

SELF ATTESTATION REPORT

2026

Pastoral Care of Tertiary & International Learners
Code of Practice

Ardmore Flying School | October 2026
Auckland Pilot Training Group

Our Values • Strength through cultural diversity and inclusion • Professionalism • Safety • Respect

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Contact Officer

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Introduction

At Ardmore Flying School (AFS), learner wellbeing and success are at the heart of what we do. We are committed to providing a safe, healthy and supportive environment where learners feel valued, supported and able to succeed in their training.

We see the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 as part of an ongoing journey of continuous improvement. This report outlines the support already in place, recent improvements, current initiatives and the areas we will continue to develop.

Support already in place

- Learner support services through our Learner Hub.
- A Learner Support Representative and Student Council.
- A Behavioural Psychologist/Wellbeing Advisor who supports more complex learner needs.
- A Drug and Alcohol testing programme conducted three times each year for staff and learners, compliant with CAA DAMP Regulatory requirements.

Feedback from learners and staff is central to our approach. Surveys, fortnightly staff meetings, monthly Townhalls and an open-door management approach help us identify concerns and respond early. Our website and Student Handbook are updated as requirements change and provide practical guidance on areas such as finance, safety, wellbeing and medical matters.

The Student Handbook has also recently been updated with information on Safe Haven, an NZ CAA sponsored initiative which enables/facilitates students and staff to have medical concerns and other personal matters addressed by Aviation Health Specialists, short of full regulatory intervention. (Link to [Safehaven](#))

Learner engagement and community

- A new vending machine provides well-priced food choices, including healthier options.
- A 110-inch screen beside our Operations desk celebrating student achievements and supports community activities such as movie nights.
- A new Student Leader and Council were elected in early 2026. They have organised football matches, helped with monthly student barbeques, supporting the annual Ardmore Open Day and our Awards ceremony.
- Monthly Townhalls combine keynote speakers and safety briefings with recognition of First Solo flights, flight-test success, exam results and strong attendance. A shared barbeque lunch or pizza helps create an informal opportunity to connect.
- Regular communications include a monthly newsletter, targeted updates and surveys. Significant organisational changes are discussed with learners and staff, and feedback sought.
- Social activities, including table tennis and sporting competitions, encourage learners and staff from different cohorts to connect and share experiences.
- Our Event Planner, in place since 2024, includes multicultural celebrations such as Matariki and language weeks.
- We support learner wellbeing by providing complimentary breakfast cereal and snack items, available to all learners at all times.
- Women's hygiene products are freely available to our female learners. We also support Breast Cancer Awareness through an annual fundraising event, helping to raise both funds and awareness for this important cause.

Front-facing learner support

Instructors • Learner Representative/Learner Council • Learner Accommodation Services • LENZ (International Learner support) • Learner Hub • Finance Manager • Behavioural Psychologist/Wellbeing Advisor

Operations team

Chief Executive Officer • Safety Manager • Chief Flying Instructor • Deputy Chief Flying Instructors (2) • Operations Manager

Auckland Pilot Training Group (APTG)

The Auckland Pilot Training Group (APTG) was formed in early 2024 to provide aspiring aviators with a pathway into the global aviation industry and expand pilot-training opportunities in the Auckland region.

APTG is a partnership between Ardmore Flying School and Auckland International Pilot Academy. The group operates 30 aircraft and six simulators, supported by 43 experienced instructors across two Auckland airport campuses: Ardmore, near Papakura, and North Shore, near Silverdale.

Safety, wellbeing and learner systems

Our approach to safety and wellbeing is intelligence-led and risk-based, reflecting the requirements of a certificated aviation training organisation. Our SMART system monitors completed flights and flight cancellations, helping us look at the reasons behind cancellations before considering penalties.

Aeroplanned, introduced in 2023, helps us plan and monitor learner progress more effectively. In early 2025, we transitioned to SELMA as our enrolment system. We are now building on its successful implementation, with greater use planned across communications, reporting and the student enquiry and onboarding journey.

Plainsafe is our key safety communications strategy. Each month, students and staff are fully briefed on operational occurrence reports with an emphasis on key issues.

Constant trend monitoring, comprehensive ‘Just Culture’ investigations are an integral part of the strategy. Ongoing encouragement of our learners to report issues is a feature of the system.

This safety culture extends to events outside the organization such as traffic accidents etc.

Demographic profile of the Ardmore learner community

AFS has more than 200 full-time learners, with international learners currently representing more than half of the learner community. Learners come from a wide range of countries, including India, Tonga, Papua New Guinea, Vietnam, China, Japan and Indonesia.

Diversity and inclusion are core AFS values. We recognise that English is a second language for many learners, and aviation requires a high level of English proficiency. To support this, we have partnered with an Auckland English-language school that provides a programme for aviators and learners arriving from overseas. We are also working towards reinstating our own ESOL course in November 2026.

In 2023, AFS entered a Memorandum of Understanding with Papakura Marae Society Inc. to support the training of Auckland communities, including Mana Whenua. In 2024, we entered an agreement with Rise Coaching and Consultancy Ltd to provide trauma-informed coaching, counselling and support for learners and staff. This support has been strengthened further through an in-house Wellbeing Co-ordinator.

Since 1961, Ardmore has trained more than 22,500 professional pilots. We understand the pressures learners can face when living away from home. Support includes accommodation and transport for international and out-of-Auckland learners, healthy food options at cost price, regular onsite and offsite events, free hot drinks and soup, and free breakfast.

Gap analysis process summary

A project team was formed in 2023 to assess our compliance with the Code and identify areas for improvement. The team consulted the Chief Executive Officer, Safety Manager, Learner Representative and learners, and reviewed each clause of the Code.

Progress against identified gaps

Website: The new Ardmore Flying School website was launched in December 2023 and continues to be updated.

Learner Handbook: The Handbook includes a more detailed section for international learners, is continually updated and is provided to all new learners on Induction Day.

Ground training: Most processes within the Enrolment/Learner Hub area have now been documented. We are exploring a company intranet for wider process documentation.

Communication: Regular joint Administration/Instructor meetings have been in place since 2024.

Te Tiriti o Waitangi principles: Our Mission and Vision statements were refreshed in 2024 to strengthen the importance of inclusion and cultural diversity. These values are highlighted in the Learner Handbook.

Our Values

Strength through cultural diversity and inclusion

We value equity, inclusion and dignity for all. We strive for excellence, recognise that differences make us stronger and seek to learn from them.

Professionalism

We are responsible and dependable, honest and ethical, and committed to learning and advancing our skills.

Safety

We do the right thing to keep each other safe. Our Just Culture is at the heart of our safety practices.

Respect

We promote an environment where people can be themselves and recognise that everyone is contributing their best.

The project team continues to address the Gap Analysis findings, with improvements focused on reducing gaps and strengthening how we support learners under the Code.

Learner voice and engagement

Learner voice is encouraged through Townhalls, sporting events, cultural days, the Learner Representative and Learner Council, newsletters, surveys and the Chief Executive Officer's open-door policy.

AFS instructors and managers work to ensure learners have opportunities to be heard, supporting a safe environment for both domestic and international learners.

KDR (Key Deficiency Report) Automation:

We have recently made improvements to this process via our courseware, and the next step is to automate the process and move away from paper-based systems. This will provide better visibility of where delays occur and enable us to monitor learner progress more effectively.

Aeroplanned:

In response to learner feedback about support and facilities, Aeroplanned was introduced in late 2023 to provide greater visibility of training timelines and progress. They will release a major update in about two months, linking long-term strategic planning, tactical planning and day-to-day operations in one connected system. The new operational view will give us weekly visibility of each student's progress and flag bottlenecks early. This strengthens our pastoral care by helping us spot students who are falling behind or not flying, step in sooner, and make sure enough flying is scheduled for each student to complete on time. A new Communications Module will send automated, tailored updates to students, instructors and stakeholders directly by email, without anyone needing to log into Aeroplanned. This supports our commitment to clear, timely and consistent communication with learners. Aeroplanned will provide a 1:1 walkthrough, short training videos and ongoing support at release, after which their focus will shift to stability and usability.

Facilities Improvement:

As the school continues to grow, additional classrooms have been sourced across the road from AFS. These include Wi-Fi, bathrooms and outdoor facilities.

Roof repairs have been completed in the outdoor area, roll down blinds and heaters installed, and a larger kitchen facility is planned to better meet learner needs. New gardens have been created, including an edible garden being developed to encourage learners to grow their own food.

Celebrating Successes:

Our annual Graduation Ceremony at DoubleTree by Hilton Karaka brings together more than 120 current and former learners, staff and industry representatives. The ceremony includes awards and an informative, entertaining speech from an aviation industry speaker. Our next Graduation is planned for April 2027.

Accommodation

We want learners living in AFS accommodation to feel safe, comfortable and well supported. Regular checks and assessments help us maintain our accommodation standards and address issues promptly.

- Accommodation is located within less than five minutes' drive of campus.
- Transport is provided between accommodation and campus, including for exams. Two new 14-seater vans have recently been purchased.
- AFS provides modern, well-maintained housing and now has 18 houses located close to one another, helping create a stronger sense of community.
- Three AFS staff members live onsite and are available to provide after-hours assistance when needed.

- Information from prospective residents is considered when arranging accommodation so learners can be placed where their individual needs can be best supported.
- Learners can raise concerns with the Accommodation Manager or Chief Executive Officer. Complaints requiring intervention are managed sensitively, with a focus on resolving concerns fairly.
- In addition, we are creating dedicated study areas at nominated houses.

International learners

International learners are an important part of the AFS community. Regular functions and cultural events provide opportunities to connect, share cultures and build friendships.

Our International Learner Manager checks in regularly with international learners and provides support when needed. We also encourage peer connections between learners from similar cultural backgrounds, while the Student Handbook includes a dedicated section for international learners.

Our outsourced International department provides additional support on matters affecting international learners. Where vacancies allow, visiting family members may also be accommodated in AFS housing. Support can extend across the learner journey, including connections with New Zealand education and immigration systems, meet-and-greet support, pastoral care and regular discussions about progress.

Goals and plans

A longer-term goal is to develop on-campus accommodation within the next five years. We believe this could strengthen our alignment with the Code by bringing learners closer to training, support services and their learner community.

Academic success and support – Closer access to classes, study groups and academic resources can help create an environment that supports learning and growth.

Reduced travel – Living on campus would reduce time spent commuting and give learners more time for study, activities and rest.

Community and connection – Shared accommodation can help learners build friendships and social connections, reducing isolation and strengthening belonging.

Safety and security – A campus-based living environment could provide learners and families with additional reassurance around safety.

Engagement – Proximity to peers, instructors and learning resources could support stronger participation in the life of the school.

Sustainability – Reducing daily travel may also lower the environmental impact associated with commuting.

Future direction and ongoing Code management

AFS will continue to use its project team to support ongoing management of the Code. The team is comprised of the Marketing and Accommodation Manager who will meet quarterly with the Student Council. Any concerns, feedback or proposed new initiatives will be raised with the Chief Executive Officer, Chief Flying Instructor, Programme Manager and Safety Manager.

2027 business-plan priorities

- Continue to implement the approved TEC Learner Success Plan, lifting Course and Qualification completions to agreed targets, including ongoing governance of project.
- Maintain a strong focus on completion rates. Weather disruption and engineering requirements can affect timelines, and Aeroplanned will continue to capture data that helps us understand and respond to these challenges.
- Implementation of approved Quality Assurance programme targeting the concept of “first time every time” for passing external exams and flight tests.
- Continue building redevelopment to improve learner facilities at the school.
- Support Learner Council-organised, school-sponsored excursions to New Zealand locations such as Rotorua and Northland, helping international learners build language confidence and deepen their understanding of New Zealand culture and values.
- Increase the use of behavioural psychology to support instructors working with different learning styles, cultural differences and neurodiverse learners within the aviation safety environment.
- Continue working to reduce financial stress for learners through equitable, non-discriminatory learner loan funding.
- Help bridge the gap between course completion and job readiness through a collaborative, inter-agency approach. For international students, leverage our extensive network of pilots who have completed training at school plus key airlines overseas who are known to be recruiting foreign trained pilots. Recently direct relationships have been established with Indonesian based business jet operators.
- Engage external auditor plus culture surveys to provide compliance assurance.
- Examination of our relationship with insurance provider plus GP network, who will accept enrolment of foreign students.
- Investigating a mechanism which provides increased assurance that safety briefings have been read via the development of an AFS specific intranet.