



## **BRITISH ACCREDITATION COUNCIL INSPECTION REPORT**

### **INTERIM VISIT (Short Course Provider)**

**PROVIDER:** Helicentre Aviation

**ADDRESS:** Leicester Airport  
Gartree Road  
Leicester  
LE2 2FG

**HEAD OF PROVIDER:** Mr Christopher Line

**DATE OF INSPECTION:** 23 August 2018

**ACCREDITATION COMMITTEE DECISION AND DATE:** Continued accreditation 29 November 2018

## **PART A - INTRODUCTION**

### **1. Background to the provider**

Helicentre Aviation Limited (the Provider) is a limited company, which was established in 2001. It provides short training courses for helicopter pilots. The Chairman of the Provider is supported by a Finance Director and a Managing Director, who is also the Head of Training and the Chief Flying Instructor.

The Provider aims to create a one-stop training academy and commercial air operation.

The Provider is heavily regulated by the Civil Aviation Authority (CAA). The CAA has designated the Provider as an Accredited Training Organisation (ATO). As such, the Provider must comply with all the requirements of the CAA and this applies both to the provision and the operation of its training function. The Chairman is the designated Accountable Manager to the CAA. The Finance Director is the Compliance Manager.

The Provider is located at Leicester Airport, in a purpose-built building. The premises include individual and group training rooms, a hanger and outdoor training areas. There is a small social and refreshment area for students and staff.

### **2. Brief description of the current provision**

The Provider offers a range of courses including Private Pilot's Licence, Commercial Pilot's Licence and Flight Instructor Certificate. Courses are based around a model of 30 days' instruction, over a six week period. Courses are differentiated according to the type of helicopter used. The provision of the courses is subject to the approval of the CAA and the syllabus for each course is regulated and updated regularly in line with CAA requirements. Courses are assessed in line with published CAA requirements. Training is through a mix of one-to-one instruction and small group briefings and training sessions.

In general, the majority of participants are male and from the United Kingdom (UK). All are over the age of 18. Participants can enrol at any time of the year. At the time of the inspection there were 45 participants enrolled on courses.

### **3. Inspection visit process**

The inspection was carried out over one day by one inspector. A tour of the premises took place, along with meetings with the Managing Director, a Flight Instructor and with one participant. One face-to-face instruction session, based in a training room, was observed. Documents provided were scrutinised including feedback from participants. The Provider responded promptly to all requests for information.

### **4. Inspection History**

Full inspection:

21 - 22 June 2017

## PART B – JUDGMENTS AND EVIDENCE

The following judgments and comments are based upon evidence seen by the inspector during the inspection and from documentation provided by the provider.

### 1. Significant changes since the last inspection

Since the last inspection, two new flight instructors have been employed. They are currently under supervisory restriction pending full CAA approval. This means that they need to be supervised by fully qualified instructors who have full CAA approval but they can teach and instruct on their own.

### 2 Response to action points in last report

There were no action points in the last report.

### 3. Response to recommended areas for improvement in last report

There were no recommended areas for improvement in the last report.

### 4 Compliance with BAC accreditation requirements

#### 4.1 Management, Staffing and Administration (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
<b>Comments</b> There have been no changes to the management team since the last inspection. Managers and administrators are suitably qualified and experienced. They ensure that the Provider is effectively managed. Senior managers participate in quarterly compliance meetings, which are comprehensively recorded. Meetings consider any incidents and risks, resource requirements and audit reviews.  Appropriate and relevant policies and procedures are meticulously maintained, and frequently audited by the CAA, ensuring that they are effective and compliant with relevant legislation and guidelines.  There are effective processes and procedures in place for regularly reviewing the performance of staff, including observations of teaching and learning and monthly instructor standardisation meetings. These meetings ensure that what all instructors are teaching is the same, which then ensures that learners receive a consistent level of teaching input and assessment practice. Instructors receive detailed written feedback on their performance which helps them to improve their teaching and assessment practice. New instructors are subject to comprehensive induction arrangements and relevant supervision where required.  Effective learner management systems accurately record all participant attendance including in lessons, briefings and during practical skills exercises. Participants are invited to complete course critique evaluations on the completion of each theoretical and practical course component. Feedback is effectively reviewed and appropriate action taken, where necessary, to further improve the quality of provision and the participant experience.				

#### 4.2 Teaching, Learning and Assessment (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
<p><b>Comments</b></p> <p>Teaching, learning and assessment are effective. Participants benefit from high quality one-to-one tuition, and occasional group sessions, with experienced and well-qualified instructors. Instructors use a range of appropriate assessment methods to check learning and understanding. As a result, participants make very good progress in developing their theoretical knowledge and practical flying skills. Instructors carefully plan briefing sessions, make good use of visual aids and ask a range of specific and challenging questions to check participants' knowledge and understanding, before they apply their skills in practical flying exercises.</p> <p>Course planning is highly effective, with any changes to course planners or schemes of work, approved by the CAA. Participant progress and achievement are carefully recorded and monitored through the online, secure learner management system. The system provides a clear and accessible record of course progression, skills development and individual targets. Consequently, participants, instructors and managers have a shared understanding of individual achievements and future learning plans.</p> <p>Participants confirm that the quality of instruction is very effective in helping them to achieve their educational goals and aspirations. Scrutiny of course feedback demonstrates a high level of participant satisfaction.</p>				

#### 4.3 Participant Welfare (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
<p><b>Comments</b></p> <p>The Provider offers a good level of information and guidance on courses offered, to help participants make informed choices about their studies. The participant induction process is thorough and well supported by appropriate guidance records. These are course information documents which help participants to settle into each module and at the centre. Participants benefit from appropriate personalised support, from instructors and managers, to ensure their learning needs are fully met.</p> <p>The online learner management system securely records and stores key welfare documentation to ensure the necessary participant information is shared between instructors and managers. The flight tracker system ensures that all training flights and exercises are constantly monitored in real time, to ensure the health, safety and welfare of participants and their instructors.</p>				

#### 4.4 Premises and Facilities (spot check)

	Met	Partially met	Not met	
The standards are judged to be	✓			
<p><b>Comments</b></p> <p>The premises are safe, clean and fit for purpose. Given the nature of the training environment, health, safety and security are taken very seriously. Specific aviation safety rules and guidance are strictly adhered to. The centre control room is well-equipped and resourced which ensures that all participant activity is carefully monitored.</p>				

Participants have access to a small social space, adequate washrooms and kitchen area. Classrooms, and briefing rooms are suitably equipped, furnished and ventilated. Instructors have access to appropriate meeting rooms and training facilities. Participants benefit from high-quality, well-maintained practical facilities and resources to support the development of their helicopter flying skills. Outside training space in the aerodrome is safely managed, including the shared areas with the neighbouring fixed-wing Aero Club.

Centre managers recognise the limited social areas available to students and have specific plans in place to extend the premises.

**PART C – SUMMARY OF STRENGTHS AND ACTION POINTS**

<b>STRENGTHS</b>
Participants benefit from the use of an industry leading online flight management system, helping them to monitor and manage their own learning, access instructor feedback and prepare for their next learning targets.

<b>ACTIONS REQUIRED</b>	<b>Priority H/M/L</b>
None	

<b>RECOMMENDED AREAS FOR IMPROVEMENT</b>
The Provider should implement the planned extension to the hanger accommodation, to provide participants with additional social and learning space.

<b>COMPLIANCE WITH STATUTORY REQUIREMENTS</b>	
<b>Declaration of compliance has been signed and dated.</b>	<b>YES</b>
<b>Further comments, if applicable</b>	