



Department
for Transport



Air Travel Insolvency Protection Advisory Committee (ATIPAC) – application pack

Introduction from the Chair of ATIPAC

Holidays are important. For the public they are important for personal well-being, for family time and for creating memories. And the package travel industry is also important for UK plc and the tourism economy more broadly. There is no doubt that the pandemic reinforced the desire for getting away. A holiday is a significant expense for many, and you often pay well in advance of receiving the goods. There is potential for the recipient of your money to become insolvent before you take your holiday (or mid-holiday). That is why there has been consumer protection in place since the 1970s, to give customers access to refunds in this situation and to reduce the impact of being stranded abroad.

ATIPAC was created to advise government on this area of regulation and is uniquely placed to do so. Advice is definitely necessary: because the regulations have developed over decades and become complex; and because the sale of holidays is continually changing form with technology.

Prevention is better than cure. A healthy and competitive trading environment is the best way to give consumers choice and value and to prevent companies becoming insolvent. ATIPAC also draws the government's attention to emerging problems in the trading environment.

We are now refreshing the membership of ATIPAC and looking for members with a broad range of travel and/or consumer expertise. The Committee has excellent engagement with the relevant government departments and as part of this makes an annual report to the Secretary of State for Transport.

Sandra Webber
ATIPAC Chair

Further details are provided below and to apply please go to:

[Air Travel Insolvency Protection Advisory Committee - Industry Member \(caa.co.uk\)](https://caa.co.uk)

[Air Travel Insolvency Protection Advisory Committee - Independent Panel Member \(caa.co.uk\)](https://caa.co.uk)

Air Travel Insolvency Protection Advisory Committee

("ATIPAC") CANDIDATE BRIEF



INTRODUCTION

The Air Travel Insolvency Protection Advisory Committee ("the Committee") is an expert advisory group established by the Secretary of State for Transport to advise the CAA, the Trustees of the Air Travel Trust ("the Trustees"), the Secretary of State for Transport (and other Secretaries of State, as appropriate) on the arrangements for the financial protection of air travellers and customers of air travel organisers. Members of the Committee are appointed by the Chief Executive of the CAA.

ROLE OF THE CAA

As the UK's independent, specialist civil aviation regulator, the CAA enables and holds industry to account for high standards of safety and security of aviation and consumer protection, for the benefit of consumers and the public. We constantly challenge ourselves and our stakeholders to improve safety, security and consumer protection outcomes and strive to be a diverse, innovative, and future-focused regulator, dedicated to enabling thriving aviation and aerospace sectors.

For more information about the CAA, including the latest corporate reports, please visit www.caa.co.uk. For more information on the arrangements for the protection of air travellers and the customers of air travel organisers, please refer to Appendix A below.

The [CAA's strategy](#), vision and mission can be found on the CAA website.

THE ROLE OF THE COMMITTEE

The role of the Committee is to keep under review and, from time to time, advise as appropriate the CAA, the Trustees, and the Secretary of State for Transport on the arrangements for the financial protection of air travellers and customers of air travel organisers ("consumers"). The Committee may also notify the Secretary of State for Transport, if it considers its advice should be shared with any other Secretaries of State or of any other action to be taken.

In particular, the Committee is expected to consider and provide advice on:

- the policies that the Trustees, the CAA and the Secretary of State for Transport should pursue to provide financial protection to consumers;
- the Air Travel Trust Payment policy and the exercise of discretion by Trustees when making payments from the Air Travel Trust;
- how the CAA can promote awareness of Air Travel Organiser's Licence ("ATOL") protection to consumers and consumer expectations of protection;



- agreements between the Trustees, the CAA and third parties (where there are no commercially sensitive issues);
- current market conditions, emerging market trends and, where appropriate, their potential impact on consumers and the financial protection arrangements; and
- the financial viability of the Air Travel Trust.

The Committee is independent of the CAA but is supported by a small Secretariat based within the CAA's Consumers and Markets Group. The Committee Chair meets with the CAA and Trustees regularly and the Committee produces an Annual Report which is submitted to the CAA, Trustees, and the Secretary of State for Transport. The Committee does not campaign publicly (although it may respond to select external consultations), nor does it deal with individual complaints from the public or correspond directly with air travellers.

STRUCTURE AND MEMBERSHIP OF THE COMMITTEE

Much of the success of the Committee depends on the quality of its membership. The Committee needs to be informed, in touch, engaged and impartial, providing advice to the CAA, the Trustees, and the Secretary of State for Transport (and other Secretaries of State), as appropriate, on the arrangements for the financial protection of air travellers and customers of air travel organisers. The Committee works in a constructive and collegiate way, both with the CAA and with each other.

The Committee is established as an expert advisory group. The Committee comprises up to twenty members who are selected on the basis of their skills, knowledge and experience, with a balance between members drawn from the travel industry and independent members. Industry members will be those drawn from experts working within the travel industry, in particular those with current, relevant experience in the travel agent, tour operator, third party protection arranger and airline sectors. The composition of the industry membership will be such that there is an appropriate mix of industry members that reflect the broad and changing nature of the travel industry.

The remaining members are independent ("independent members") in that, although they might be acting in an advisory capacity to companies in the sector (for example in the areas of finance, insolvency, management consultancy, etc), they are not currently employed directly by a travel industry company. The independent members will include individuals with current, relevant experience in consumer protection, for example consumer policy, consumer advocacy, etc. The Chair of the Committee is always an independent member.

The Chair and members are required to work towards the objectives of the Committee, and not promote their own interests or those of any group or organisation for which they work, or of which they are members or affiliates. No employee of the CAA may be Chair or a member of the Committee, although members of the CAA, Trustees, Department for Transport ("DfT") officials,



and any other departmental officials invited by DfT officials, may sit on the Committee as observers.

In its role in appointing members of the Committee, the CAA is mindful of its obligations under the Equality Act 2010, specifically the Public Sector Equality Duty, as well as its commitment to take account of consumer vulnerability across all of its work. As such, the CAA will actively seek to ensure that the membership of the Committee has the appropriate relevant experience.

For more information about the Committee, including the Terms of Reference and biographies of current members visit www.caa.co.uk/atipac.

REMUNERATION AND TIME COMMITMENT

All Committee members are expected to attend four meetings per year (which are currently held in London) and, on occasion, sub-group meetings as required. All members are also expected to contribute to the work of the Committee outside of the meetings. This may include reading papers, helping to draft papers and dealing with and responding to email correspondence.

Independent Committee members are remunerated according to a day-rate of £450 per day (inc. WTD) before tax through an agency. As ATIPAC is a half-day meeting, the payment for each meeting will be £325 (calculated as £225 for the meeting and £100 for preparation and post-meeting work). Independent Committee members may also be required to contribute as appropriate sub-groups outside of meetings, for which they will be remunerated according to the day-rate and hours worked. General expenses, such as reasonable travel expenses¹ to and from in-person meetings, will be reimbursed. Committee meetings are currently conducted both remotely and in-person, and a combination of these two formats is envisaged for the future.

There is no remuneration for industry members, although general expenses, such as reasonable travel expenses, will be covered as with independent members.

APPOINTMENT TERMS

Appointment of members will be made by the Chief Executive of the CAA in consultation with the Chair of the Committee. Appointments will ordinarily be for a term of up to four years which may be extended for a maximum of up to two years². However, exceptional circumstances will permit different appointment arrangements to be made³.

¹ In accordance with the CAA's Travel & Related Expenses Policy.

² Each case for extension or reappointment will be assessed on its own merits. In addition to the performance of the Committee member in question, this assessment will take into account a number of wider factors including, but not restricted to, the diversity of the Committee and its balance of skills and experience.

³ Although there may, on occasion, be a need for ad-hoc extensions or reappointments to be granted, no Committee member would be expected to serve beyond ten years in total (consecutively).

PERSON SPECIFICATION



We are looking for members who are committed to helping to shape the landscape for the financial protection of air travellers and customers of air travel organisers. We are seeking to assemble a Committee with a balance of skills, knowledge and breadth of experience to reflect the diversity of the air travel sector and consumers. We welcome applications from all areas of society and want the Committee to be representative of UK society as a whole.

Skills required

It is **essential** that candidates should be able to demonstrate **all** of the skills below as a minimum:

- the ability to listen and challenge in a constructive manner, providing an objective and impartial point of view;
- the ability to work collaboratively with other experts in a multi-disciplinary group and the ability to take account of different perspectives as part of a collegiate approach; and
- the ability to analyse and evaluate complex information, including qualitative and quantitative research and market data, in order to form fair, balanced and proportionate views based on evidence and reasoned argument.

In addition, to the extent that candidates are not already familiar with the arrangements for the financial protection of air travellers and customers of air travel organisers, candidates must be able to demonstrate a track record of being able to engage with and understand complex legal and technical issues in an equivalent setting (e.g. another regulated sector).

Experience and knowledge

In addition to the above essential skills, we are looking for candidates who are able to demonstrate current, relevant knowledge and experience gained in **one or more** of the areas below:

- the travel industry, in particular travel agents, tour operators, third party protection arrangers and airlines;
- the professional advisory sector, for example in areas of finance, insolvency, management consultancy, etc.;
- travel and/or consumer finance; and
- consumer protection, for example consumer policy, consumer advocacy, etc.

CAA expects its independent panels, including the Committee, to be inclusive and represent a diverse range of views and backgrounds and this is something we will consider as part of the recruitment process.

Declaring interests

Candidates will be asked to declare potential conflicts of interest in their application. All potential conflicts of interest and how they might be managed will be discussed with an individual at interview. A potential conflict should not preclude a candidate from being shortlisted/appointed provided that appropriate arrangements are made to manage it.



APPENDIX: An overview of financial protection for air travellers

Financial protection for air travellers is mainly provided through the Air Travel Organiser's Licence ("ATOL") scheme, through which air travel organisers are licensed by the Civil Aviation Authority to sell air package holidays in the UK. The scheme is able to provide protection to consumers if the organiser they booked with becomes insolvent and can no longer provide their travel arrangements. Under the scheme, ATOL holders (air travel organisers) must pay a fee for each traveller, which is held in a fund managed by the Air Travel Trust. This fund is used to ensure that consumers who are abroad at the time of insolvency are able to continue their holiday and fly back to the UK. For consumers who have not travelled at the time of insolvency, the fund is used to help refund the cost of their ATOL-protected booking. The ATOL scheme is managed by the Civil Aviation Authority.

