

Bath Wilts and North Dorset Gliding Club

# Instructor Booking System

Online version

# Instructor Booking System

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# 1. Objectives of the booking system

The booking system is intended to: -

- Improve the quality of instruction
- Safely manage Instructor demand
- Increase flexibility of attendance for members and instructors
- Smooth demand for instruction and better match with availability
- Allow special events such as instructor training or cross-country training to be planned
- Allow trial flights to be planned
- Allow duty instructors to improve their ability to supervise the daily operations
- Retain existing and encourage new instructors by improving job satisfaction
- All go home having had satisfying and safe flying.

## 2 Pilots and members affected

- Only members seeking the services of an instructor and the duty instructors are affected by this system.
- Availability of club two-seater aircraft is restricted to the booking system. There will be opportunities for members who wish to fly a club two-seater aircraft to be able to book or fly if the aircraft is released for a period by the duty instructor on the day. This could occur if a long briefing was required or, for example, lunch times.
- Pilots of club single seaters and private pilots are unaffected by this system.

### 3 Guidance for Bookers (members seeking the services of an instructor)

You can book a morning or afternoon session. The Morning sessions last from 10:00 to 13:00. The afternoon sessions from 14:00 to 17:00.

Each tuition session will consist of up to two students with a glider and instructor. Separate currency check flight sessions may be scheduled which may have greater capacity.

If you have a morning session, please be at the club 09:00 to help get the gliders prepared and to set up the field. If you have an afternoon session, please remain to help put the equipment away at the end of the day.

You will be most welcome to spend all day at the club, but if time is at a premium, attending either a morning or an afternoon is an option. For parents or guardians of juniors this flexibility may be of assistance.

#### Currency check flights

By remaining “current”, pilots can avoid check flights.

Understanding that this is not always possible and weather conditions may not suit early solo pilots, currency check flights will be scheduled at the start of flying with one or more instructors depending on demand. If there is no demand, then these sessions will be released back to tuition sessions.

#### Annual Checks

Annual check flights typically consist of three flights including at least one cable break exercise. These should be booked as “Training (inc. Annuals)” on the booking system.

#### Post Solo Check Flights

Post solo pilots should book as a normal tuition session. (Lesson)

During your session you should anticipate two training flights under the guidance of the Post Solo training card and access to the two-seater for a solo flight. Pilots who have converted to single seat aircraft may fly them subject to instructor approval.

The intention is to provide more structured post solo training and a faster route to being “off checks”.

#### Tuition Sessions (Lessons)

The two students and their instructor should work as a team. Students should expect time-based instruction rather than the previous number of flights-based limits. The instructor may alternate between the two students or complete the allotted time for one student before teaching the second. This will depend on the weather and the exercises intended.

Team members have an interest in recovering their glider once landed.

Time will include briefings, flights and debriefings. Numbers of flights will vary depending on intended exercises and soaring conditions.

Guidance for Bookers (members seeking the services of an instructor) – continued.

## Weather, Operational Conditions and Unserviceable Gliders

If weather, operational conditions or unserviceable gliders prevent flying, a student can expect ground-based instruction. This unless the conditions are so severe that the duty teams have been stood down.

Your instructor should attempt to contact you to advise in these circumstances.

**Booked sessions have priority and will not be pushed back by previous sessions that were unable to fly.**

If an instructor is unfit for duty, he/she should contact you and/or the duty administrator as soon as possible. An appeal for a stand in instructor will be made but if none are available, regrettably that session will not take place.

## Numbers of bookings permitted.

One booking will be allowed on the system. Once the booking has expired, rebooking will be permitted. This is like putting your name back on the old-style list.

Same day booking will not be available, but this policy will be reviewed as the system matures.

Instructors may assign spare capacity as they wish on the day.

## Cancelling Bookings

Please give as much notice as possible if you need to cancel a lesson to enable other members to make use of the slot. Remember, In the event of bad weather ground instruction will be available.

Abandoning a slot without due notice would be unfair to other members so any such situations would be reviewed to prevent recurrences.

## Request for use of Instructor as Safety Pilot or for Friends and Family

Advance notice of the need for flights would help facilitate the needed resource. Local arrangements on the day with duty instructors or other instructors are perfectly permissible but not to the detriment of booked pilots.

## 4 Guidance for Instructors

### Objective for Instructors

A major objective of the system is to improve the job satisfaction of the instructor, reduce stress and manage work load while retaining the right of the instructor to be in control of their sessions. Smoothing of demand over the weekend should naturally occur if demand meets capacity. Periods of excess demand should be better controlled.

Day sharing is possible if instructors prefer to do so. (Mornings or afternoons). It is noted that cross country instructors may prefer to complete their duties in one full day session. Better quality customised lessons leading to faster to solo is an objective.

### Cultural Change

The big cultural change is to devote approximately half of the time of a tuition session to each of their students rather than doing, say, two flights to get through the list.

Time includes briefing, debriefing and flying. For example, a session could be six cable break exercises or a long soaring flight.

If a long soaring flight is appropriate and complies with fair sharing of time between the students then an enjoyable, reduced pressure to get back, flight could occur.

The system will allow an instructor to see who has booked and what their requirements are prior to arriving at the club. This should allow better instructor preparation. Instructors will have administration rights to their sessions on the system.

A lunch break of an hour is scheduled into the system. Primarily to ensure an instructor gets a minimum half hour break for rest safety reasons it also allows some flexibility for late starts or over runs on flights while allowing the afternoon session to start on time.

### Use of idle Aircraft

Use of the instructor's two-seater while not needed by the instructor is at the discretion of the instructor.

### Allocation of Aircraft

The administrator will attempt to allocate gliders either by weight considerations or by instructor preference if indicated. E.g. FUY for the heavier instructors.

Operational exchange of gliders between instructors on the day may be expected.

### Weather, Operational Conditions, Illness and Unserviceable Gliders

If weather, operational conditions or unserviceable gliders prevent flying, a student can expect ground-based instruction. This unless the conditions are so severe that the duty teams have been stood down.

Please advise your booked students should this occur.

Guidance for instructors – continued.

**Booked sessions have priority and should not be pushed back by previous sessions that were unable to fly.**

Should a glider become unserviceable and unfixable during the day then sharing a glider with the other instructor or a glider booked for trial flights should be attempted. However, the unaffected student or booked trial flight candidates should not be adversely inconvenienced. If the glider fails in the morning and is fixed by lunch time then the afternoon lessons should take priority, as they would in the event of a weather problem. Mornings and afternoons should, as far as possible, be treated as separate sessions.

If an instructor is unfit for duty, he/she should contact their booked students and/or the duty administrator as soon as possible. An appeal for a stand in instructor will be made but if none are available, the booked students for that instructor will lose their sessions.

## Duty Swaps

If an instructor needs to swap a duty, apart from arranging the swap with another instructor he/she should also update the on-line duty rota and email the duty administrator and any booked students.

## Launch Queues

To ensure the integrity of tuition sessions is not too adversely affected by long winch or aerotow queues by private pilots instructors will be expected to be able to merge their club two-seat gliders in turn at the head of the queue. This only when the glider will be ready to launch with briefings complete. Exercises such as cable breaks which could delay launching should be deferred to quieter times and pilots attempting badge flights should not be delayed.

In practice, slotting into the second cable slot after a pair have been launched would be the most practical.

## Spare Capacity

Provided booked pilots are not disadvantaged, if an instructor has spare capacity, he/she may use this time as they wish. Initially, same day booking will be prevented by the system. This policy to be reviewed once the system is running.

## 5 Guidelines for Launch Point Controllers (LPCs)

What remains the same and changes to expect.

There are no expected changes to the club flying routine other than the flying list for two seat gliders will be available to be printed from the club PC or viewed on-line.

Pilots for tuition or check flights are expected to get the equipment out in the morning with the afternoon teams putting the equipment away.

Solo pilots and private pilots expecting to be launched should also assist with setting up and packing away.

A knowledge of the instructional teams from the print out will be useful during the day so that the non-flying team members can be used as Gator drivers for their glider.

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## 6 Guidance for Administrators (including Bath Uni Administrator)

### General

The duty administrator (initially Steve Lambourne) will set up sessions that match the duty rota as released by the CFI.

This will consider instructor preferences for gliders when available and the engineering team's advice on glider serviceability.

Sessions will be coordinated with the Trial Flight booking system.

Special requirements such as instructor training and cross-country training can be accommodated by request.

### Bath University Flying

The Bath University administrator should agree with the club Chairperson scheduled half day sessions if expecting to arrive as a group. Management of the needs of the group prior to the visit will assist. E.g. identification of first-time fliers and student pilots needing full instruction will help ensure the correct facilities can be arranged.

The Uni. Administrator will be able to set up "guest" (Uni) pilots on the system and balance capacity. By prearrangement, Basic Instructors may be able to manage first time fliers leaving the other instructors to offer full tuition sessions for the more advanced.

### Holiday Cover

It is intended that suitably trained standby administrators will be available to manage late changes to plans if the main administrator is unavailable.