

**Chapter 2
Organization**

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Management

This chapter of the manual describes the management structure of the Bridgewater State College Aviation program. The listing and descriptions within the chapter are not intended to duplicate the Aviation Science Department Policies and Procedures Manual or full position descriptions, rather they address those elements of the Aviation Science program that are limited primarily to flight operations. The Bridgewater State College employee description of duties may provide a wider explanation of employee responsibility and is the controlling document in such cases.

Position Listing

Director of Operations

Chief Flight Instructor

Chief Ground Instructor

Manager of Aviation Affairs

Director of Maintenance

Simulator Coordinator

Dispatcher

Check / Standardization Instructor

Flight Instructor

Ground Instructor

Director of Operations

Reports To: Dean, School of Business

Direct Reports: Chief Flight Instructor
Chief Ground Instructor
Manager of Aviation Affairs
Director of Maintenance

Role: Administer and coordinate all Bridgewater State College Aviation program operations and activities.

Responsibilities:

- ⊕ Ensures safety is consistently the first and highest priority of Bridgewater State College Aviation Operations.
- ⊕ Ensures systems are developed to monitor and analyze aircraft reliability and makes recommendations for improvements.
- ⊕ Ensures that Bridgewater State College Maintenance and Flight Operations are aware of the College's mission, specific goals, and their performance versus those goals.
- ⊕ Holds overall responsibility for safe and efficient operation of Flight Operations and Maintenance.
- ⊕ Maintains authority to exercise operational control over all aircraft operations.
- ⊕ Is highly knowledgeable of company manuals, applicable Federal Aviation Regulations, Operation Specifications, and other pertinent information relating to his/her duties.
- ⊕ Provides long-term planning and budget analysis regarding aircraft acquisition and the management of Flight Operations and Maintenance.
- ⊕ Holds responsibility and authority to make all decisions regarding maintenance and appearance of College aircraft. Has the authority to commit to the expenditure of funds to support necessary maintenance actions.
- ⊕ Responsible for planning and execution of budgets for Flight Operations and Maintenance.

Chief Flight Instructor

Reports To: Associate Dean, School of Business/Director of Operations

Direct Reports: Administrative Assistant
Dispatcher(s)
Flight Instructors
Ground Instructors
Simulator Coordinator

Role: Accountable for effective scheduling and dispatch of all flight activities. Ensure highest level of ground and flight training program quality and that course completion guidelines are followed. Serve as the Chief Ground Instructor.

Responsibilities:

- ⊕ Ensures all flight activities are efficiently scheduled, dispatched and tracked.
- ⊕ Ensures that all records of schedule disruptions and cancellations are tracked and recorded.
- ⊕ Works cooperatively with fuel provider to ensure safety and efficiency of fueling operations.
- ⊕ Creates morning and monthly performance reports.
- ⊕ Creates and monitors the combined budgets of dispatch, building and Flight Operations.
- ⊕ Ensures the highest standards of flight training and safety.
- ⊕ Develops, modifies, and ensures highest quality of all training curriculums.
- ⊕ Oversees all flight-testing.
- ⊕ Conducts continuous trend analysis of stage checks and flight tests, and determines what improvements are necessary based on the results of the trend analysis.
- ⊕ Analyzes accidents/incidents within the industry and BSC Flight Operations, if applicable.
- ⊕ Ensures that all instructors and students receive a formal written briefing on accident causes and prevention.
- ⊕ In conjunction with the AvSci Faculty and Manager of Aviation Affairs, identifies the need for curriculum modification and instructor development.
- ⊕ Conducts routine quality flight checks of the line and check instructors.
- ⊕ Develops standard operating procedures and policies and ensure the effectiveness of standardization training.
- ⊕ Develops and modifies all curriculums with the aid of the AvSci Faculty and Manager of Aviation Affairs.
- ⊕ Develops new training courses and material to advance the College flight training mission and competitive edge within the flight training industry.
- ⊕ Supervises development of all technical documents for the aviation program.
- ⊕ Evaluates the suitability of aircraft and training devices and makes recommendations as appropriate.
- ⊕ Responsible for budgetary control of the Flight Operations.
- ⊕ Ensures continued development of 14 CFR part 141 and/or other courses to establish and maintain Bridgewater State College as a flight training leader in the industry.
- ⊕ Ensure accuracy and efficiency of records auditing.
- ⊕ Responsible for motivation and continual training of all instructors.

- ⊕ Oversee conduct of flight and academic training.
- ⊕ Monitor and evaluates instructor performance and productivity.
- ⊕ Coordinate instructor to student ratio.
- ⊕ Coordinate employment recommendations for departing instructors.
- ⊕ Work with Manager of Aviation Affairs to assist students with training difficulties, and ensure proper corrective action.
- ⊕ Report all training difficulties to Manager of Aviation Affairs in accordance with established procedures.
- ⊕ Evaluate Instructors and provides recommendations for corrective action or, if necessary, termination.
- ⊕ Ensure all student-training records are in order and current.
- ⊕ Ensure all Operations personnel perform in accordance with the Aviation Operations Manual and the applicable curriculum.
- ⊕ Work cooperatively with Bridgewater State College Human Resources to ensure compliance with local, state, and federal workplace safety & environmental requirements.
- ⊕ Gather and analyze operational incident and accident data to develop Flight Operations safety reports for use in staff training and for the development of new programs.
- ⊕ Develop standard operating procedures/policies for safety, security and environmental areas.
- ⊕ Develop and manage the fleet evacuation program.
- ⊕ Develop and implement training/compliance programs based on audit results, as needed.
- ⊕ Supervise development of all safety, security and environmental documents
- ⊕ Attend various safety, security and environmental related events as required.
- ⊕ Perform other duties as assigned by the Director of Operations.

Manager of Aviation Affairs

Reports to: Director of Operations (primary)
Chief Flight Instructor (secondary, as required)

Role: Conduct flight and ground evaluation of all students and instructors.
Conduct program development and outreach efforts.

Responsibilities:

- ⊕ Work actively with other organizations to develop and coordinate safety programs and practices applicable to the Part 141 training environment.
- ⊕ In conjunction with the Chief Flight Instructor and AvSci Faculty, identify the need for curriculum modification and instructor development.
- ⊕ Cooperatively develop/modify curricula with AvSci Faculty and Chief Flight Instructor.
- ⊕ Develop internship and employment opportunities with industry partners.
- ⊕ Work with Chief Flight Instructor to assist students with training difficulties.
- ⊕ Report all training difficulties to Chief Flight Instructor in accordance with established procedures.
- ⊕ Assist the Director of Operations and Chief Flight Instructor as necessary.

Simulator Coordinator

Reports to: Chief Flight Instructor

Role: Oversee the operational use of all Bridgewater State College flight training devices and associated instructor/student training programs. Oversee technically advanced simulation and avionics equipment training programs.

Responsibilities:

- ⊕ Develop and implement Advanced Aviation Training Device (AATD) CFI training course.
- ⊕ Develop and implement GPS instructor and student training course.
- ⊕ Develop and implement Bridgewater State College CFI AATD currency/proficiency program. Advise Chief Flight Instructor of any instructor proficiency or training issues.
- ⊕ Monitor student and instructor training and provide guidance as necessary to ensure the highest quality of training.
- ⊕ Ensure ongoing development of Technologically Advanced Aircraft (TAA) training, Glass Cockpit Transition Training and help implement and oversee all new simulation programs.
- ⊕ Oversee AATD service and maintenance program to ensure equipment meets operational and CFR Part 141 certification requirements.
- ⊕ Maintain high level of awareness of and evaluate industry training trends, and make recommendations for equipment acquisition as appropriate.

Dispatcher

Reports to: Chief Flight Instructor, Assistant Chief Flight Instructor

Role: Supervise the scheduling, release, and return of all BSC training equipment and resources.

Responsibilities:

- ⊕ Inform Aviation Operations management and the Maintenance Director of aircraft maintenance issues, ground or in-flight emergencies, or other operational issues as appropriate. Adhering to BSC policies and procedures for handling any ground or in-flight urgency or emergency condition.
- ⊕ Monitor all flight events (dual, solo, or non-revenue) for operational safety and compliance with all BSC, local, and federal regulations.
- ⊕ Work with the Chief Flight Instructor and Maintenance Director regarding the appropriate release or hold of flight events based on outside considerations.
- ⊕ Dispatch training equipment (aircraft and AATDs) and work with CFIs and students to ensure on-time departures and arrivals for all training events.
- ⊕ Work with Chief Flight Instructor and Administrative Assistant to develop and implement student and instructor training schedules.
- ⊕ Communicate relevant information regarding scheduling, departure, enroute, and arrival weather, cross-country routing and possible alternatives, appropriate aircraft Maintenance records and upcoming inspections or other MX issues, required personnel documents, logbook endorsements, etc.
- ⊕ Maintain a high level of knowledge of and proficiency with BSC Safety Procedures and Practices, and with the New Bedford Regional Airport Emergency Plan.
- ⊕ Assist with training additional Dispatch staff, when assigned, to the highest levels of knowledge and performance within the position description.
- ⊕ Maintain a high level of knowledge of and proficiency with all current BSC TCOs.
- ⊕ Maintain a high level of knowledge of and proficiency with applicable 14 CFR FARS.
- ⊕ Consult BSC Safety Procedures and Practices as necessary regarding aircraft releases.
- ⊕ Notify the Chief Flight Instructor of flight crews needing to remain away from base overnight due to maintenance problems or other circumstances.
- ⊕ Periodically audit training records to ensure FAA Part 141 and BSC Aviation policy and procedural compliance; notify Chief Flight Instructor immediately of any discrepancies.
- ⊕ Inspect the facility, aircraft ramp and surrounding areas when severe weather conditions are expected or encountered. Ensure all aircraft are properly secured (see aircraft-specific Normal Procedures checklist), and double-tied if necessary.
- ⊕ Actively seek out, note, and report any safety or security breaches (i.e. open ramp gate or facility doors, suspicious personnel, personnel w/o proper ID, etc.) to the Chief Flight Instructor or his/her designee.
- ⊕ Assist the Chief Flight Instructor with execution and supervision of the BSC Cold Weather Operations program (see Cold WX Ops supplement, Aircraft FSMs).
- ⊕ Perform other duties as assigned by the Chief Flight Instructor or his/her designee.

Director of Maintenance

Reports to: As the Bridgewater State College Contract Maintenance Provider, works cooperatively with the Chief Flight Instructor.

Role: Supervise all maintenance and record-keeping activities for all Bridgewater State College training aircraft.

Responsibilities:

- ⊕ Establishes safety as the first and highest priority for conducting all maintenance actions on Bridgewater State College training aircraft.
- ⊕ Ensures that all Bridgewater State College aircraft are maintained in accordance with applicable FARs and Bridgewater State College operating policies and procedures.
- ⊕ Complies with applicable FARs and Bridgewater State College aircraft maintenance records policies and procedures.
- ⊕ Provides guidance and recommendations regarding in-flight mechanical urgency or emergency conditions, as required.
- ⊕ Works cooperatively with Chief Flight Instructor to ensure proper grounding and inspection of aircraft, as necessary.
- ⊕ Communicates aircraft grounding and return-to-service status to Dispatcher to ensure accuracy of aircraft availability and scheduling.
- ⊕ Coordinates off-site maintenance response with Dispatch, as necessary.
- ⊕ Coordinates aircraft parts replacement and warranty implementation, as necessary.
- ⊕ Ensures the safety and efficiency of fueling operations, including compliance with all applicable FAA, airport, and Bridgewater State College policies and procedures.

Check / Standardization Instructor

Reports to: Chief Flight Instructor

Role: Conduct flight and ground evaluation of all students and instructors.

Responsibilities:

- ⊕ Conduct consistent and comprehensive evaluation of Flight Instructors to maintain the quality of flight training as defined by an FAA Practical Test pass rate at or above 80%.
- ⊕ Ensure the forward progress of standardization training to avoid delays.
- ⊕ Maintain accurate training records for Instructors (ground or flight) to whom training is provided.
- ⊕ Maintain flight training standards as per Bridgewater State College and applicable FARs.
- ⊕ Ensures that all Instructors (ground or flight) possess and demonstrate a comprehensive knowledge of Bridgewater State College operational policies and procedures.
- ⊕ Ensure Instructor adherence to all applicable Bridgewater State College and FAA policies and procedures.
- ⊕ Conducts all new hire evaluation flights as designated by the Chief Flight Instructor.
- ⊕ Performs any additional duties as assigned by the Chief Flight Instructor.

Flight Instructor

Reports to: Chief Flight Instructor

Role: Conduct Bridgewater State College student flight and ground training.

Responsibilities:

- ⊕ Maintains quality of flight training as defined as a stage check and FAA Practical Test pass rate at or above 80%.
- ⊕ Sees that all training goals are met to include pass rate, efficient course completion, accuracy and timeliness of student training records, make recommendations as necessary for improvements.
- ⊕ Ensures that each assigned student is scheduled properly.
- ⊕ Maintains all FAA and Bridgewater State College flight training standards.
- ⊕ Ensures adherence to all applicable Bridgewater State College policies and procedures, including those provided in the Aviation Operations Manual and applicable Flight Standards Manual(s).
- ⊕ Ensure that the assigned student's training record and folder are maintained in accordance with Bridgewater State College Aviation and FAA requirements.

Ground Instructor

Reports to: Chief Ground Instructor

Role: Provide the highest quality academic ground instruction for Bridgewater State College Aviation students.

Responsibilities:

- ⊕ Maintain highest quality of instruction during ground training as defined as a stage check and FAA Knowledge Test pass rate at or above 80%.
- ⊕ Ensure maintenance of student ground training records in accordance with Bridgewater State College and FAR requirements.
- ⊕ Ensures that student ground training records are forwarded to the Chief Ground Instructor no later than two days after completion of the course final exam.
- ⊕ Communicate any problems including student training difficulties to the Chief Ground Instructor and Manager of Aviation Affairs (if appropriate).