



Chapter 05: Flight School Operations

01. Student Enrollment and Onboarding

Manage student enrollment and onboarding to ensure smooth transition into flight training programs with proper documentation and orientation.

Purpose

Establish a systematic approach to enrolling new students in Part 61 flight training programs, ensuring all regulatory requirements are met, proper documentation is collected, and students receive thorough orientation to training operations and safety protocols.

Roles and Responsibilities

Flight Instructor:

- Conduct student assessments and training
- Review training objectives with students
- Coordinate aircraft scheduling for training
- Maintain communication with students on progress
- Ensure safety and regulatory compliance

Chief Flight Instructor:

- Review student qualifications and training goals
- Assign appropriate flight instructors based on needs
- Conduct flight school orientation and safety briefings
- Approve training program selection and scheduling
- Ensure Part 61 compliance for all training operations

Process Steps

Application and Documentation Phase

- **Review student application** - Verify completeness of application form and contact information accuracy
- **Verify student eligibility** - Confirm age requirements, English proficiency, and medical certificate eligibility per 14 CFR Part 61

- **Collect required documentation** - Gather identification, medical certificate, and any previous flight experience records
- **Process TSA clearance requirements** - Initiate security clearance for international students per TSA regulations

Program Planning Phase

- **Conduct initial consultation** - Meet with student to discuss training goals, timeline, and program options
- **Assess student background** - Review previous flight experience, education, and career objectives
- **Recommend training program** - Select appropriate certificate or rating program based on student goals
- **Prepare training agreement** - Complete enrollment contract with program details, costs, and expectations

Orientation and Setup Phase

- **Schedule orientation session** - Coordinate facility tour and safety briefing with Chief Flight Instructor
- **Assign primary instructor** - Match student with appropriate flight instructor based on schedule and experience
- **Create student training record** - Establish official training file with all documentation and requirements
- **Process initial payment** - Complete payment processing and establish billing arrangements

Training Preparation Phase

- **Schedule initial lessons** - Coordinate first ground and flight instruction sessions with assigned instructor
- **Provide training materials** - Issue required textbooks, charts, and training resources
- **Complete safety orientation** - Conduct facility safety briefing and emergency procedures training
- **Verify insurance coverage** - Confirm student meets insurance requirements for flight training activities

Process Mapping

Flowchart showing enrollment progression from initial inquiry through first scheduled lesson

Tools and Resources

Forms and Documentation:

- Student enrollment application

- Training agreement and contract templates
- Medical certificate verification checklist
- TSA security clearance forms

Software Systems:

- Student management database
- Scheduling and booking system
- Payment processing platform
- Training record management system

Reference Materials:

- 14 CFR Part 61 student pilot requirements
- TSA security clearance procedures
- Flight school training syllabi and curricula
- Insurance coverage requirements and policies

Success Metrics

- **Completion Time:** Student enrollment completed within 3 business days of application submission.
- **Quality Standard:** 100% of required documentation collected and verified before training commencement.
- **Safety Standard:** All students complete safety orientation before first flight lesson.
- **Client Satisfaction:** 95% of new students rate enrollment experience as excellent or good.

Common Issues and Solutions

- **Issue:** Incomplete or missing medical certificate documentation
- **Solution:** Provide clear guidance on medical certificate requirements and assist students with Aviation Medical Examiner appointment scheduling

Issue: International student TSA clearance delays

Solution: Initiate TSA clearance process immediately upon application receipt and maintain regular follow-up with TSA processing center

Issue: Student uncertainty about training program selection

Solution: Conduct thorough consultation session with Chief Flight Instructor to review career goals and recommend appropriate training path

Safety Considerations

- **⚠ WARNING:** All students must complete safety orientation and demonstrate understanding of emergency procedures before participating in any flight activities
- **⚡ CAUTION:** Verify medical certificate validity and any limitations before authorizing student to begin flight training
- **i NOTE:** International students require TSA security clearance approval before beginning flight training per federal regulations
- **✅ BEST PRACTICE:** Assign experienced flight instructors to new students to ensure proper foundation in safety procedures and flight techniques

Regulatory References

- 14 CFR Part 61.83 - Eligibility requirements for student pilots
- 14 CFR Part 61.87 - Solo requirements for student pilots
- TSA Security Directive 1552-01 - Flight training security requirements
- 49 CFR Part 1552 - Flight training for aliens and other designated individuals
- FAA Advisory Circular AC 61-65 - Certification of pilots and flight instructors