managers (DTMs), and the Flight Test Coordinator.

- Upon completion of flight test documentation, instructors must place the logbook and all related paperwork on the desk of their respective TM, DTM, or the Flight Test Coordinator for review.
- The designated reviewer will:
 - Verify and approve the documentation.
 - Coordinate the flight test booking.
 - Update the Flight Test Register accordingly.

Managing Student's Training

Archiving Students

After a student completes their training or take a break for more than 2 months, the Primary Instructor is responsible for conducting the archiving process for that student.

The current form for use with this process is found in Google Drive under the LTF Forms register.

Archiving Process

1. When a student completes their training, the Front Desk will email and notify the instructor of the completion or if the student is taking a break of more than 2 months.
2. Update the student's FlightLogger status to Standby, Completed, or Discontinued.
3. Archive the student's training folder.
 - a. Complete Form 56
 - b. Ensure all documents are filed in the **correct order** as per the checklist (Form 55) and placed together in a single plastic sleeve.
 - c. Place the student's training folder in the **Student Training Records Archive Box** in the Operations Manager's office for storage.
4. Confirm with the Front Desk that the student has no outstanding invoices.
5. Request the student to complete the [Online Logbook Request form](#)
6. Front Desk will confirm and Release Logbook

When You Go On Leave - Caretaking Instructor

1. If you plan to take annual leave for more than 13 continuous days, you must arrange for other instructors to cover your students.
2. Coordinate with other instructors to ensure they understand which students they are responsible for and the duration of coverage.
 - a. For leave shorter than 21 continuous days, you must ensure all your students are booked for the entire leave period for the caretaking instructor. Any bookings beyond this period should be managed by the caretaking instructor. If you are unable to do this for any reason, you must explicitly inform the caretaking instructor, including details such as the date of the last booked lesson.
 - b. For leave exceeding 21 continuous days, you are responsible for arranging student bookings for the first 21 days; any remaining bookings will be managed by the caretaking instructor.
3. Additionally, you **MUST** send an email to all instructors and training managers at training@learntofly.edu.au to keep everyone informed. Caretaking instructor emails should only be sent when
 - a. All instructors involved have agreed to the arrangements
 - b. The respective training managers have approved the allocations.
4. Caretaking instructor emails must be sent at least 3 days prior to the start of your leave.
5. Email Sample can be found below.

Managing Student's Training

Good morning everyone!

Thanks for agreeing to look after my students for October whilst I'm in theory from the 06/10 - 14/10 and then leave from the 20/10 - 26/10. I've pretty much booked all the students in up until early November so it should cover the time you will be babysitting them.

If there is anything you are unsure of, or if you feel like you do not have the capacity to take on another student this month please let me know!

Instructor	Student	Lesson up to	Aircraft	Notes
Bec	Thomas Nguyen	CCT Check 2	SLG2	Book him in whenever. I believe he works around whatever I chuck in as bookings. Have briefed all TA briefs & SFTOL. Has completed crosswind ccts. Has completed all exams with only TA assignment to do. Waiting on payment for invoice as of 02/10/2025.
Bec	Jia Hui Lim	CCT Check 3	SLG2	Book in whenever. Have briefed all TA briefs & SFTOL. Has completed crosswind ccts. Has completed all exams with only TA assignment to do. Will alert when CMET and CSYA is booked in. Very occasionally feels a bit motion sick.
Peter	Troy Fahy	CCT EMERG	SLG2	Available 24/7. All paperwork done for circuit solos (only engineering paper to upload which i will do soon). Has completed CCT Emergency Brief. Has CADA and CHUF for the next two weeks.
Peter	Himesha Kulatunge	TA Check 2	SLG2	Only available when he's not working. Schedule normally is given 2-3 weeks in advance. Failed TA Check 2 with Rudy but no remedial lesson requirement was mentioned. Normally prepares everything on time. Can be cheeky at times. KDR ticked off also.

Required Admin Tasks for Instructors

Weekly Online Submission Form

All instructors are required to complete and submit the Instructor Weekly Submission Form on a weekly basis, ensuring that all information provided is complete, truthful, and accurate. The form is used to collect information on student training progress and to confirm that all required instructor administrative tasks are being completed in accordance with our standards.

Each team will be issued a unique online submission link. If you are unsure which link to use, please speak with your Team Lead.

Please allow 30–60 minutes each week to complete the form properly and to the required standard.

Action Checklist For Flight Cancellation Or Early Leave

Whenever a flight is cancelled and you have more than 30 minutes of free time, or if you plan to leave more than 60 minutes early on the day, you must complete the Action Checklist for Flight Cancellation or Early Leave Form.

If you intend to leave more than 30 minutes early, you must also obtain written approval from your Team Lead, one of the Training Managers, a Standards Manager, or the HOO.

The completed form must be submitted to the "Form Submission" tray at the front desk on the same day.

This process is in place to ensure that the administrative tasks listed below are completed. On busy flying days, instructors may not have sufficient time to complete admin work; this form ensures that time made available due to cancellations or early finishes is used efficiently to complete outstanding administrative requirements.

List of Required Administrative Tasks

- Confirmed that your student's next booking, and all your FlightLogger bookings for the next seven (7) days (including those made by other instructors), have been reviewed to ensure that:
 - The correct lesson is assigned to each booking
 - All remedial training bookings are scheduled with Grade 1 or Grade 2 instructors
 - The aircraft booking duration matches the lesson time (e.g. an aircraft should not be booked for four (4) hours for a two (2) hour lesson). A buffer of up to 30 minutes is acceptable, however the buffer must not exceed 30 minutes per booking
- When a student has failed the same flight lesson more than twice within the last seven (7) days, or whenever you have any training concerns, please ensure that you submit the appropriate RPL Training Alert or PPL Training Alert form.
- **Within two (2) days**, or before the student's next flight (whichever occurs first), ensure that all training records are fully completed in FlightLogger with adequate and accurate information.
- **Every seven (7) days**, update the Student Master Sheet, ensuring all information is accurate and detailed comments are provided where applicable.
- **Every fourteen (14) days**, and before any solo flight, confirm that the student's internal exams and engineering paperwork are up to date and have been uploaded to FlightLogger.
- **Every month**, check and confirm that all student logbooks are up to date for the previous month, including totals, monthly stamps, theory stamps, and first solo stamps.
- **Every month**, check and confirm that the student's training folders are up to date, correctly sequenced, and have Form 55 placed at the front. After verification, ensure the Document Checklist (Form 55) is updated accordingly.
- **Every month**, check and confirm that all documents in your training folder and FlightLogger document folder are up to date and accurately reflect all qualifications you hold. For each training endorsement completed (e.g. Grade 2), ensure the corresponding Form (Form 44–54) is attached to your training records.

Other Flight Training Related Items

Quarterly Briefing and Flying Observations

These observations are mandatory and form part of our internal quality assurance program. All instructors and observers must adhere to this policy without exception.

Briefing Observation

1. Standards Manager will arrange the quarterly Briefing Observation
2. Grade 1 instructors will conduct the briefing observations.
3. All Grade 3 and Grade 2 instructors must be checked; observe at least one briefing they conduct for students to ensure quality standards are met.
4. Corrective actions or refresher training identified during the observation will be arranged promptly
5. A follow-up observation will be scheduled if required to confirm compliance.

Flying Observation

1. Standards Manager will arrange the quarterly Flying Observation
2. Grade 1 instructors will conduct the Flying Observations.
3. All Grade 3 and Grade 2 instructors must be checked; observe at least one training flight they conduct to ensure quality standards are met.
4. If a flight cannot be arranged, a simulation session will be scheduled as a replacement.
5. Corrective actions or refresher training identified during the observation will be arranged promptly.
6. A follow-up observation will be scheduled if required to confirm compliance.

Safety Reporting Guide

FlightLogger safety reporting is designed to integrate with the EASA European Co-ordination Centre for Accident and Incident Reporting Systems (ECCAIRS). Fields in FlightLogger reports may not be relevant in the Australian context and other fields that would be relevant may not be available.

Please see the detailed guidance here about how to report the safety issues.

How To Make A KDR Report

KDR reports must be signed off by Grade 1 or Grade 2 instructors. Please refer to [this document](#) for the procedures and preparation guidelines.

Internal Training / Private Hire Request

We offer training opportunities for all instructors. If you wish to undertake any training, you have two options.

1. LTF Miles - You can use your LTF Miles to cover any training or private hire you wish to undertake. Please note that all training is charged at standard rates plus GST. Before booking, consult with the CEO to get a quote so you can plan whether your LTF Miles fully cover the cost or if there will be any additional payment required.
2. In addition to using LTF Miles, we also offer training at a discounted rate. You can request a quote from the CEO to plan your training and costs. If you choose this method, please ensure your student account balance is maintained. No training flight will be permitted to depart if the account balance falls below -\$500.

Other Flight Training Related Items

Please note that all internal training must be conducted on your **off days**. Alternatively, you may apply for annual leave to complete the training; the leave request must be submitted and approved before the training takes place. In addition, any instructor conducting internal training for other instructors must obtain prior approval from the **Internal Training Coordinator** by email.

Please note that regardless of your chosen payment method, you are responsible for paying landing fees at other airports, missed approach fees, and Airservices charges.

Refueling & Maintenance

Reporting Maintenance Issues and Maintenance Release

For Instructors

Maintenance Release (MR)

Instructors must record any aircraft defects on the maintenance release (MR).

Online Maintenance Report Form

Whenever a new entry is made, HAAMC must be notified. Instructors **MUST** also submit an [Online Maintenance Report Form](#). This ensures HAAMC can prepare and notify the maintenance company promptly.

WhatsApp Group (Unofficial)

This channel is acting as a supporting channel for quick reporting, sharing pictures or videos of the defect, and seeking advice from HAAMC or other instructors when unsure about an issue.

For Students and others

Maintenance Release

1. Daily Inspection - Student pilots who hold a pilot licence can sign the daily inspection on the MR Page 3
2. Defects Reporting - Upon discovering an issue, student pilots must notify their instructor immediately. Student pilots may make entries on the Maintenance Release only after consulting with an instructor. The instructor is then responsible for submitting an [Online Maintenance Report Form](#), ensuring HAAMC can act promptly and notify the maintenance company.

Refuelling with the use of a Carnet

When using a **LTF** carnet to purchase fuel, the PIC must ensure the following:

1. The amount of fuel uplifted is noted on:
 - a. Aircraft trip sheet; and
 - b. FlightLogger Return under 'Fuel Added'
2. A docket is *printed off and submitted to Front Desk

Refueling & Maintenance

3. *Where a docket cannot be printed – after the refuel is complete and equipment secured and safe to do so, take a photo of the amount and cost and email to hello@learntofly.edu.au

Performance Metrics

Performance Metrics

Our flight instructor performance metrics are designed to provide a fair, structured, and transparent assessment of both individual and team performance. Performance is measured across the following areas:

- Flying hours – All instructors are required to fly a minimum of **45 hours per month**, unless they have been assigned a specific role such as Coordinator, Team Lead, or similar. Instructors with designated roles will have individualised flying hour targets based on their responsibilities.
- Flight training audit outcomes – Assessment of paperwork compliance, including training records, logbooks, and other required documentation.
- Student management audit outcomes – Review of student management tasks, including lesson bookings, oversight of student training folders, and overall management of student progress.
- Student progression – Assessed at a team level, with each team receiving a single score. This requires instructors to actively communicate with their Team Lead to coordinate remedial training and checks, ensuring students progress efficiently and consistently.
- Leadership and management – Evaluated for instructors assigned specific responsibilities (such as Team Lead or Coordinator). Instructors without designated leadership roles are not assessed in this category.
- Professional conduct – Assessment of the timely submission of required forms, the quality and accuracy of those submissions, and the completion of other mandated administrative tasks.

The outcomes of these performance metrics determine whether an instructor is placed on a Performance Review Program and also influence their priority position for internal upgrades.

Instructors who meet or exceed the required performance standard for **at least six (6) consecutive months** will be eligible to join the queue for training endorsements requested, subject to operational requirements and availability.

Performance Review Program

Performance Review Program (PRP)

Purpose

The Performance Review Program (PRP) has been established to support instructors in addressing any gaps or concerns identified through our performance metrics. The PRP is not intended to be punitive; rather, it provides a structured, transparent, and supportive framework to help instructors clearly understand expectations, receive targeted guidance, and improve performance in specific areas where required.

Where an instructor's performance does not meet the required standard across one or more metrics, a detailed Performance Review Plan will be issued for each review period. This plan will outline specific focus areas, expectations, and support measures, and will incorporate SMART goals (Specific, Measurable,

Performance Review Program

Achievable, Relevant, and Time-bound) to ensure performance expectations are clear, objective, and trackable throughout the 30-day review period.

The outcomes of performance metrics determine whether an instructor is placed on the PRP, and successful completion supports ongoing professional development, future progression, and eligibility for internal upgrades and training endorsements.

Possible Outcomes of the Performance Review Program

At the conclusion of the 30-day review period, one of the following outcomes will apply:

Successful Completion

If the required performance targets and success criteria are met, the PRP will be closed, and the instructor will return to normal employment status. Performance will continue to be monitored as part of routine performance management processes.

Extension of PRP

If meaningful improvement is demonstrated but performance targets have not been fully met, the PRP may be extended for an additional 30 days at management's discretion. This decision will be made in consultation with the instructor and formally documented.

Unsuccessful Completion

If performance targets and success criteria are not met, or if insufficient improvement is demonstrated, this may result in further management action, up to and including termination of employment, in accordance with Learn To Fly Melbourne policies and applicable employment legislation.

Internal Upgrade

Internal Upgrading Process

We upgrade instructors to conduct additional types of training.

If you are interested in receiving an upgrade, please express your interest to your Team Lead or Training Manager. The following procedures apply for all internal upgrade requests:

1. Expression of interest
 - a. Submit your Expression of Interest (EOI) to your Team Lead or Training Manager.
 - b. Once received, your EOI will be recorded in the Internal Upgrade Register.
2. Review Process
 - a. Management will review instructor eligibility based on **performance metrics, experience, and readiness**.
 - b. Eligible instructors will be placed into a **queue system**.
3. Priority Consideration
 - a. Priority for upgrades will be determined based on
 - i. Sustained performance against the instructor performance metrics
 - ii. Experience and seniority
 - b. Team Leads and Training Managers may also consider operational needs and individual readiness when making recommendations.
4. Notification and Approval

Internal Upgrade

- a. Once an upgrade opportunity becomes available, eligible candidates will be notified by the Training Manager or HOO.
- b. The proposed upgrade must be reviewed and approved by the Training Manager and HOO before commencement.
- c. Upon approval, a formal upgrade plan and schedule will be issued, outlining the required training and assessment process.

LTF Miles Program

Purpose

The LTF Miles Program is designed to recognise and reward instructors for their dedication and contribution to flight training operations.

Eligibility and Earning Criteria

Only dual training hours will be counted.

Instructors who log more than **45 hours per month during winter (APR - SEP)** or **55 hours per month during summer (OCT - MAR)**, including both flight and simulation time, are eligible to earn 20 LTF Miles per flying hour.

Adjustments to the 50-hour threshold will be applied based on role and additional responsibilities:

- Standards Managers: 25-hour reduction per month (threshold = 20 or 30 hours)
- Training Managers: 10-hour reduction per month (threshold = 40 or 45 hours)
- Coordinators: 5-hour reduction per month (threshold = 45 or 50 hours). If you hold multiple coordinator roles, the deduction applies only once, with a maximum of 5 hours per month.
- Ground Theory Instructors: 10-hour reduction per week of ground theory conducted
- IFR Instructors: If more than 30 hours of the previous month's training was IFR, add +10 hours to the threshold
- FIR Instructors: 5-hour reduction per month
- Deputy Safety Manager : 5-hour reduction per month
- Other Ground Projects: Adjusted on a case-by-case basis

Instructors must maintain quality standards of instruction at all times, any indication of less will result in the instructor being disqualified from the Miles program.

Miles Conversion

LTF Miles can be converted into:

- Training Credit: 1 Mile = \$1 (applicable to personal training or private hire at standard rates)
- Cash Payment: 1 Mile = \$0.50

Example:

If an instructor logs 51 hours in February, they earn 1,020 LTF Miles, which can be converted into \$1,020 training credit or \$510 bonus for cashing out.

LTF Miles Program

Audit and Compliance

Quarterly internal audits will be conducted to ensure all operational and training standards are met.

If any discrepancies are identified, the instructor's eligibility to earn LTF Miles will be suspended until all issues are corrected and verified in the next audit cycle (up to three months). Instructors will have one week to address and resolve any findings.

After this period, a random audit of student logbooks and training records will be carried out to confirm compliance.

Responsibilities

Instructors are responsible for maintaining accurate records and ensuring compliance with all training documentation standards. Management reserves the right to review, amend, or suspend this program at any time.

For Coordinators

FIR / FPC / Training Endorsement Coordinator

Position Summary

All FIR and training endorsement enquiries will be forwarded directly to FIR / FPC / Training Endorsement Coordinator. The training@learntofly.edu.au address will be cc'd on these emails so we can provide additional guidance or assist if any questions arise.

You'll be responsible for contacting the student, answering their questions, and assisting them with the enrolment process. The front desk team will support you with administrative tasks, such as managing documents and following up on payments.

Responsibilities

1. Oversee and manage the flight instructor / training endorsements training programs;
2. Serve as the primary point of contact for all FIR, Training Endorsements and FPC related training
3. For FIR, Training Endorsements and FPC related enquiries, handling only in-depth or complex enquiries that require detailed expertise.
4. When required, develop training plans and communicate with the student before the training starts
5. Organize enrolment and initial bookings for new students
 - a. Send enrolment form if required
 - b. Notify the instructor who is conducting the training
 - c. After the student submit the enrolment form, front desk will help to create student files including profile on FL
 - d. Notify the student and front desk about the bookings.
6. Report the progress and performance of instructor candidates to the Training Managers / HOO to ensure they meet their training milestones and objectives;
7. Conduct regular reviews of flight instructor training materials to ensure they remain relevant, up-to-date, and of high quality;
8. Identify training gaps or inefficiencies in the flight instructor training program and communicate these findings to the Training Manager for resolution;
9. Maintain clear and open communication with candidates, trainers, and management to ensure the smooth operation of the flight instructor training program;
10. Ensure that all flight instructor training complies with CASA regulations and organizational standards;

IFR / IPC / Multi-Engine Coordinator

Position Summary

All IFR / IPC and Multi-Engine enquiries will be forwarded directly to IFR / IPC / Multi-Engine Coordinator. The training@learntofly.edu.au address will be cc'd on these emails so we can provide additional guidance or assist if any questions arise.

You'll be responsible for contacting the student, answering their questions, and assisting them with the enrolment process. The front desk team will support you with administrative tasks, such as managing documents and following up on payments.

Responsibilities for the Coordinator

1. Oversee and manage the ME / IFR / IPC training programs for all students;
2. Conduct regular reviews of ME / IFR / IPC training materials to ensure they remain relevant, up-to-date, and of high quality;
3. Report the progress and performance of instructor candidates to the Training Managers / HOO to ensure they meet their training milestones and objectives;
4. Identify training gaps or inefficiencies in the ME / IFR / IPC training program and communicate these findings to the Training Managers / HOO for resolution;
5. Ensure that all ME / IFR / IPC training complies with CASA regulations and organizational standards

Responsibilities for the Deputy Coordinator

1. Oversee and manage the ME / IFR / IPC training programs for all students
2. Serve as the primary point of contact for all ME / IFR / IPC related training
3. For ME / IFR / IPC related enquiries, handling only in-depth or complex enquiries that require detailed expertise.
4. When required, develop training plans and communicate with the student before the training starts
5. Organize enrolment and initial bookings for new students
 - a. Send enrolment form if required
 - b. Notify the instructor who is conducting the training
 - c. After the student submit the enrolment form, front desk will help to create student files including profile on FL
 - d. Notify the student and front desk about the bookings.
6. Maintain clear and open communication with candidates, trainers, and management to ensure the smooth operation of the ME / IFR / IPC training program

Ground School Coordinator

Position Summary

The Ground School Coordinator is responsible for developing, organizing, and overseeing all theory training programs to ensure compliance with CASA regulations and company standards. This includes managing schedules, resources, and instructor coordination, as well as monitoring student performance and sharing progress with the RTO Manager. The role involves analyzing results to improve course quality, mentoring instructors, supporting underperforming students, and ensuring continuous improvement through feedback and updates. The coordinator also acts as the key liaison between instructors, students, and the Training Manager, while staying informed about regulatory and industry developments.

Responsibilities

1. Develop, organize, and oversee the delivery of ground school training programs;
2. While training may be assigned to other instructors, maintain oversight and awareness of all theory training
3. Ensure all ground school courses meet the regulatory requirements set by CASA and align with organizational training standards;
4. Collaborate with instructors to create and update comprehensive lesson plans and training materials;
5. Schedule and manage ground school sessions, ensuring resources such as classrooms, equipment, and materials are adequately prepared;
6. Communicate with instructors to monitor and assess the performance and progress of students in ground school courses, ensuring that this information is also shared with the RTO Manager;
7. Analyze test results to identify any shortcomings in the training materials or programs and implement improvements to enhance the passing rate;
8. Provide guidance and mentorship to ground school instructors, supporting them in delivering high-quality theoretical training;
9. Develop and implement strategies to support underperforming students in achieving their learning objectives;
10. Ensure feedback from students and instructors is collected and utilized to continuously improve ground school programs;
11. Act as the primary liaison between ground school instructors, students, and the Training Manager, ensuring effective communication and coordination;
12. Stay updated with changes in aviation regulations and industry trends to ensure ground school training remains current and effective.

Aerobatics / Tailwheel Training Coordinator

Position Summary

All Aerobatics / Tailwheel training enquiries will be forwarded directly to Aerobatics / Tailwheel Coordinator. The training@learntofly.edu.au address will be cc'd on these emails so we can provide additional guidance or assist if any questions arise.

You'll be responsible for contacting the student, answering their questions, and assisting them with the enrolment process. The front desk team will support you with administrative tasks, such as managing documents and following up on payments.

Responsibilities

1. Oversee and manage the Aerobatics / Tailwheel training programs for all students
2. Serve as the primary point of contact for all Aerobatics / Tailwheel related training
3. For Aerobatics / Tailwheel related enquiries, handling only in-depth or complex enquiries that require detailed expertise.
4. When required, develop training plans and communicate with the student before the training starts
5. Organize enrolment and initial bookings for new students
6. Send enrolment form if required
7. Notify the instructor who is conducting the training
8. After the student submit the enrolment form, front desk will help to create student files including profile on FL
9. Notify the student and front desk about the bookings.
10. Report the progress and performance of the candidates to the Training Managers / HOO to ensure they meet their training milestones and objectives;
11. Communicate any issues related to training delays, resource allocation, or candidate performance to the Training Managers / HOO promptly and effectively;
12. Identify training gaps or inefficiencies in the Aerobatics / Tailwheel training program and communicate these findings to the Training Manager for resolution;
13. Maintain clear and open communication with candidates, trainers, and management to ensure the smooth operation of the Aerobatics / Tailwheel training program;
14. Ensure that all Aerobatics / Tailwheel training complies with CASA regulations and organizational standards

St Kevin's Training Coordinator

Position Summary

The St Kevin's Training Coordinator is responsible for liaising with Terry Arai to arrange bookings for St Kevin's students. You must manage all student bookings, monitor their progress, and maintain regular communication with Terry.

Responsibilities

1. Oversee and manage the St Kevin's training programs for all participating students.
2. Serve as the primary point of contact for all St Kevin's training
3. Communicate with Terry Arai
4. Ensure that all instructors involved in St Kevin's training maintain and follow training schedules for their students, enabling the timely completion of the program.
5. Monitor and report the progress and performance of St Kevin's students to the Training Managers / HOO to ensure they meet their training milestones and objectives.
6. Ensure that all St Kevin's training complies with CASA regulations and organizational standards.
7. Conduct regular reviews of St Kevin's training materials to ensure they remain relevant, up-to-date, and of high quality.
8. Communicate any issues related to training delays, resource allocation, or student performance to the Training Manager promptly and effectively.
9. Identify training gaps or inefficiencies in the St Kevin's training program and communicate these findings to the Training Manager for resolution.
10. Maintain clear and open communication with students, instructors, and management to ensure the smooth operation of the St Kevin's training program.

Internal Training / Induction Coordinator

Position Summary

Internal training covers company-provided and private training conducted by instructors, including new staff training. Internal Training / Induction Coordinator must maintain oversight of all internal training activities, develop and submit a training plan to the CEO & HOO before commencement, manage bookings and flight test arrangements, ensure a Flight Test Notification form is submitted, coordinate with the flight examiner, and confirm there are no outstanding invoices before the flight test (for private training only).

Responsibilities

1. Internal training includes both company-delivered training and any private training conducted by instructors within the organisation. It also includes training for new staff.
2. While training may be assigned to other instructors, maintain oversight and awareness of all internal training activities.
3. Establish a training plan before the training starts. Submit the training plan to CEO & HOO before the training starts
4. Organize bookings according to the timeline
5. Organize the flight test
6. Make sure a Flight Test Notification form is submitted
7. Communicate with Flight Examiner
8. Make sure student has no outstanding invoices before the flight test (For private training only)

Private Hire Coordinator

Position Summary

A Private Hire Coordinator will manage all private hire bookings. They are responsible for verifying that the student / pilot is qualified to operate the aircraft, has completed a check flight with us, signed the Private Hire Agreement form, and paid the required deposit. Bookings will only be confirmed once all these conditions have been met.

Private Hire Procedures

The procedures are outlined below.

The application form must be filled in and submitted to the Private Hire Coordinator. Private hire is currently only available to LTF students and staff who meet the following minimum qualifications:

1. Hold a minimum and current CASA PPL or higher.
2. Complete a satisfactory check flight with an LTF-authorized flight instructor on the appropriate aircraft type.
3. Hold a current and valid Basic Class 2 Medical or higher, issued and recognised by CASA.
4. Produce logbook(s) showing at least 6 months of flight history.
5. Hold a current (red) ASIC identification card to operate at YMMB.
6. Provide LTF with a copy of a driver's licence showing current address.
7. Submit a completed engineering paper for the type of aircraft to be hired.
8. Be at least 18 years of age.
9. Meet minimum hours and experience requirements.

Once the application is received by the Private Hire Coordinator, the applicant will be provided with the Aircraft Rental Agreement for signature. With all required documents submitted and the agreement signed, the Private Hire Coordinator will book the flight, subject to operational availability.

MAO

Position Summary

Assist the HAAMC in coordinating aircraft maintenance and serve as the secondary point of contact during their absence. Maintain oversight of all maintenance activities, monitor defect rectifications and unscheduled maintenance, and ensure all safety-related matters are reported in accordance with the Safety Management System.

Responsibilities

1. Collaborate with the HAAMC to coordinate aircraft maintenance and act as the secondary point of contact when the HAAMC is on leave or unavailable
2. While the HAAMC handles the majority of tasks, maintaining oversight and awareness of all aircraft maintenance activities
3. Monitor defect rectification and unscheduled maintenance activities
4. Reports all safety related matters in accordance with the Safety Management System

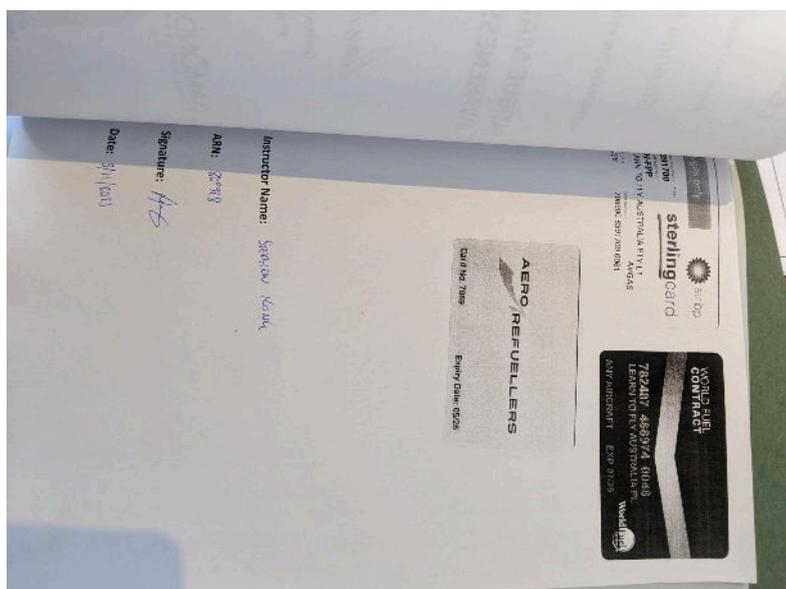
For Training Managers / Management

Fuel Carnet Distribution and Policy

Record Keeping

To help record the who has a fuel carnet:

1. An updated log on the mastersheet (this allows full transparency for all staff to see who they can get a fuel carnet from)
2. A signed photocopy of the fuel carnets which an instructor holds and kept in their staff file (upon employee exit of the company it identifies which carnets to return)



Refuelling with the use of a Carnet

When using a **LTF** carnet to purchase fuel, the PIC must ensure the following:

1. The amount of fuel uplifted is noted on:
 - a. Aircraft trip sheet; and
 - b. FlightLogger Return under 'Fuel Added'
2. A docket is *printed off and submitted to Front Desk
3. *Where a docket cannot be printed – after the refuel is complete and equipment secured and safe to do so, take a photo of the amount and cost and email to hello@learntofly.edu.au

Flight Test Management

1. Management Responsibility

- The management and coordination of flight tests are overseen by the Training Managers (TMs), Deputy Training Managers (DTMs), and the Flight Test Coordinator.
- Upon completion of flight test documentation, instructors must place the logbook and all related paperwork on the desk of their respective TM, DTM, or the Flight Test Coordinator for review.
- The designated reviewer will:
 - Verify and approve the documentation.
 - Coordinate the flight test booking.

For Training Managers / Management

- Update the Flight Test Register accordingly.

Note: On any given day, only one of the five designated staff members will act as the Flight Test Coordinator. Paperwork may be placed on any TM/DTM's desk, but the coordinator on duty will manage and finalise the booking, including any remedial arrangements for failed tests.

2. Confirming Finance

- Please ensure that you confirm with the Front Desk at least three (3) days prior to the flight test that the student has cleared all outstanding payments.
- If any payment remains outstanding, you must notify the Flight Examiner immediately and cancel the flight test until the account is settled.

3. Confirming Diploma Units Are Completed (For Diploma Students)

- The primary instructor must confirm all aXcelerate assessments are completed.
- For all CPL and MECIR flight tests, you must double check with the RTO Manager before the flight test can be arranged.

3. Flight Dispatch and Return Procedures

- The Front Desk Team is responsible for dispatching and returning all flight test folders.
- Instructors must hand the folder to the front desk immediately upon returning from the flight test.
- As student pilots, you are not permitted to return your own flight test folder. This must be handled by the front desk to maintain administrative accuracy and compliance.

4. Flight Hour Start Number Verification

- Before each flight, instructors must verify that the aircraft hour start number matches the number listed on the trip sheet.
- If discrepancies are found, conduct a brief check in the booking sheet to confirm whether the previous flight has been properly returned before proceeding.

5. Submitting Documents To CASA

Induction Process For New Instructors

For CEO

1. Send Welcome email
2. Organize Meeting with Operations Manager, support staff and HAAMC
3. Laptop, Key Fob, Email address
4. Add instructor to Whatsapp Groups: LTF Mel & LTF Maint
5. Organize company email
6. Add instructor to email group - Team and Instructor
7. Admin Induction powerpoints
8. Share "Private Students Master Sheet"
9. Confirm Drug and Alcohol Test
10. Send DFT User guide

For Grade 1 Instructor

Before Start

1. Google drive access and induction
2. Make Bookings in instructor schedule to deliver induction training slides

For Training Managers / Management

After Start

1. Document collection- Setup Physical Crew File
2. Setup Flightlogger profile uploading all documents
3. FL induction
4. Give FL Folder Access - NOTAC and Safety
5. DFT induction
6. Seating
7. Show facilities- Office, TM introductions etc
8. Classmarker- Engineering papers
9. Familiarisation Flights Scheduling
 - a. C172
 - b. DA40
 - c. Sling 2 / LSA
 - i. Non Handbrake
 - ii. Handbrake
 - d. C152
10. Aircraft - [Check To Line Checklists & Assessments](#)
 - a. **STAFF SLG2 Check to Line Quiz**
 - b. <https://www.classmarker.com/online-test/start/?quiz=th465e7b806c99ae>
 - c. **STAFF C172 Check to Line Quiz**
 - d. <https://www.classmarker.com/online-test/start/?quiz=ypg65e7b4d3d59ae>
 - e. **STAFF DA40 Check to Line Quiz**
 - f. <https://www.classmarker.com/online-test/start/?quiz=e4365e7b7badbe9b>
11. TIF induction Powerpoint
12. Sign Exposition Form 01
13. Make Sure DAMP results have been received
14. Schedule S&P

For Safety Manager

1. Safety induction

For Front Desk

1. Issue uniform: Shirts, Pants, Epaulettes, Wings, Jacket, High Vis

For Account / HR Person

1. Blip introduction
2. Confirm receiving all signed documents

Appendix

Appendix A - Key Personnel and Role Assignments

HOO	Arjun Parmar
Standards Manager	Timothy Kam
Senior Training Manager	Roger Di Fabio
Training Manager - For Non-Diploma Students	Karambir Singh
Deputy Training Manager - For Non-Diploma Students	Kenny Won
Training Manager - For Diploma Students	Hannah Burnett
Deputy Training Manager - For Diploma Students	Martin Hussey
Multi-Engine / IFR / IPC Training Coordinator	Karambir Singh
Deputy Multi-Engine / IFR / IPC Training Coordinator	Lucas Rigg
FIR / FPC / Training Endorsement Training Coordinator	Shayaan Sohtra
Ground School Coordinator	Rudy Beynon
Aerobatics / Tailwheel Training Coordinator	Lucas Rigg
Internal Training Coordinator	Arjun Parmar
St Kevin's Program Coordinator	Seb Rossi
Private Hire Coordinator	Freddie Hui
RTO Manager	Luke Wu
Operations Manager	Noelle Lai
Account / HR	Rossetti Kwan
CEO	Kai Li