



Department  
for Transport



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

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## Introduction from the Current 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 have recently recruited members with a broad range of travel and/or consumer expertise. I complete my term as Chair on 31 July 2025. So we are now looking for an experienced independent Chair to take over leadership of the Committee and help shape the landscape for the financial protection of air travellers. The Committee has excellent engagement with the relevant government departments and, as part of this, the Chair 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: [ATIPAC - Independent Chair Job Details | Civil Aviation Authority](#)



## **Air Travel Insolvency Protection Advisory Committee** **("ATIPAC") CANDIDATE BRIEF for CHAIR**

### **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](http://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 here: <https://www.caa.co.uk/strategy>.

### **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. Members of the Committee work 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 related sectors (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, the 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](http://www.caa.co.uk/atipac).

## **REMUNERATION AND TIME COMMITMENT**

The Chair is essential to the meetings and will be consulted about the dates of those not yet fixed. For 2025 quarterly Committee meetings are scheduled on the following Tuesdays from 11:00 – 14:00hrs: 25 February; 20 May; 12 August and 4 November. These are currently held in London.

The responsibilities of the Chair’s role are naturally broader and deeper than those of Committee members and will include:

- leading in developing the Committee’s future priorities;
- preparing the Annual Report for submission to the Secretary of State;
- drafting/editing other consultation responses when required;
- being actively involved in recruitment initiatives; and
- representing the Committee at meetings with the CAA, Trustees of the Air Travel Trust and Department for Transport.

In addition, the Chair may be required to take part in sub-group meetings and present findings/outcomes to the wider group. The Chair is expected to be an expert in their professional field and be able to bring their expertise to the Committee for the benefit of all members.

It is envisaged that the Chair’s role will equate to around 10 days per annum, including the four half-day Committee meetings.



## APPOINTMENT TERMS

Appointment of the Chair will be made by the Chief Executive of the CAA in consultation with the current 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 years<sup>1</sup>. However, exceptional circumstances will permit different appointment arrangements to be made<sup>2</sup>.

## PERSON SPECIFICATION

We are looking for a Chair who is 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:

- a proven track record of chairing high-profile multi-disciplinary Committees;
- leadership skills within a Committee structure, representing a Committee to external stakeholders;
- preparing high-level reports;
- 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;
- 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; and
- 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, the ability 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).

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<sup>1</sup> 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.

<sup>2</sup> 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).



### Experience and knowledge

In addition to the above essential skills, we are looking for candidates who are able to demonstrate current, relevant, expert 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, insurance, marketing or sales etc;
- travel and/or consumer finance; and
- consumer protection, for example consumer policy, consumer advocacy, etc.

The 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. Applicants must be UK-based and, if appointed, will be required to complete a Diversity & Inclusion declaration.

### 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.