



FTEJerez
Flight Training Europe

Pre-Arrival Information Manual

Table of Contents

Welcome to FTEJerez.....	3
General	3
Prior to arrival.....	3
Essential items to bring with you	4
Other Advisable items to bring with you	4
The Office.....	5
Office Telephone and Fax Numbers.....	5
Mail	5
Catering.....	5
Telephones	6
Internet.....	6
Guests.....	6
Transport.....	7
Cars	7
Parking Space	7
Legality	7
Driving Permits	7
The Hall of Residence	7
Furnishings	7
Cleaning.....	7
Smoking.....	7
Electrical equipment.....	8
Laundry Facilities	8
Recreational Facilities	8
Bar	8
Television.....	8
Gymnasium.....	8
Multi-Sport Surface	8
Swimming pool.....	8
Welfare and Counselling Services.....	9
Annex 1	10
Medical Certificate.....	10
Conversion of a Class 1 Medical	10

Welcome to FTEJerez

General

Welcome to **Flight Training Europe** in Jerez. We hope this is your first step to a great and rewarding career. You are about to join the European Centre of Excellence for Flight Training.

Prior to arrival

For Trainees will have sent school records, signed contract, etc. to the Marketing department, but it is also important to scan and e-mail the following information, which is also necessary for the preparation of some Spanish paperwork. Please send it to info@ftejerez.com prior to arrival.

- **Photo page of passport**, or European I.D. Card (front and back). Spanish Citizens should provide a copy of the D.N.I. (front and back). Non Europeans should also send the page with their Spanish issued student Visa. If the expiry date of your passport is not on the photo page, please send that additional page as well.
- **European Health Insurance Card (EHIC)**. Trainees must have one for residency and access to the Spanish National Health Service. The European Health Card does not cover air ambulance travel if for some reason you are injured or fall ill and must return home in special transport, accompanied by a doctor. Taking out an additional private policy, that covers air ambulance transport, even though you have the EHIC, is recommended, as this type of transport is very expensive and is not provided by Spanish National Health System for trainees. Extra Private Health Insurance is also recommended, in order to avoid long waiting lists and thus miss training, in cases where surgery is required (hernias, etc.). Spanish Citizens should provide a copy of their Spanish National Health Insurance Card.
- **Private Health Insurance** (if ineligible for the European Health Card). If you are non-European or for some reason cannot obtain an EHIC, then you must subscribe to a private insurance policy that provides full coverage for the duration of your stay in Spain. You will also need a certificate from the Company in the Spanish language stating what the insurance covers and must assure that the expiry date is clearly visible. This Certificate is obligatory for residency and the original must be brought with you when you commence the course. If your Insurance Company will not provide a Certificate in Spanish, you can have it officially translated here in Spain, but there will be a cost involved, to be covered by you.
- **Class 1 Medical**. For licensing purposes, if your Class 1 Medical is not a U.K. one, you will have to obtain a U.K. Certificate prior to completing the course. Please see *Annex 1* for details what is required to convert your medical certificate. Remember, that the original Class 1 must be with you here at **FTEJerez** in order to start flying.
- **First, Middle, and Surnames** of both parents (even if deceased).

Essential items to bring with you

- **A valid U.K. issued, Initial EASA Class 1 Medical** (original, not copy). Again, if your Certificate is not U.K. issued, you will have to obtain a U.K. Medical. (See Annex 1).
- **A valid passport or European I.D. card** (non-European Residents must bring a valid Passport with a Student Visa issued by the Spanish Embassy in their country). Once in Spain, the Welfare Officer will assist with the Residency Procedures.
- **Non-European residents** will also need 3 additional recent photographs (25x32mm: face must be minimum 20mm or maximum 25mm). Please note that white background is required and person must be facing front. Due to the size, if unable to obtain in your country, you may visit a Spanish photographer upon your arrival.
- **Medical insurance.**
European Health Card (EHIC): Issued by the National Health Authority in the country of origin. This card entitles the holder to use the National Health System in Spain for free treatment, and is essential in order to avoid high fees for private medical treatment. A Private insurance policy is recommended for items not covered by the EHIC. Dentistry for adults in southern Spain is Private.
For other countries or European passport holders that cannot obtain a European Health Card, any private medical coverage that will give you access to medical services or hospitalization in Jerez, Spain. Normally, for routine treatment in Jerez clinics, the insurance holder pays for the treatment and then claims the amount from the insurance company, later. Health Insurance is **obligatory** for the Spanish Residency requirements and must be accompanied by a certificate in the Spanish language stating coverage (which must be full) and proving that the coverage time covers the entire time you will reside in Spain.
- **Basic First Aid kit** (plasters, medications, etc.) as well as a sufficient supply of any prescription medications being taken to get through your first few weeks here. It is important to note that brand names for common medications might not be the same in Spain. If a certain medication is preferred, please bring details of the ingredients included, so a substitute can be found. Since the sun is very strong in Jerez, a good sunscreen lotion is an essential item as well.
- **Black rubber-soled lace up shoes** (for uniform).
- **Second pair of prescription glasses**, as per Class 1 Medical.
- **Pair of good quality sunglasses.**
- **Toiletries** and bath towels.
- **Clothes washing detergent** (may be purchased at shops in Jerez).



Other Advisable items to bring with you

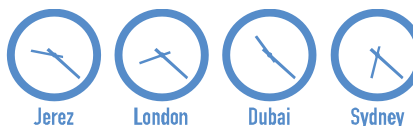
- **European or International Driving License** *.
- **Swimming costume.**
- **Suitable clothing for gym/sport participation.**
- **Sewing kit.**
- **Photos** and other personal items for room decoration (to make one's room feel like "home" for 14 months).

* A Holder of an International Licence can drive using this license until six months after achieving residency.

The Office

All administrative and residential duties are carried out from the main Administration building on campus.

The Administration building **opening hours** are as follows:



Days	Hours
Mondays to Thursdays	09:00 to 17:30 Local
Fridays	09:00 to 17:00 Local

The administration building will remain closed during weekends and on Spanish bank holidays.

Office Telephone and Fax Numbers

You may use the following numbers:

Numbers	
Switchboard	+34 956 317 800 (To speak to the receptionist, just dial 9 on any internal phone)
Fax	+34 956 182 433



Mail

All trainees' mail received will be located at the Reception Desk in the Administration Office, and post can be sent from **FTEJerez**, Mondays through Fridays.

The full postal address for your correspondence is as follows:

Mailing address
<p>(Your Name) Flight Training Europe S.L. Ctra. Aeropuerto s/n Antigua Base Militar La Parra 11401 Jerez de la Frontera Cádiz, España</p>



Catering

Recognition is given to the multi-national trainees' population at **FTEJerez** and every effort is made to cater to the needs of all.

Breakfast, lunch and dinner are all provided in the dining room and all meals offer a choice.

All meals must be consumed in the canteen. Crockery, cutlery, and trays are not to be removed from the dining room. In special cases (illness, training), plastic plates, etc. can be requested from kitchen staff. When training is going to cause a trainee to miss a meal, the training staff (instructor, Ops staff)



can request a plate of food/picnic for the trainee to collect later, either at the Canteen or at the Social Club bar. Food consumption is prohibited in the Gymnasium or the Swimming pool area, without exception.

Meal times are as follow:

Meal	Days	Hours
Breakfast	Monday to Friday	07:00 to 09:00
	Saturday and Sunday	07:00 to 11:00 (Continental, but hot food may be requested if training at the week-end)
Lunch	Monday to Sunday	12:15 to 14:00
Dinner	Monday to Sunday	18:00 to 19:30

These times are subject to change, but any changes will be posted.

Hot beverages and snacks are available 24 hours per day to all our students in the crew room at very competitive rates. Coffee/tea facilities are also available in the dining room, and the bar sells some food items as well.

You are welcome to make any suggestions or comments regarding ways of varying/improving and/or complimenting the meals at the residence dining facilities.

You may address your comments to the chef directly or speak to the Facilities Manager, Registrar and Welfare Officer or the Cadet Social Committee. A suggestion box is also located in the Canteen.

Telephones

Payphones are located in the **Social Club**, or the room phone can be activated for outgoing calls, after payment of a returnable deposit. Even if the room phone isn't activated to call out, you can receive calls. Anyone wishing to call you would dial the **FTEJerez** switch number (**+34 956 317 800**) then, once the recording commences, dial **2** and once the recording commences again, dial your room number (**extension**). The recording explains this procedure in English and Spanish. Voice mail messages may also be left, if you are not in the room.



Internet

There is free internet connection in trainees' rooms, plus wireless (WiFi) connections in accommodation blocks as well as other common buildings. The Social Committee I.T. Coordinator can assist trainees with the configuration of laptops and/or acquiring proper cables for the connection.



Guests

Subject to approval by the Head of Training, trainees are permitted to have guests visit them on campus, where they may be afforded the use of some facilities subject to some conditions. Guests are **not** allowed to stay in trainees' rooms. Guest accommodation may also be available on campus, subject to conditions and payment of a fee per night, full board. For more information, please consult the Facilities Manager. If you have guests visiting at a mealtime, meal tickets can be purchased in the Administration Office.



FTEJerez also have discount agreements with hotels in the area. The list of these hotels is with the receptionist.

Transport

For transport into the Jerez town centre, trainees may rent the Company minibus, use the airport bus service, take taxis, or catch a ride into town with other **FTEJerez** trainees/personnel. If you wish to bring your own car and drive from the UK to Jerez, please contact info@ftejerez.com for guidelines on how to do so.



Cars

Parking Space

There is ample car parking space available for those trainees who have brought their own cars.

Legality

All cars must be in good working order, taxed and have a valid ITV (MOT) and insurance certificate inside the vehicle at all times whilst circulating in Spain. Trainees should assure documentation is inside Company vehicles prior to use as well. It is the Trainees' responsibility to assure that their vehicles are legal in Spain and that they have the proper driving license, especially after residency has been obtained. Trainees should consult the Spanish Embassy in their country of origin on vehicle regulations prior to bringing their vehicles.



All documents must be produced if requested by the Facilities Manager or Welfare Officer.

Driving Permits

Trainees must hold Spanish or European Driving Licences in order to drive vehicles in Spain. Non-European Trainees may drive with an International Licence until six months after residency is obtained, but once this time period has passed, it is not legal to drive with an International Licence.

The Hall of Residence

The Hall of Residence will be "home" for the duration of the course. It is situated on Campus next to Jerez Airport, which is located approximately 7 km from the town centre of Jerez.

Furnishings

All the bedrooms at **FTEJerez** halls of residence are fitted with the same furniture and fittings, which contain:

A bed, a mattress, a mattress cover, a pillow, a blanket, necessary bed linen, a bedside cupboard, a wardrobe containing shelves and 6 hangers, a desk, a desk chair, a bookcase, a wastepaper bin a pin board, and a wall mounted desk light. All rooms are air-conditioned/heated. An en-suite bathroom with shower is also included.



Trainees are required to bring their own towels and toiletry equipment.

Cleaning

Cleaners are employed to clean the bedrooms and bathrooms along with corridors and stairwells. In addition to bedroom cleaning, bed sheets will be changed by the cleaners, once a week.



Bedrooms are serviced, but trainees are expected to make their beds and keep the rooms in a clean and tidy condition at all times to allow for correct cleaning. Note: failure to keep the room in a tidy condition may result in the room being un-serviced.

Smoking

In accordance with **FTEJerez's** strict **No Smoking Policy**, smoking is prohibited in all buildings, including trainees' bedrooms.

Electrical equipment

For general safety and security of all residents **FTEJerez** applies very strict rules on electrical equipment allowed in trainee's bedrooms. If you are planning to bring any equipment with you please bear in mind the following basic rules:



- All personal electrical equipment must be in good working order.
- Two-pin plugs/adapters will be required.
- Due to safety reasons, open burner cooking appliances in the rooms is prohibited. Microwaves and kettles are acceptable.

Laundry Facilities

Laundry facilities consisting of washing machines, tumble dryers, irons and ironing boards, are provided for the use of the Trainees. Trainees are required to provide their own washing powder. **Although it may sound humorous, we are serious in requesting that trainees assure they know how to properly use a washer and dryer and how to iron clothes, before coming to Jerez.**



Recreational Facilities

Bar

On campus there is a bar available for trainees and staff as well as their guests, subject to compliance with **FTEJerez** regulations. The bar is usually open in the evenings. Hours are posted.



Television

There is a TV room in the Social Club, and a TV is also located in the Crew Room. Both are connected to satellite TV with English speaking channels and they both have a DVD player connected to them. An aerial outlet is also provided in trainees' rooms for those who wish to purchase a TV on the local market.



Gymnasium

There is a gymnasium on campus, which is available for use by all trainees.

Multi-Sport Surface

There are all-weather outdoor courts, which are marked for tennis, five-a-side football, and basketball. **FTEJerez** trainees also have access to the airport owned football pitches on site.



Swimming pool

The pool is open, usually from May to October. Trainees must make themselves aware of all rules and regulations, which apply to the swimming pool, before use. Plastic cups are available for taking drinks inside the pool area perimeter, as absolutely no glassware is allowed.



Welfare and Counselling Services

A full time Welfare Officer is employed by **FTEJerez**, to provide confidential assistance to trainees with Welfare matters which may arise, items where language is a problem (i.e. medical translations, etc.), or any other queries they may have.

The Officer also assists with making Class 1 Medical renewal appointments, official Spanish paperwork, and is responsible for ensuring compliance with House Rules and a proper standard of behaviour within the trainee population.

Numbers & eMails			
FTEJerez switchboard	(00 34) 956 317 800		admin@ftejerez.com
Customer Service	Alex Padina	(00 34) 647 757 804	alex.padina@ftejerez.com
	Carmen Sanchez	(00 34) 956 317 806	carmen.sanchez@ftejerez.com
Registrar/Welfare Officer	Ann Angelico	(00 34) 956 317 807	ann.angelico@ftejerez.com
		(00 34) 679 989 434	

Important: Last minute changes (missed evening flights, etc.) in travel for arrival to Jerez, must be communicated to Alex Padina via mobile, so that alternative plans can be made for collection, room key delivery, etc.

Another useful site for current tourist information on Jerez and the surrounding areas:

www.turismojerez.com

Annex 1

Medical Certificate

An EASA Class 1 medical is required to commence training, but we recommend you that you liaise with **FTEJerez** in advance. With the introduction of EASA, new regulations require a pilot's licence to be issued by the EASA state where the initial Class 1 medical documentation is held. This means that anyone wishing to hold a licence issued by the UK must have his/her initial Class 1 medical done at Gatwick, or any other Centre which might have the approval of the UK CAA. Alternatively, one can have his/her Initial Class 1 Certificate converted to a UK EASA Certificate.

FTEJerez is approved under the UK CAA and has a well established system for licence application which normally takes a few days. With other authorities, however, there can be a wait of up to 3 months for licence issue, and you cannot start a type rating until you receive the licence. **FTEJerez** cannot take any responsibility for delays in licence issue due to initial medicals issued by EASA countries other than the UK.

It is also suggested that you make your Initial Class 1 Medical appointment well in advance and be prepared for a full day of testing.

You can contact the CAA medical unit as follows:

Contact details
<p>U.K. Civil Aviation Authority Medical Section Safety Regulation Group Aviation House Gatwick Airport South, West Sussex RH6 0YR United Kingdom</p> <p>Tel.: + 00 44 1293 573 700 Fax.: + 00 44 1293 573 995 e-mail: medicalweb@caa.co.uk web: http://www.caa.co.uk</p>

For more specific information, [please consult this web](#).

*(If the link does not work, please copy and paste the entire URL into your browser's address bar:
<http://www.caa.co.uk/default.aspx?catid=49&pagetype=90&pageid=2576>)*

To access forms, please use [this link](#).

*(Or copy and paste the entire URL into your browser's address bar:
<http://www.caa.co.uk/default.aspx?catid=49&pagetype=90&pageid=7099>)*

Conversion of a Class 1 Medical

In order to convert your Class 1 Medical, you have to complete a SOLI form (see Other Administrative Forms at the link above) and send it to the authority where your Initial Class 1 Medical was performed and request that they send the SOLI and all your Medical Documentation and Tests as well as Reports to the UK CAA.

When you are sure the authority has sent the documentation, you must call the UK CAA and check to see if they have received it. If affirmative, credit card details must be given, so the required administration fees can be invoiced (For 2013, these fees are GBP 75.00) so the U.K. Authority can proceed with the conversion.

Once payment has been made, the UK CAA will eventually send you a UK Medical Certificate which replaces the one you originally had. If your U.K. Certificate is received after your arrival in Spain, please assure that Operations and the Welfare Officer receive a copy.