



For more information about the Skills Pledge call 0845 600 9 006 or visit [isc.gov.uk/skillspledge](http://isc.gov.uk/skillspledge)

[flybe.com](http://flybe.com)

## CASE STUDY: Flybe

Date	05 January 2010
Location	Exeter, Devon
Sector	Transport - Aviation
No. of Employees	3000
Key Benefits	Having portable skills backed by recognised certification is a vital element of Flybe's training strategy.



### Introduction

**When it comes to credentials in training, it is hard to beat Flybe.**

From its Exeter headquarters, Europe's largest regional airline has led the way in promoting vocational qualifications recognised by the industry.

It developed the first NVQ to provide cabin crews with training in aviation operating procedures. More than 800 people, many from other airlines, now have the qualification.

### Drivers for Commitment

In June 2007, Flybe became the first airline and the first employer in the

South West to make the Skills Pledge.

The decision provided renewed focus towards a state-of-the-art training academy due to open at Exeter International Airport in September 2010.

The much heralded facility will benefit not only Flybe employees but also many other people working in the airline and travel industries.

As well as being a carrier, Flybe operates the largest maintenance facility for aircraft in Europe and so its training programme naturally reflects the wide range of skills that support air transport.

Robert Allum, 19, from Princetown in Devon (pictured above), is in the second year of his aerospace engineering apprenticeship at Flybe.

He is one of 60 apprentices who have been following a mixture of full-time theory, college study and hands-on training at the airport's New Walker Hangar.

Robert says: "I saw an ad in the Express & Echo and was lucky enough to get an interview. I couldn't believe my luck when I got the job.

"I always wanted to work on aircraft and with Flybe getting on board and helping me I have learned a lot quicker than I thought I would.

***"It is about giving value and currency to jobs and enabling people to walk around proudly and say to themselves not only am I doing well in my job but I have the qualification to prove it."***

***Simon Witts, Director of Safety, Quality and Training***



For more information about the Skills Pledge call  
**0845 600 9 006** or visit [lsc.gov.uk/skillspledge](http://lsc.gov.uk/skillspledge)

## CASE STUDY: Flybe

“Actually getting to touch the aircraft puts the theory in context and the learning into practice.

“I have been passing all my exams and at the end of this I’ll have a degree level qualification and a licence to verify aircraft safety that is transportable worldwide.”

### Impacts and Benefits

Having portable skills backed by recognised certification is a vital element of Flybe’s training strategy.

The approach gives staff the ability to move round more frequently within the company and take skills elsewhere if they choose.

“We work in a highly regulated industry,” says Simon Witts, FlyBe’s Director of Safety, Quality and Training. “Even if someone had been with us for years, if they left to join another airline they would have to retrain from scratch. Now they have additional certification.

“We wanted to be able to award appropriate vocational training qualifications to staff who already had skills in their job.

“It is about giving value and currency to jobs and enabling people to walk around proudly and say to themselves not only am I doing well in my job but I have the qualification to prove it.”

“If they do choose to move somewhere else later, it is great if they can say to a new employer that they were treated well here before they went.”

As well as pilots, cabin crews and engineers, Flybe’s training programme also provides recognised qualifications for staff working in finance, sales and marketing and other core business functions.

Simon describes making the Skills Pledge as the “energiser for change” to grow the training programme.

He says: “The Skills Pledge was initially an inward commitment to our staff alongside all the other training we do as an airline.

“We have used it as the catalyst for providing appropriate vocational qualifications. The launch our new training academy is part of that plan.”

“The Skills Pledge is not just an academic invention. It is structurally there to bring the education and training systems together and enable employers to talk with schools, colleges and universities.

“I believe it is only by adopting the Skills Pledge that employers are going to increase skills levels and make the UK competitive as a skilled nation.

“There is a duty on employers to recognise and enhance the skills that they have in their workforces and making the Skills Pledge is the obvious way to do that.”