



**EDUCATIONAL OVERSIGHT INSPECTION OF PRIVATE FURTHER
EDUCATION COLLEGES AND ENGLISH LANGUAGE SCHOOLS**

MONITORING VISIT

L3HARRIS CTS AIRLINE AND ACADEMY TRAINING LIMITED

(Company no. - 09592088)

Full Name	L3Harris CTS Airline and Academy Training Ltd
Addresses	2-3 Gatwick Road, Crawley, West Sussex, RH10 9GB Cranfield Training Centre, Hanger 1, Cranfield Airport, Cranfield, Bedfordshire, MK43 0AL
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Website	www.l3harrisairlineacademy.com
Principals	Mr Eugene Moriarty
Proprietors	L3 Commercial Training Solution Ltd (L3 CTS)
Age Range	18+
Total number of students	251
Numbers by age and type of study	18+: 251 FE only: 251
Inspection date	12 September 2023

PREFACE

This inspection report follows the Framework for Educational Oversight Monitoring Visits and Extended Monitoring Visits of private further education colleges and English language schools. The focus of the visit is to confirm that the quality standards reported at the last full inspection are being maintained.

The ISI is an approved Educational Oversight body authorised by the Home Office to inspect privately funded further education colleges and English language schools in England and Wales offering courses on the Qualifications and Credit Framework. It is designed to improve the quality of education on offer to international students who attend UK colleges through student visas.

ISI inspections are required to:

- Report on the extent to which colleges comply with the published Educational Oversight Standards;
- Assess and report on the quality of educational outcomes and provision;
- Where applicable, make recommendations outside the scope of the Standards to support continued improvement of quality.

Inspection provides objective and reliable reports on the quality of colleges, and by placing reports in the public domain, makes this information available to students, Government and the wider community. Inspection takes account of the context of each individual college, and of how it evaluates its own performance and demonstrates its success.

The inspection of the college is from an educational perspective and provides limited inspection of other aspects, though inspectors will comment on any significant hazards or problems they encounter which have an adverse impact on students. The inspection does not include:

- (i) an exhaustive health and safety audit;
- (ii) an in-depth examination of the structural condition of the college, its services or other physical features;
- (iii) an investigation of the financial viability of the college or its accounting procedures;
- (iv) an in-depth investigation of the college's compliance with employment law.

A monitoring visit is for those colleges found at the last inspection to have met or exceeded the Standards for Educational Oversight. Inspectors will make judgements on progress against any action points and recommendations made at that time. The inspection will not examine all other Standards in detail but will sample to confirm that previous Standards have been maintained and that there are no contrary indicators to those quality judgements.

CONTENTS

	Page
1 CHARACTERISTICS AND CONTEXT	2
2 SUMMARY OF FINDINGS	4
3 THE QUALITY OF THE CURRICULUM, TEACHING AND LEARNERS' ACHIEVEMENTS	5
4 STUDENTS' WELFARE, INCLUDING HEALTH AND SAFETY	7
5 THE EFFECTIVENESS OF GOVERNANCE, LEADERSHIP AND MANAGEMENT	9
6 ACTIONS AND RECOMMENDATIONS	10
INSPECTION EVIDENCE	11

1. CHARACTERISTICS AND CONTEXT

- 1.1 L3Harris CTS Airline and Academy Training Ltd (formerly L3 CTS AAT Ltd) is a wholly owned subsidiary of L3Harris Technologies, Inc. The academy is a division within L3Harris Commercial Training Solutions Limited (L3Harris CTS) and provides training to pilots at all stages of their career from ab-initio (Airline Academy) to the post qualification training (Airline Training) of pilots and examiners on behalf of the UK CAA, EASA and other regulators globally. In 2023, L3Harris became an accredited recruitment partner of British Airways and TUI which allows both airlines to select students from the Graduate Placement Pool or select high performing students currently within the training system.
- 1.2 The company operates two training centres within the UK at Crawley and Cranfield, and an additional fair-weather flight training centre in Sanford, Florida USA which did not form part of this inspection. The mission of the company is to provide airline-ready, well-trained pilots of the highest calibre.
- 1.3 The academy is led by a UK academy director who reports to the vice president and general manager for training services. The director is responsible for the safety and operational management of the academy which includes all aspects of pilot training and instructor management and is supported by a management team of training and compliance managers. The individual sites in Cranfield and Crawley are led on a daily basis by site managers who follow the directives of the leaders based in Crawley and are answerable to them.
- 1.4 All career programmes provided by L3Harris for the regulatory training of commercial pilots are based upon, and comply with, the legislative requirements of the UK CAA, European Union, and the European Aviation Safety Agency (EASA) as well as numerous other regulatory bodies globally. The course contents and structures are approved/inspected by the UK CAA, EASA, and other international Civil Aviation Authorities (CAA) and cannot be reduced or amended in any way without the prior approval of the relevant CAA. In addition, the academy has a partnership with the University of Central Lancashire, which offers trainees a BSc Aviation Pilot Programme honours degree. This degree is based on the current course content plus an additional element at the end, which is completed with the student's airline employer following the period of formal training by L3 CTS AAT.
- 1.5 The selection process assesses aptitude for pilot training. Applicants with English as an additional language are required to have English at the required level. There are no trainees with learning difficulties or disabilities. Enrolment normally takes place monthly. Trainees start together but individual finish dates can vary widely due to variations in their progress rates in the flight and simulator phases, inclement weather and aircraft/simulator serviceability and availability.
- 1.6 At the time of inspection there were approx 251 full-time trainees undertaking pilot training. In addition, there were qualified pilots from a range of airlines undertaking update training. All trainees are aged 18 years or over and the large majority are

male and come from the UK. A small minority come from other countries in Europe and the Gulf States and speak English as an additional language.

1.7 The academy was previously inspected on the 23 - 25 November 2021 when it met all Key Standards and the quality of education was judged to exceed expectations. The recommendations from the previous report are:

- Increase instructors use of directed, rather than open questions, in lessons to ensure that opportunities to explore individual trainee's understanding are not missed.
- Ensure that the number of staff and students participating in fire drills is consistently recorded.
- Ensure that a risk assessment is devised and made available to relevant staff for all external visits once they start again.

2. SUMMARY OF FINDINGS

- 2.1 **The college exceeds expectations.** At the previous inspection of 23 - 25 November 2021 the college was found to exceed expectations and the quality of education as judged at that time has been maintained.
- 2.2 The quality of the curriculum, teaching and learners' achievements is excellent. Trainees are very well educated in accordance with their aim to successfully progress into the aviation industry. The curriculum is very well organized and is highly effective in meeting the requirements of the UK CAA, EASA and other regulatory aviation organisations. Courses on offer to students on Student visas meet the definition of an approved qualification, as set out in the Home Office guidance. Initial assessment prior to, and on arrival, is excellent and is highly effective in ensuring trainees have the ability to successfully complete their course and go on to fly with major airlines. Overall, teaching is excellent. Instructors have excellent subject knowledge, experience in the aviation industry and use effective teaching methods to motivate and involve the trainees in their learning. As a result, trainees make excellent progress across the range of courses. Trainees' achievement and attendance rates are very high.
- 2.3 Arrangements for the health, safety and welfare of trainees are excellent. Health and safety at both centres is very well managed and monitored. The academy's buildings are very well maintained and provide an excellent environment for trainees to learn and staff to work. Detailed health and safety policies and procedures are implemented effectively at both centres to ensure a safe and secure learning environment for trainees and staff. Fire precautions, drills and evacuations are systematically undertaken and are clearly understood by all trainees and staff. Trainee registration and attendance records are excellent. They are accurate, very well managed and are highly effective in monitoring attendance and taking any necessary action. Procedures for reporting to the Home Office are highly secure. Pastoral support and guidance for the trainees is excellent and fully supports the academy's aims. Relationships between instructors and trainees are excellent. Trainees report that they feel safe and very well supported.
- 2.4 The effectiveness of governance, leadership and management is excellent. The board of directors provide excellent oversight and discharge their responsibilities well for financial planning and investment in the future. They are highly effective in ensuring that high levels of education, welfare, health and safety are maintained. A clear vision for the academy is shared by all staff, who work very well together for the good of the trainees. A comprehensive and well-developed management structure, with clear roles and responsibilities, ensures that the academy is very well run and meets all its legal obligations. The academy is very successful in attracting and retaining highly qualified and experienced instructors and other staff. Procedures for the recruitment of staff are excellent, in accordance with legal requirements, with all appropriate checks undertaken. As a result, all required employment and suitability checks are completed on staff before their employment is confirmed.

3. THE QUALITY OF THE CURRICULUM, TEACHING AND LEARNERS' ACHIEVEMENTS

- 3.1 The quality of the curriculum, teaching and learners' achievements is excellent. All Key Standards continue to be met.
- 3.2 The recommendation in this area from the previous inspection report is:
- Increase instructors use of directed, rather than open questions, in lessons to ensure that opportunities to explore individual trainee's understanding are not missed.
- 3.3 Good progress has been made against the recommendation. A review of the academy's teaching methods is regularly undertaken by the senior staff responsible for the quality of teaching, with guidance having now been provided to instructors on the use of directed questioning in lessons. As a result, inspector lesson observations confirm the effective use of directed questioning by instructors to explore individual trainee's understanding of the topic being discussed.
- 3.4 Testing of trainees prior to and on arrival is excellent. Entry criteria are detailed and used effectively to provide accurate and appropriate advice and guidance to prospective trainees. On arrival, trainees undergo a comprehensive assessment programme which ensures that they have the appropriate levels of literacy, numeracy and other skills. The process is accurate and is highly effective in ensuring trainees have the ability to successfully complete their course and go on to fly with major airlines. Trainees report that they are very satisfied with the provision offered.
- 3.5 The quality of course provision and the curriculum is excellent. Trainees are very well educated in accordance with their, and the academy's, aim for them to successfully progress into the aviation industry. The curriculum is based on a clear policy statement, is very well organized and fully meets the requirements of the UK CAA, EASA and other regulatory aviation organisations. The courses on offer to trainees on Student visas meet the definition of an approved qualification as set out in Home Office guidance.
- 3.6 Overall, teaching is excellent. Instructors plan their lessons well and use their in-depth understanding of the needs of their trainees to successfully adapt lessons to meet individual learning requirements and effectively challenge them. Instructors have excellent subject knowledge, experience in the aviation industry and use effective teaching methods to motivate and involve the trainees in their learning. The importance of theory is emphasised through illustration of practical examples and reinforced in practical instruction in the Flight Simulators (SIMs) and in flying practice. As a result, trainees make excellent progress across the range of courses.
- 3.7 Trainees work very well individually and in small groups, showing excellent co-operative learning and independence. Classroom resources are of an excellent quality, quantity and range. The use of technology to enhance learning in the

classroom is excellent and is used well to stimulate trainees to explore ideas and further develop their understanding of the topic.

- 3.8 Teaching promotes fundamental British values of democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs. It encourages respect for other people including those with the protected characteristics set out in the Equality Act 2010.
- 3.9 Assessment is excellent. It is regular, thorough and follows the stringent UK CAA and EASA requirements. There are clearly defined processes in place to monitor trainees' progress to ensure that they are successfully progressing towards their learning aim. Consequently, the progress of each trainee is carefully tracked and this allows managers, instructors and trainees to monitor their progress effectively. Overall, trainees reach very high levels of attainment judged on their performance in external (CAA) examinations and on final outcomes in flying.

4. STUDENTS' WELFARE, INCLUDING HEALTH AND SAFETY

- 4.1 Students' welfare, including health and safety, is excellent. All Key Standards continue to be met.
- 4.2 The recommendations in this area from the previous inspection report are:
- Ensure that the number of staff and students participating in fire drills is consistently recorded.
 - Ensure that a risk assessment is devised and made available to relevant staff for all external visits once they start again.
- 4.3 Excellent progress has been made against the first recommendation. Fire drills and evacuations are systematically undertaken and full details of those participating recorded. As a result, the number of staff and trainees participating in fire drills are available.
- 4.4 Satisfactory progress has been made against the recommendation. Risk assessments are devised and made available to relevant staff for all external visits at the Cranfield site. However, no risk assessments for external visits were available at the Gatwick site due to no external visits being undertaken.
- 4.5 The academy's premises are fit for purpose, very well maintained and provide an excellent environment for trainees to learn and staff work. Health and safety are very well managed and monitored. Detailed health and safety, first aid and fire safety policies and procedures are consistently implemented at both sites to ensure a safe and secure learning environment for students and staff. All necessary measures to reduce the risk of fire and other hazards have been taken. An appropriate number of fire marshals and staff trained in first aid are in place. Free drinking water is readily available throughout the premises at both sites.
- 4.6 Systems for recording registration and attendance are excellent and very well managed. Admission procedures are detailed and strictly observed. Trainee registration files are accurately maintained and provide a clear record of checks on identification, previous academic experience, and visa status. Attendance records are accurate and daily attendance is very closely monitored. Procedures for reporting to the Home Office are highly secure. Relevant staff have a clear understanding of Home Office requirements regarding the enrolment, attendance and reporting requirements for students on Student visas. Clear policies and procedures are in place for the collection and refund of trainee fees and deposits. The policy is fair and applied consistently.
- 4.7 Pastoral support for students is excellent. Detailed policies and procedures are implemented effectively to ensure that the academy provides a safe and supportive environment where trainees can progress quickly. On arrival trainees receive a comprehensive induction which is effective in helping them settle quickly in their course, the academy and the local area. Relationships between staff and trainees,

and amongst the trainees themselves, are excellent with a strong culture of mutual respect, integration and tolerance. A wide range of policies and procedures reinforce this culture and the expectations of appropriate behaviour and conduct. Trainees report that they feel safe and very well supported.

5. THE EFFECTIVENESS OF GOVERNANCE, LEADERSHIP AND MANAGEMENT

- 5.1 The effectiveness of governance, leadership and management is excellent. All Key Standards continue to be met.
- 5.2 The quality of governance is excellent. The board of directors provide excellent oversight and discharge their responsibilities well for financial planning and investment in the future. They are highly effective in ensuring that high levels of education, welfare, health and safety are maintained. A clear vision for the academy is shared by all staff, who work very well together for the good of the trainees.
- 5.3 The quality of leadership and management is excellent. A comprehensive and well-developed management structure, with clear roles and responsibilities, ensures that the academy is very well run and meets all its legal obligations. Policies and procedures are well defined, appropriate and regularly reviewed.
- 5.4 Arrangements to check the suitability of staff are excellent. All required recruitment checks have been carried out in a timely manner and appropriately recorded. The process to validate references and qualifications is excellent, with due regard to statutory requirements concerning the identity of staff. A comprehensive central record is maintained and monitored by senior staff.
- 5.5 The complaints policy and procedure are clear and appropriate and include provision for outside adjudication if necessary. Trainees confirm that they are aware of the policy.
- 5.6 The provision of information is excellent. The academy's website is clear and user-friendly. Prospective trainees are able to access accurate and highly relevant information to inform their study choices.
- 5.7 The academy was highly responsive in providing information for the inspection in a timely manner.

6. ACTIONS AND RECOMMENDATIONS

The academy has maintained the excellent quality found at the last inspection.

Recommendations for further improvement

In order to further improve the excellent quality provided, the academy should:

- Ensure that a risk assessment is devised and made available to relevant staff for all external visits from the Gatwick site once they start again.

INSPECTION EVIDENCE

The inspectors observed lessons. They held discussions with senior members of staff and attended registration sessions. Inspectors held meetings with staff and trainees and examined regulatory documentation made available by the academy.

Inspectors

Dr Nigel Chambers	Lead Inspector
Ms Christine-Reba Edge	Team Inspector
Mr David Gutmann	Team Inspector
Mr Saul Hyman	Team Inspector
Mr Ashley Richardson	Team Inspector