



# Stansted Airport College

Part of Harlow College

**HARLOW  
COLLEGE**



# THE COLLEGE

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- College Opening Times: 7.30am - 6.15pm
- Term Dates:
  - 10 September - 30 November 2018 (Half term – 22 -26 October 2018)
  - 3 December - 8 March 2019 (Half term – 18 – 22 February 2019)
  - 11 March - 14 June 2019 (Easter 8 - 22 April 2019)
- Catering facility Opening Times: 8am - 4pm
  - Breakfast served between 8am - 10.30am
  - Sandwiches, panini, snacks, fruit, salads, cakes, hot and cold drinks
  - Vending facility also available on site

# THE COLLEGE

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- Culture – Professionalism, Respect, Excellence and Employability
- Our Values
  - Students at the Heart
  - Work Hard, Work Together
  - Always Innovative and Enterprising
  - Be Your Best
- Dress Code – Business Wear – with College tie/neck scarf
- Lanyards – learners **MUST** ensure they wear their lanyard at all times whilst on campus

# **YOUR STUDY PROGRAMME**

# YOUR COURSE

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- Level 3 Extended Diploma in Aviation Operations – 2 Years
- Level 3 90 Credit Diploma/Work Transition Programme – 1 Year
- Level 3 Diploma in Aviation Operations and Cabin Crew – 2 Years
- Duration: 1 or 2 Year
- No. of days per week: 3 Days
- Additional Study Programme Elements:
  - Tutorial
  - English & Maths
  - Employer Engagement
  - Work Experience

# COURSE OVERVIEW

| YEAR 1   |  |     |          |                                   |     |          |                                       |        |
|----------|--|-----|----------|-----------------------------------|-----|----------|---------------------------------------|--------|
| TERM 1   |  |     | TERM 2   |                                   |     | TERM 3   |                                       |        |
| UNIT NO. | UNIT TITLE   | GLH | UNIT NO. | UNIT TITLE                        | GLH | UNIT NO. | UNIT TITLE                            | CREDIT |
| 1        | The UK Aviation Industry                           | 60  | 17       | Environmental impacts of Aviation | 60  | 27       | Airfield Operations                   | 56     |
| 4        | Inter-relationship within the UK Aviation Industry | 36  | 2        | Health & Safety                   | 57  | 21       | Aircraft Dispatch                     | 49     |
| 6        | Aviation Geography & Terminology                   | 36  | 8        | Team Leadership                   | 30  | 7        | Customer Service in Aviation          | 42     |
| 23       | Aviation Communications                            | 34  | 26       | Flight Operations                 | 38  | 9        | Managing Conflict in Aviation         | 42     |
| 3        | Security in Aviation                               | 30  | 13       | Preparation for Employment in     | 56  | 29       | Aviation Meteorology for Ground Staff | 27     |

# COURSE OVERVIEW

| YEAR 2   |   |     |          |  |     |          |   |        |
|----------|---|-----|----------|--|-----|----------|---|--------|
| TERM 1   |   |     | TERM 2   |  |     | TERM 3   |   |        |
| UNIT NO. | UNIT TITLE                                | GLH | UNIT NO. | UNIT TITLE   | GLH | UNIT NO. | UNIT TITLE                                | CREDIT |
| 31       | Airport Baggage Processing                | 20  | 15       | Passenger Terminal Management Within the Aviation Industry | 36  | 14       | Airport and Airline Commercial Operations | 36     |
| 22       | Onboard Passenger Operations              | 54  | 32       | Plan the Loading of Aircraft                               | 45  | 19       | Handling Air Passengers                   | 35     |
| 20       | Ramp Handling                             | 42  | 24       | The Principles of Flight                                   | 19  | 11       | E-Business for Airlines                   | 24     |
| 25       | Aircraft Take off and Landing Performance | 24  | 28       | Bird and Wildlife Control on Airports and Airfields        | 32  | 12       | Human Resources in the Aviation Industry  | 54     |
| 18       | Researching current Issues in Aviation    | 60  | 10       | Marketing in the Aviation Industry                         | 54  | 33       | Airfares and Ticketing 1                  | 80     |

# TIMETABLE

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- Shifts:
    - Early: 8.30am – 3pm
    - Late: 10.30am – 5pm
  - Early, Late or combination of Early and Late
  - Rotas: 2 week rota commencing from Term 2 - Monday 3 December e.g. Week 1 - Early & Week 2 Late
  - Timetables issued at enrolment
- \*Note timetables are subject to change



# TIMETABLE

| Level 3 Extended Diploma in Hospitality & Events (18 hours) |       |  |                         |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       | L3 HOS GP 1 |       |  |       |  |       |  |       |  |       |  |       |
|---|-------|--|-------------------------|--|-------|--|-------|--|-------|--|-------|--|-------|--|-------|--|-------|--|-------|--|-------|--|-------|--|-------|--|-------|-------------|-------|--|-------|--|-------|--|-------|--|-------|--|-------|
| - Mentor:   |       |  |                         |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |             |       |  |       |  |       |  |       |  |       |  |       |
|   | 08:00 |  | 08:30                   |  | 09:00 |  | 09:30 |  | 10:00 |  | 10:30 |  | 11:00 |  | 11:30 |  | 12:00 |  | 12:30 |  | 13:00 |  | 13:30 |  | 14:00 |  | 14:30 |             | 15:00 |  | 15:30 |  | 16:00 |  | 16:30 |  | 17:00 |  | 17:30 |
| MON   |       |  |                         |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |             |       |  |       |  |       |  |       |  |       |  |       |
| TUE   |       |  | Room 8<br>SS.<br>UNIT 1 |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |             |       |  |       |  |       |  |       |  |       |  |       |
| WED   |       |  | Room 7<br>WM.<br>UNIT 3 |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |             |       |  |       |  |       |  |       |  |       |  |       |
| THU   |       |  | Room 7<br>WM.<br>UNIT 4 |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |             |       |  |       |  |       |  |       |  |       |  |       |
| FRI   |       |  |                         |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |  |       |             |       |  |       |  |       |  |       |  |       |  |       |

## **ENGLISH & MATHS**

Trainees who have not achieved GCSEs in English and Maths at grades 9-4 must continue their study towards achievement.

English & Maths lessons are compulsory and GCSE trainees will re-sit their GCSE in November and again in June if necessary.

Trainees studying English and/or Maths will be required to attend up to 4.5 days a week

## IPADS

- All trainees will be given access to an iPad for the duration of their course.
- iPads are required for course work and must be brought to College for every session.
- A £50 deposit will be charged for the iPad, charger and lead. The deposit will only be repaid on return of all of these items at the end of the course. Lost, damaged or stolen iPads must be reported immediately.
- Being safe online is an essential part of a trainee's life. Personal tutorials and the annual Safer Internet Day are just two ways in which the college works to safeguard trainees online.

# COURSE COSTS

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| Level 3 Aviation Operations         |         |
|-------------------------------------|---------|
| ITEM                                | COST    |
| Uniform - Tie/Scarf                 | £6      |
| Educational/Extra Curricular Visits | £50.00  |
| IPAD Deposit                        | £50.00  |
| Total                               | £106.00 |

**MEET YOUR AREA**

# MEET THE TEAMS

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## **HELLO from the Aviation Team!**

Wendy Martin - Head of College

Victoria Clayden Smith - Deputy Head of College

### *Teaching staff:*

Clare Cranny – Aviation & Cabin Crew Specialist

Stephen Howell - Aviation Specialist

Kat James – Travel and Cabin Crew

Herbert Odika - Aviation Specialist

Jane Rollings – Aviation & Cabin Crew Specialist

# MEET THE TEAMS

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## **HELLO from the Engineering Team!**

Wendy Martin - Head of College

Victoria Clayden Smith - Deputy Head of College

*Teaching staff:*

Robert Friar   Gavin Jackson   Steve Radford   Dave Ballin

# MEET THE TEAMS

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## **HELLO from the Hospitality & Business Team!**

Wendy Martin - Head of College

Victoria Clayden Smith - Deputy Head of College

*Teaching staff:*

Kat James

Wendy Mullins

Stuart Smith

Every group will be assigned a line manager who will monitor performance and also offer a mentoring service to trainees.



## **PARENTS & US**

Regular and open communication between staff and parents will play an important part in your son/daughter's success.

As a parent/carer you should expect to have the following:

- A Parents Evening
- Termly reports
- Regular phone and email contact where there are concerns

Parents can view their son/daughter's progress on ProPortal which they can show you.

# YOUR FUTURE EMPLOYERS?



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## TRIPS, UNIFORM & EQUIPMENT

Creating a safe and realistic working environment for our trainees is an important part of their experience. We expect all trainees to come to college with the correct uniform and equipment. We also expect them to take part in essential trips and visits.

[A variety of trips are planned to include employer engagement, team building and a celebration of success.](#)

Uniform should be smart business wear for classroom sessions, no trainers, joggers, ripped jeans or flip flops! Ties/scarves are part of the uniform, and can be purchased through Wisepay for £6 each. Workshop uniform should include PPE and overalls, all details are on Wisepay.



## How do you pay? **WISEPAY**

- Wisepay is a secure online payment service that allows trainees, parents and guardians to make payments to college using their debit or credit cards. This is used when paying for trips and using our food outlets.
- All our trainees are issued with a trainee card which doubles up as a payment card in all our food outlets and shop.
- Money is quickly and easily credited on to the card via the trainee's personal WisePay account. WisePay logins and help sheets are sent to trainees in their welcome pack.
- Cashless Campus



## **TRAVEL TO COLLEGE**

Stansted Airport College trainees are entitled to discounted travel on public transport with some trainees eligible for free travel through the College bursary scheme.

For more information on travel please take a leaflet on your way out or contact the Bursary Team on 01279 868057 or email: [admissions@harlow-college.ac.uk](mailto:admissions@harlow-college.ac.uk)

## **STUDENT PARKING**

Parking onsite is extremely limited. To ensure distribution of available spaces is fair the college has developed qualifying criteria to determine allocation of spaces for students.

If you wish to apply for a parking space you must complete the online application form by Monday 27 August 2018.

A small charge of £2.50 per day applies.

**STUDY SUPPORT**



## FINANCES

Learners may be eligible for financial support to help towards College costs including:

- Travel Costs (discounted or free dependent upon circumstances)
- Travel Assistance to work experience placements
- Course related costs (essential course costs can include equipment, uniform, educational visits and text books)

### Who can apply?

- You are aged between 16 & 19
- You live in a household where the income is below £25,000
- In Care or a Care Leaver
- You live independently and are in receipt of Income Support
- In receipt of both Employment Support Allowance and Disability Living Allowance/Personal Independence payment in your own name.

### How do I apply?

Complete an application form sent with your enrolment pack.  
Bring the completed form and supporting evidence with you to enrolment.  
You will be advised of your entitlement and given an award notice.

Let us know on your way out if you would like to make an appointment to discuss bursary or contact the Bursary team on 01279 868057 or email: [admissions@harlow-college.ac.uk](mailto:admissions@harlow-college.ac.uk)







## **LEARNING SUPPORT**

Stansted Airport College prides itself in giving high quality support to individuals with learning difficulties, disabilities, or other additional needs, including emotional, medical, social or behavioural.

By providing the right type of support, we work hard to enable all trainees to achieve excellence and reach their full potential.

Talk to us on your way out if you would like to make an appointment to discuss Learning Support or contact the Learning Support team on 01279 868210



## **SAFEGUARDING**

Stansted Airport College has a Student Safeguarding Manager, supported by a Safeguarding team. They can support trainees with issues that make them feel unsafe or that may affect progress on their college course.

Every trainee will be given a Safeguarding contact card.



## SUPPORT IN EXAMS

If you have received additional help in exams e.g. extra time, having a reader or a scribe, having a separate room or rest breaks etc. your school will have a report called a **Form 8** which is used to apply for this help

You **MUST collect this report from school** before the end of year or when you collect your GCSE certificates and **bring it with you to enrolment** at College.

The report must be the **original - not a photocopy** - and it **must be hand signed by the assessor**.

We have contacted schools to let them know that this is our requirement so they will be aware. If we do not receive the Form 8 at enrolment we cannot guarantee that the additional support will be in place for November GCSE re-sits.

**STUDENT VOICE**





### **Be part of Team STAC!**

Trainees will have the opportunity to enrich their trainee experience outside the classroom. The college offers a wide range of activities and initiatives designed to further develop skills as well as provide a little fun. These include:

- Student Ambassador Scheme
- Volunteering and Enterprise opportunities
- Team Activity Days

Every trainee is encouraged to have their say about their trainee experience. Regular meetings will be held to discuss any class issues and there will be opportunities to have a greater input by becoming a Class Rep, Student Ambassador or even a Student Governor.

**If you have a great idea about a new club speak to a member of staff.**

**NEXT STEPS**



## ENROLMENT

Enrolment will take place for new trainees between **Thursday 23 August (GCSE Results day) until 7 September**

You should now have received your enrolment pack, which should include:

- A specific enrolment appointment date and time
- Instructions on the enrolment process
- Wisepay login details
- Forms that need to be completed prior to enrolment including:
  - Bursary application
  - Visit/trip consent
  - Personal Disclosure (for support needs)
  - Commitment to Study agreement

It is important to keep your appointment unless it is absolutely necessary to change it. Enrolment cannot take place without all the completed forms and required ID (birth certificate or passport).

Your iPad loan form and deposit needs to be paid and brought in the on the day of your enrolment. Ipads will be distributed to individuals during September.

If trainees do not get the GCSE grades they were expecting they must still come to the appointment to discuss the options available to them.

If you have any queries regarding enrolment you can contact the Admissions team on: **01279 868100** or email [enrolment@harlow-college.ac.uk](mailto:enrolment@harlow-college.ac.uk)



[www.stanstedairportcollege.ac.uk](http://www.stanstedairportcollege.ac.uk)





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Not Just Courses. **Careers**