

Annex D: Template for a student protection plan

Provider's name: CAE Oxford Aviation Academy (Oxford) Ltd

Provider's UKPRN: 10021572

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Student protection plan for the period: 2019

1. An assessment of the range of risks to the continuation of study for your students, how those risks may differ based on your students' needs, characteristics and circumstances, and the likelihood that those risks will crystallise.

CAE Inc. is a Leader in civil aviation training with 50+ training centres and flight academies worldwide. Group revenues in FY 2018 reached CAD\$2.8bn, 58% of which was the contribution made by Civil Aviation Training Solutions. The market for new airline pilots over the next 10 years is estimated to be in the region of 480,000, and CAE is well placed and a trusted partner for airlines for training new pilots to the highest standards.

Given the bandwidth of the training operations, students have the opportunity to undertake certain elements of training on alternative approved training locations. As demand increases, new sites are being opened to mitigate potential delays to training as a result of unpredictable UK weather. However, the foundation training provided, located at the Oxford site, is fully resourced by a local team of instructors for the academic needs, and a dedicated Customer Services team is on hand during operational hours. The student Training Services Agreement details that the training location can change between any CAE site during the course of the training, due to variable impacts to the business, which may foresee a required location change. Identified risks causing this change could be a change in the locations currently student capacity, instructor availability, aircraft availability, and weather.

Fluctuations in demand for training activities as a result of cyclical seasonal variations is delivered through engaging instructors from the existing talent pool of contacted providers, all of whom are cleared to deliver training to the required level via the standardisation process.

CAE is a global operator with training organisations located in Phoenix, Amsterdam, Madrid, Brussels that link directly to the Oxford delivery of training. The Training Services Agreement allows CAE to change the training location should any of the above factors arise.

Aircraft maintenance and instructor availability is also a potential risk factor for CAE, should availability issues arise through aircraft maintenance requirements and instructor availability. CAE is in possession of a strong fleet of locally based aircrafts for the sole purpose of student flight training. The aircrafts are managed by an in-house CAE maintenance team. We currently have a dispatch reliability in the excess of 80%, and all maintenance is subject to part M. CAE instructors range from a dedicated team of Theoretical Knowledge Instructors to specialist Flight Instructors, who have all met a stringent pre-entry requirement as laid down by the regulatory authorities. Capacity is managed through an experienced team of contracted and employed instructors ranging from part time to full time.

CAE is regulated through the Danish Authority, which is managed through an internal team of Quality and Compliance officer who uphold the approval in compliance with all regulatory requirements through internal robust audit regimes. CAE is also in possession of Educational Oversight by ISI as a Private Further Education Provider, in order to uphold the TIER 4 Visa license.

2. The measures that you have put in place to mitigate those risks that you consider to be reasonably likely to crystallise

When students successfully complete the ground-based phase of training, they migrate to the Phoenix location to begin the basic flight phase. In the event of any risk of capacity at the Phoenix location, the Oxford site is equipped to undertake this phase of training, in line with the published syllabus, and to achieve timely completion.

Further to this, the group has sourced a further “fairweather” training location to further increase capacity and ensure continuity of training.

Theoretical Ground instruction is fully completed at the Oxford location, which is equipped with the appropriate classroom accommodation and training aids to support learning. This is replicated at the other ground school locations and, similar to the flight phase, these are all approved locations deemed suitable by the regulatory authority for the purposes of Flight Crew training.

CAE Oxford is securing more UK airport bases for flight training routes, to ensure that there are open routes available should any airport cease to allow the flight path of our aircrafts. These are currently treated as reserve flight paths for our aircrafts should any of our main routes become affected.

CAE Oxford has agreements with several UK airports in place to allow for operations to be carried out throughout the UK, in order to protect the integrity of the flying programme in order to aid training rates to be achieved. Changes to these airport locations can cause disruption to the flying route of our aircrafts and training delivery.

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3. Information about the policy you have in place to refund tuition fees and other relevant costs to your students and to provide compensation where necessary in the event that you are no longer able to preserve continuation of study

The Training Services Agreement details the policy on refunding students for termination of the agreement and reimbursement for any training fees less the deposit.

TSA Annex A Section 4: First Officer Quality Assurance refers:

REFUND: in the event CAE terminates a Trainee's training, due to the Trainee's lack of aptitude and the Trainee has not used up the free additional training/testing referred to under 1 (Additional Training / Testing) above, this TSA will be terminated, and the Trainee will be refunded all paid training fees, except an amount equal to the Course Deposit.

The decision to terminate is based on the information or reports received by the Training Board, who will convene and agree the action required. An appeals process exists whereby a representation can be made to the Review Board.

Where study is delayed, the company can extend training for a reasonable time, and in the event of force majeure, where an extended delay has arisen, a mechanism exist to enable an agreement to be reached to mitigate any mutual losses.

The student can find information about the above in both the Student Complaints Policy and also the Training Service Agreement under Withdrawal and Termination sections.

4. Information about how you will communicate with students about your student protection plan

Students are provided with a full induction and briefing prior to any studies commencing. This includes all aspects of life as a student at CAE. All aspects of the agreement are covered, and students will be briefed on the various sources of support and information currently used.

Students are given access and training on how to use the on-line portals, i.e. Pelesys, ETA, Aviobook which will provide the latest updates and relevant information issued by the company. Prior to becoming a student, Information Sessions are scheduled and held at Oxford where potential candidates can ask representatives of the commercial team on any aspect of training to inform the on the mutual expectations detailed in the Training Services Agreement. Such events are published and attended by the commercial team who are equipped to address any questions arising.

The dedicated Customer Services team is on site during operational hours of the classroom sessions and this team is fully conversant on the student policies, which are also placed on display in the building.

Any change to the syllabus will of course have to be approved by the regulatory body, in terms of content and where necessary, duration. Any such change will be communicated to the student via the ETA system to ensure those who are affected are kept informed. Any changes to any policy or course will demonstrate an auditable trail, held centrally on our "Coruson" database. Such records of change are available through this system also.

In the event of irregular operations or indeed an incident involving any student, asset or site, the company will instigate its Emergency Response Plan. This manual sits within the Group Safety Management System and is regularly updated to incorporate any organisational changes which may impinge on the effective response to an event. This forms part of the overall business continuity plan which may be instigated to safeguard operations and reduce the impact of an event. A communications strategy exists to keep students informed.

