

# APT A144: AVIATION FLIGHT COORDINATOR

Item	Value
Curriculum Committee Approval Date	12/09/2020
Top Code	302000 - Aviation and Airport Management and Services
Units	3 Total Units
Hours	54 Total Hours (Lecture Hours 54)
Total Outside of Class Hours	0
Course Credit Status	Credit: Degree Applicable (D)
Material Fee	No
Basic Skills	Not Basic Skills (N)
Repeatable	No
Grading Policy	Standard Letter (S)

## Course Description

This course provides an overview of the corporate aviation industry and levels of customer service. Students will be introduced to basic principles of flight and aviation operations which include: the coordination of aircraft schedules, mechanical requirements, weather, customs requests, and government regulations associated with chartered aviation operations. Subjects presented provides a comprehensive course of training for students who wish to enter the corporate aviation workplace as an entry-level flight coordinator. Transfer Credit: CSU.

## Course Level Student Learning Outcome(s)

1. At the completion of the Flight Coordinator course, the student will have the necessary training and knowledge to demonstrate required tasks and activities with Part 91 and Part 135 flight departments.

## Course Objectives

- 1. Demonstrates comprehensive knowledge of the corporate aviation industry and perform necessary duties of an aviation flight coordinator.
- 2. Monitor the status of all planned flights and flights in progress from the point of origin to final destination (flight following)
- 3. Identify corrective actions to minimize actual/potential delays due to scheduling operations, crew legality, and maintenance issues
- 4. Understand crew logistics arranging/coordinating crew ground transportation and hotel accommodations, as well as commercial airline arrangements
- 5. Identify duties and logistics associated with the Emergency Response Plans at airports
- 6. Demonstrates coordination of all ground handling, deicing, fuel, landing/departure slots, and landing/overfly permits are in order before releasing a flight
- 7. Demonstrate knowledge that each flight can be safely conducted and that all activities are in compliance with FAA regulations

Performance Capabilities, Service Levels Trip Experience / Expectations / Understanding the business of YES Client Care and Customer Service Skills Client Background / Client Profiles Phone Etiquette and Sales Skills Building the Trip Experience / Exceeding Expectations Part 91 and 135 Regulatory subjects appropriate for business aviation flying Part 91 regulations appropriate for business aviation Part 135 regulations appropriate for business aviation The role of Flight Coordinator Part 91 and 135 Scheduling and Software Systems Dispatch Checklists / Flow Control / Slots Operational Control Ground Services scheduling Inflight Services coordination Trip Building FOS / BART / Avmosys / SchedAero / FlightBridge Ground Services Catering Services / Catering Options / Catering appropriate to aircraft size Ground Transportation / Providers / Tracking FBO procedures and limitations Inflight Service Cabin Attendants / Flight Attendants / Pilot Services Entertainment Limitations Flight Following for clients / Flight Locating for compliance Weather for Flight Coordinators Emergencies and Abnormalities / Emergency Response Plan (ERP) execution International Flight Coordination Customs / eAPIS / eCVRS / eSTMP / Overflight Handling and Ground Support Regulatory Fueling Planning and Considerations / Fueling Software TSA No Fly List Procedures / Business Aviation Security plans and measures Brokered Flights Total Crew Resource Management / Empowered as a Flight Coordinator Shift Handoffs, Pass-downs and On-Call Duties Resume development and interview counseling

## Method(s) of Instruction

- Lecture (02)
- DE Live Online Lecture (02S)
- DE Online Lecture (02X)

## Instructional Techniques

Lecture and application of ideas, slide and multimedia presentations, equipment and performance calculation demonstrations.

## Reading Assignments

Reading assignments from course text books are required for each class period (3 hours per week)

## Writing Assignments

Short answer written homework assignments and performance calculations exercises. (3 hours per week)

## Out-of-class Assignments

Written homework and reading assignments (3 hours per week)

## Demonstration of Critical Thinking

Written examinations based on Aviation Flight Coordinator job responsibilities Homework (aircraft performance, regulations, and weather) Problem solving exercises (navigation calculations) Verbal quizzing

## Required Writing, Problem Solving, Skills Demonstration

Short answer written homework assignments and examinations throughout the course.

## Eligible Disciplines

Aviation (flight, navigation, ground school, air traffic control): Any bachelors degree and two years of professional experience, or any associate degree and six years of professional experience.

## Lecture Content

Corporate Aviation Industry Overview and Levels of Service Clientele and Service Expectations Aircraft Sizes, Manufacturers, Categories,

## **Manuals Resources**

1. National Business Aviation Association. Air Management Guide,  
National Business Aviation Association , 01-01-2016