

CSL 3.6



Area of Responsibility

1 Summary

- 1.1 In order to more efficiently process both coach and customer enquiries, I have more clearly define the current roles within the LAA Pilot Coaching Scheme. If you are unsure of whom to contact, please consult this list in the first instance.

2 Who to Contact

2.1 **PCS Chairman and Head of Training [Jon Cooke]**

Instructor training Initial/Renewal/Revalidation
CAA Exemptions
Issue Coach Authorisations and Examiner Authority
Legislation [Compliance]
Appoint new coaches
Conduct standardisation flight for new coaches
Conduct standardisation flight for renewal of coach authorisations
Issue of Notice to Coaches
Liability Insurance and Personal Accident and Injury Insurance
Mentor for new coaches
LAA Instructor and Examiner Manual / Coaching Manual
LAA Seminar

2.2 **NATIONAL COACH/CHIEF FLIGHT INSTRUCTOR (WILL GREENWOOD)**

Day-to-day operation of Coaching Scheme
Send appropriate customer paperwork to Civil Aviation Authority
Conduct initial interview for new coaches
Categorisation of coaches
Mentor for new coaches
LAA Events - organising/delegates
Receive and answer enquiries from coaches
Receive and collate paperwork from coaches and courses
Receive BFR paperwork and fees to forward to Office Manager
Initial contact for customer questions relating to PCS
Customer enquiries via Head Office, e-mail or telephone
Answer LAA Forum enquiries
Direct customers to appropriate coach or Chairman
Magazine Articles - liaise with Brian Hope wrt magazine articles
LAA Events - maintain a record of those coaches able to manage/assist/attend events

2.4 **OFFICE MANAGER (PENNY SHARPE)**

Change of coach details: e-mail
Change of coach details: address
Membership Details
Check documentation and issue paperwork for courses
Receipt of coach returns
Receipt of coaching fees
Refund of expense claims
Amend LAA website
Distribute LAA Notices and E-mails to all coaches
Print and Post Coach Authorisations



Jon Cooke
Head of Training & Pilot Coaching Scheme Chairman
Light Aircraft Association
