



Student Handbook

AAPA Victoria Pty Ltd

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Chapter 1 - Introduction

Management Commitment and Responsibilities

Being a student or staff member living and working on a residential learning Campus, it is important that there is a governing document that outlines policy and procedures for all aspects of daily life and routine.

This Student Handbook incorporates Student Standing Orders and pertains to matters of Student Welfare and Discipline and is published under the authority of the CEO of the Academy.

The Orders and Procedures published herein are to be implemented under the guidance and control of the CEO through the Student Affairs Administrator.

This document provides all Managers and Instructors with information necessary for a uniform, standardised and systematic approach to efficient dispensing by the academy of pastoral care of the student community.

It is mandatory that all Managers and their Instructors read the Student Handbook incorporating Student Standing Orders and thereafter are required to keep abreast of amendments to the contents from time to time.

It is incumbent on Managers and Supervisors at all levels, to provide guidance and assistance to the Student Affairs Administrator in their areas of responsibility, to further the overall Academy effort towards maintaining amongst the students, the highest standards of Discipline and Behaviour.

This document outlines the Academy's obligations to you and affirms our responsibility for the quality of training and assessment in compliance with The Standards for Registered Training Organisations 2015 and for the issuance of Australian Qualifications Framework certification documentation.

These same high standards are also to be achieved in providing support and facilitation in all matters of student welfare, curricular, domestic and personal.



Mr Chris Hine

CEO

Company History

In November 2019 ST Aerospace Academy (Australia) Pty Ltd was purchased by Regional Express Holdings Pty Ltd, the holding company for Rex Airlines and Australian Airline Pilot Academy and became AAPA Victoria Pty Ltd (AAPAV).

ST Aerospace Academy (Australia) Pty Ltd commenced operations in Ballarat Victoria in late 2007 and was an SBU of ST Aerospace Academy Pte Ltd (STAA) which is a subsidiary of Singapore Technologies Aerospace Ltd (ST Aerospace). Originally managed and operated as part of ST Aerospace's global network, STAA(A) was the first non-airline affiliated flight training organisation headquartered in Singapore to offer commercial pilot training services to network airlines, low cost-carriers and aspiring individuals.

AAPAV is certified as an approved training organization by the Civil Aviation Authority of Singapore (CAAS), the Civil Aviation Safety Authority of Australia (CASA) and the Civil Aviation Administration of China (CAAC).

AAPAV is also an approved Registered Training Organisation (Provider # 40689) and a Commonwealth Register of Institutions and Courses for Overseas Students provider (CRICOS Provider # 03354E).

Our customer portfolio includes Shenzhen Airlines, Shanghai Juneyao Airlines, SF Airlines, Tianjin Airlines, Hainan Airlines, China Cargo Airlines, Tiger Airways, Xiamen Airlines, Air China, Okay Airways and Qatar Airways.

STAA(A) was awarded the "Flight Training Center of the Year" award in 2010 by consulting firm Frost & Sullivan.

The AAPA Group also includes AAPA in Wagga Wagga NSW. The AAPA Wagga Wagga campus and training centre is an AAPA Victoria satellite facility approved by the CAAS and CASA. Please refer to Appendix 1 for more information about the campus and training centre. All students studying at the Wagga Wagga campus are to agree to abide by the rules set out in this handbook and also adhere to the AAPA Wagga Wagga Code of Conduct.

Living in Ballarat

AAPAV is pleased to welcome you to our world-class aviation training academy located in Ballarat, Victoria, Australia.

Please read carefully through the information provided as it will help to make your time here as enjoyable and rewarding as possible.

Students are invited to become social members of the Ballarat Aero Club, which will help students to come into contact with some local flying enthusiasts.

We at AAPAV hope that you enjoy your time here in Ballarat and look forward to working with you.

Ballarat Airport History

The first Ballarat Aerodrome was established on the Ballarat West Town Common during the 1930's for light aircraft training purposes.

It was closed prior to World War II.

At the same time the department of Air established the RAAF No 1 Wireless Air Gunners School at the present Aerodrome site.

The peak strength of the school was reached in May 1942 when there were 41 officers and 1,918 airmen in residence.

When the RAAF vacated the site in 1961, the Department of Air offered the Aerodrome to the then Shire of Ballarat under the terms of the Aerodrome Local Ownership Plan.

The Aerodrome became a licensed aerodrome under this plan when licence number 43 was issued to Council on 11 September 1962.

Under this plan, Ballarat City Council owned and controlled the Aerodrome's land and facilities such as pavements and buildings, but the Department of Air (now Civil Aviation Safety Authority) retained those functions associated with operational safety aspects.

The Ballarat Aerodrome is situated 7km north west of the Ballarat city centre.

It is latitude 37° 30' 44" and longitude 143° 47' 30".

It is at altitude of 1433ft (436.8m).

Sovereign Hill

Sovereign Hill has been wowing audiences for almost 38 years.

Generations of Australians and overseas visitors have experienced our recreated 1850's Goldfields Township where real gold flows in the creek and history comes alive.

Sovereign Hill's commitment to authenticity and value for money are what makes it one of the best family tourist attractions in the world.

Step back in time and discover why.

Ballarat Fine Art Gallery

Situated on the impressive 19th century streetscape of Lydiard Street, the Ballarat Fine Art Gallery, established in 1884, is the oldest and largest regional gallery housing one of the country's most significant and inspiring collections of Australian art.

Explore the rich history of Australia through the history of Australian art, from early colonial work expressing life during the settlement years, to contemporary art exploring modern culture and ideas.

See the original Flag of the Southern Cross that flew over the Eureka stockade 150 years ago.

Ballarat Botanical Gardens

The Ballarat Botanical Gardens Reserve covers an area of 40 hectares which is divided into 3 distinct zones.

The central Botanical Gardens preserve the 'gardenesque' style of the Victorian pleasure garden.

On either side there are open parkland buffers known as the North and South Gardens.

Located on the western shore of picturesque Lake Wendouree, the Gardens are an invaluable heritage and recreational resource to be enjoyed by the residents of Ballarat and visitors from around the world.

Ballarat Wildlife Park

The Ballarat Wildlife Park is the brainchild and dream of Mr Greg Parker.

Greg moved to Ballarat in 1987 to open his own wildlife park based upon his love of Australian native animals and reptiles and his extensive experience in the zoo industry.

The decision to establish such a facility in Ballarat came as a result of extensive research into land space availability, proximity to other attractions and gaps in the regional market resulting in the current Ballarat East location.

Set upon 32 acres of woodland is a collection of Australian native animals and reptiles which have been chosen for their educational and conservation potential.

The reptile collection alone is one of the largest private collections in Australia featuring around four hundred individual animals of both native and exotic origins.

The Ballarat Wildlife Park is situated only five minutes from Sovereign Hill and is the only regional zoo of its kind on such a large scale.

Co-operation on many levels has been one of the keys to the success of The Ballarat Wildlife Park over the years.

Greg and his staff have worked hard to establish themselves as professionals in the tourism zoological fields.

Extensive networks with other accredited zoos and tourism operators have been nurtured and maintained to ensure that The Ballarat Wildlife Park is placed as a leader in its field.

Greg's dedication to excellence, education and conservation has seen The Ballarat Wildlife Park progress from a small to a significant sized attraction with substantial national and international appeal.

The result is one of Ballarat's primary tourist attractions offering a wildlife experience appealing to domestic and international visitors alike.

Physical Education and Sporting Facilities

All Airlines expect their students to maintain a high level of physical fitness.

There are commercial facilities for indoor/outdoor basketball, badminton, volleyball, soccer, swimming pools, tennis courts etc. in the Ballarat vicinity.

Students are responsible for their own personal safety and well-being while undergoing their training at AAPAV.

Any non-training related activity that can affect the ability to complete the contracted training must be avoided at all cost.

Written approval must be obtained before performing any non-training related activities.

Students are expected to display initiative and interest in their individual sports and fitness programmes.

Arrival Procedures for New Courses

General

When new courses arrive at AAPA Victoria Pty Ltd (hereafter referred to as AAPAV), all aspects of the reception and initial inductions of students into the Academy schedule are taken care of in accordance with written guidelines.

These guidelines are drawn up to assist all concerned in accomplishing their tasks as efficiently as possible.

The Head of Operations is responsible to the Chief Executive Officer for all arrival procedures.

He will issue a Course arrival directive 4 weeks before the Course arrives.

This directive will include Student details, detailed Induction Timetable and staff responsibilities.

Arrival Day Procedures

On the day the new course arrives, the following Induction Procedures are carried out.

Note: All returning students have the Introductory Briefing repeated to them in a summary format.

This is to underline all important details and inform of any changes since departure.

Meet and Greet: Meet and greet either at the Airport and/or on arriving on campus.

Room Allocation: Students will be assisted to their allocated rooms to settle in and to prepare for a short Introductory Briefing.

Introductory Briefing: A short, but formal, introductory briefing is to be given on a few basic administrative matters (dress, food timings, facilities available, programme up to and including the first working day etc.) followed by a tour of the City and shopping for groceries, if considered appropriate at that time.

Issue of Uniforms: All students will be issued with uniforms on their arrival.

Induction Programme Activities

The first day will be devoted to induction briefings and administrative activities – sample induction programme below:

08:00	Students to assemble in classroom (Ground school, Classroom 2 if at Ballarat). Students of the new course will be dressed in formal uniform and seated in the classroom five minutes prior to the arrival of the Chief Executive Officer. Classroom protocol will be explained.
08:15	Formal Welcome by Chief Executive Officer, Head of Operations and Key staff. Opening Address: The Chief Executive Officer will welcome the new course and among other matters, explain the organisational structure and introduces the management staff present. Normally, the following staff are in attendance: Chief Executive Officer; Head of Operations; RTO Manager; Operations Manager; Safety Manager; Ground Training Manager; Student Affairs Administrator; and Course Co-ordinator.
08:45	Course Outline by Head of Operations. The Head of Operations explains the course in broad terms. The Course Co-ordinator outlines the flying training syllabus. Course Outline Academic (Ground School) and by Ground Training Manager The Ground Training Manager outlines the academics syllabus. Publications by Publications Officer or delegate
09:15	Break
09:30	Safety Brief by Safety Manager
10:00	Student Management and Welfare by Student Affairs Administrator
10:30	Scheduling by Operations Manager / Scheduler
10:45	Break
11:00	Student Administration and CBT
12:00	Lunch Break
13:00	Enrolment and CRICOS Administration by RTO Manager
14:30	Finance Briefing
16:30	Information Technology (IT) Briefing
17:00	End of Induction

Course Leaders

It is policy of AAPAV to appoint a Course Leader from each course immediately on arrival of the course.

The student chosen may, either be recommended by his sponsoring airline before course commencement or may be elected by his/her class or may volunteer for the task.

His/her duties will be mainly administrative and his or her responsibilities include providing AAPAV and the course concerned a single point of contact.

This ensures a convenient and centralised interface in problem solving for students on the one hand and on the other, orders and instructions can be quickly passed on to the students in a clear and precise manner.

The Course Leader's disciplinary authority is limited to counselling.

AAPAV entrusts the Course Leader with a supervisory role, and it is expected that all students on the course respect this aspect.

An appropriate level of cooperation must therefore always be given to the Course Leader if the person is to discharge his or her obligations effectively.

Course Leaders may be changed from time to time, but only under the authority of the sponsoring airline, who will approve all replacements and will promulgate changes through formal notification to all concerned.

In some instances, individual airlines set a specific time period for the Course Leader's tenure.

In addition, Assistant Course Leaders may be appointed to help the incumbent as well as others to learn the duties themselves.

Such airline requirements will invariably be met by AAPAV.

Course Leaders act as a liaison for their respective course and provide the Student Affairs Administrator with assistance and support in seeing to the welfare and administrative issues for their respective course.

Student Honour Code

AAPAV students are bound by the following code of honour and ethics.

As a student you will:

- Be loyal to your country, its culture and its traditions.
- Respect all laws that govern your activities whilst in Australia.
- Be honest and truthful in all dealings.
- Develop and maintain respect for other students' cultures and opinions.
- Develop and maintain respect for all AAPAV staff and fellow students.
- Maintain and display respect for all legally constituted and appointed authority.
- Maintain and display respect for AAPAV, as well as all other property.
- Refrain from controversial discussions, likely to give offence or cause hurt.

Dress Rules and Standards

Apply yourself with diligence and sincerity to all aspects of your training.

The following rules regarding uniforms apply to all students:

Standard Working Uniform (Male and Female Students):

- Shirt (long or short sleeves);
- Plain White T-Shirt (No pictures or words) (Optional);
- Slacks;
- Tie;
- Shoes and socks;
- Name Tag (over right side pocket) and must always be visible;
- Epaulettes;
- Wings (after graduation, over left side pocket);
- Jacket (in cold weather);
- Long sleeves will not be rolled up; and
- A tie must be worn on formal occasions.

Hair / Grooming:

- Male Students: Haircuts must be of the “short back and sides” style (pilot cut – off the collar and off the ears).
- Female Students: Hair, if long, to be tied back in a “pony-tail” or clipped back.
- All students: No fad or coloured (unnatural hair colour) hair styles.
- Keep conservative.

Jewellery:

- Male students: No earrings (While on duty), and only one finger ring is allowed.
- Female students: No over the top jewelry is allowed.
- Ear studs or small earrings are allowed, no more than one finger ring.
- All students: One watch, one chain or modest wristband and only one neck chain is allowed.
- No other body piercing is allowed.

General Dress Rules:

- Students are to ensure they are properly attired at all times.
- They must shave every morning (unless they are growing beards due religious reasons or are unable to shave due to medical reasons).
- They must have proper airline haircuts and must see to body hygiene as a top priority.
- Daily showers, hair shampooing along with deodorants and after-shave lotions are essential pre-requisites for a student who wishes to meet the normal demands of dress and presentation of a future Airline officer.
- For female students, neat, modest dress with a conservative approach to make up use is expected.

Operations:

- The required dress for the Operations Area is the company uniform.
- All training activities will be conducted in company uniform.
- This includes flying, simulator and academics.
- Brief (non-training) visits to the Ops Area and Library are permitted in neat casual clothes.
- Thongs, slippers and vests are not permitted.
- Boxer Shorts and sports gear are not permitted.

Chapter 2 – Access and Equity

Contacts

AAPA Victoria Pty Ltd

RTO ID: 40689
CRICOS Provider Number: 03354E
Academy Building: 2 Bowral Place, Mitchell Park VIC 3355;
Flight Ops Centre: Hangar 8; Ballarat Airport VIC 3355
Telephone: +61 3 5330 9555

Operations Room

Telephone: +61 3 5330 9567
Facsimile: +61 3 5339 4174
Manned during the hours of flying operations.
Monday to Friday: 0600 to 2200.

Administration

Telephone: +61 3 5330 9520
Facsimile: +61 3 5339 8229

Contact – Key Personnel

Chief Executive Officer

Mr Christopher Hine
Mobile: +61 4 0157 6697
Telephone: +61 3 5339 9501
Email: chris.hine@rex.com.au

Head of Operations

Mr Andrew Messer
Mobile: +61 4 1144 2202
Telephone: +61 3 5330 9502
Email: andrew.messer@rex.com.au

Head of Flight Training

Miss Paige Devenish

Mobile: +61 4 1525 4346
Telephone: +61 3 5330 9503
Email: paige.devenish@aapa.net.au

Standards Manager

Vacant

Operations Manager

Mr James Ronan

Mobile: +61 4 5978 8019
Telephone: +61 3 5330 9510
Email: james.ronan@rex.com.au

RTO Manager

Miss Rachael Hall

Mobile: +61 4 3221 3189
Telephone: +61 3 5330 9567
Email: rachael.hall@aapa.net.au

Safety Manager

Mr Anthony Gibara

Mobile: +61 4 0483 8250
Telephone: +61 2 9667 7764
Email: anthony.gibara@rex.com.au

Ground Training Manager

Mr Mohammad Ghaseman

Mobile: +61 4 2277 7952
Telephone: +61 3 5330 9525
Email: mohammad.ghasemian@aapa.net.au

Operations Manager

Position fulfilled by
Operations Manager +61 4 5978 8019

Scheduling & Planning Office (Flight Training Schedulers)

Telephone: +61 3 5330 9508

IT Support

Telephone: 1800 798 000
Email: support@aapa.vic.edu.au

Abbreviations

ASQA:	Australian Skills Quality Authority.
CoE:	Confirmation of Enrolment.
CRICOS:	Commonwealth Register of Institutions and Courses for Overseas Students.
DET:	Department of Education.
DoHA:	Department of Home Affairs.
ESOS:	Education Services for Overseas Students.
OSHC:	Overseas Student Health Cover.
PRISMS:	Provider Registration and International Students Management System.

Access to Support Services

It is important that you meet your obligations regarding course requirements and attendance.

If you are having trouble adjusting to life in Australia or are finding it difficult to achieve the required competencies within the required time frames you must contact the Student Affairs Administrator.

If you are experiencing accommodation problems, you must contact your Student Affairs Administrator.

The Student Affairs Administrator in consultation with the Head of Operations may provide you with alternative course options that may help you adjust to the required workload. For airline sponsored students, AAPAV will consult the sponsor.

Your training package can be tailored, to a point, to allow you to make any adjustments.

AAPAV has a detailed Student Policy that ensures:

- Transfer Between Registered Providers;
- Student Performance;
- Counseling Breaching Students;
- Deferring, Suspending or Cancelling a Student's Enrollment;
- Ensuring Completion;
- Intervention Process Student Attendance;
- Intervention Process Student Performance;
- Working with at Risk Students; and
- Contacting Students and Intervention Policy.
- There is no cost to the student for any welfare support services.

If the student is referred to an external support service, there will be no charge for the referral.

After Hours Assistance

For after-hours assistance contact the Operations Manager on +61 4 5978 8019.

Change to Conditions

AAPAV reserves the right to change fees, conditions, course times or course commencement dates at any time without notice.

AAPAV will advise you as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

Code of Practice

AAPAV has developed this Code of Practice to address and establish our commitment to the maintenance of high standards in the provision of vocational education and training and our operations in accordance with the principles and standards of the Australian Qualifications Framework.

Access and Equity

AAPAV is committed to providing equal opportunity and promoting inclusion for all students.

AAPAV asserts the right of all students to access training and assessment services in a language and format that they readily understand.

Students who have difficulty with basic literacy, numeracy, English language or other areas of learning should advise AAPAV of their support needs prior to training.

The trainer's contact details will be provided at the commencement of each course.

AAPAV will meet the needs of individuals and the community through the integration of access and equity guidelines.

AAPAV will ensure that Access and Equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

AAPAV will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

AAPAV prohibits discrimination towards any group or individual in any form, inclusive of:

- Gender;
- Pregnancy;
- Race, colour, nationality, ethnic or ethno-religious background;
- Marital status;
- Homosexuality (male or female, actual or presumed); and
- Age (in relation to compulsory retirement).

AAPA Victoria Pty Ltd:

Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race;

Training services are delivered in a non-discriminatory, open and respectful manner;

Staff members are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs;

Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity;

Conduct client selection for training opportunities in a manner that includes and reflects the diverse client population;

Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged;

Provides culturally inclusive language, literacy and numeracy advice and assistance that assist clients in meeting personal training goals;

Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system;

Staff and students are required to comply with access and equity requirements at all times.

Legislative Requirements

AAPAV complies with all relevant Commonwealth and State legislation and regulations, particularly in relation to:

- Workplace Health and Safety;
- Harassment, Victimisation and Bullying;
- Anti-discrimination that includes equal opportunity, racial vilification and disability discrimination;
- Privacy;
- The delivery and administration of vocational education and training; and
- All relevant legislation and regulations associated with the qualifications offered.

Quality Focus

AAPAV is committed to provide quality services and is focused on continuous improvement of our systems, products and processes.

We actively seek feedback from students and staff and value their contribution towards improving programs and services.

Client Service

AAPAV have sound management and administrative processes to ensure delivery of an efficient client service.

Student assessment results, Qualifications and Statements of Attainment are issued in a timely manner and competencies are recorded and certified in accordance with national guidelines.

AAPAV commitment to quality client service is also demonstrated by:

- Recognition of Prior Learning Policy and Procedure;
- Refund Policy;
- Complaints and Appeals Policy;
- Access and Equity Policy; and
- Language, Literacy and Numeracy Assistance Information.

External Audit and Review

AAPAV participates in external monitoring and review processes conducted by the relevant Government authorities.

These processes may include random compliance and quality audits, audit following a complaint, audit for the purpose of maintaining or extending our scope of registration, financial audits and strategic industry audits.

Financial and Administrative Practices

AAPAV guarantees the sound financial position of its business activities.

Course fees paid in advance are protected with appropriate tuition protection systems.

Marketing and Advertising

AAPAV markets its products and services with integrity, accuracy and professionalism, avoiding ambiguous and vague statements.

Training and Assessment Standards

Trainers and Assessors have the appropriate qualifications and experience to deliver training and assessment relevant to the training products and services offered.

Trainers and Assessors hold current Flight Instructor Ratings and relevant vocational qualifications to the level being trained and assessed.

AAPAV is committed to ongoing staff professional development of and regularly conduct assessor monitoring and peer review to continually improve assessment methods and training delivery.

Assessment is conducted in accordance with the requirements of the Standards and the relevant National Training Package (including National Recognition, Recognition of Prior Learning and Credit Transfer) and where necessary, arrangements for language, literacy or numeracy assistance are made.

At all times, AAPAV will provide adequate facilities, equipment and materials to create an environment that is conducive to successful learning.

Issuing of Qualifications

AAPAV will issue either a Diploma or Statement of Attainment to those students who meet the requirements of the Performance Criteria of Units of Competency within the relevant training package or nationally accredited course.

Recognition of Qualifications

AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations are recognised by AAPAV.

Staff and potential students will be informed that their AQF Qualifications and Statements of Attainment are recognised by AAPAV.

Discrimination

A 'fair go' is your right.

It doesn't matter how old you are or whether you were born in Australia or overseas, the Equal Opportunity legislation and federal anti-discrimination laws protect this right.

Federal

- Age Discrimination Act 2004;
- Australian Human Rights Commission Act 1986;
- Disability Discrimination Act 1992;
- Racial Discrimination Act 1975;
- Sex Discrimination Act 1984.

Victoria

- Equal Opportunity Act 2010.

Grounds of unlawful discrimination:

- Race, (including colour, nationality and national or ethnic origin);
- Sex (including pregnancy);
- Marital status;
- Disability;
- Homosexuality;
- Age (compulsory retirement only);
- Transgender;
- Carer's responsibility.

Other unlawful conduct:

- Sexual harassment;
- Vilification on the basis of race;
- Homosexuality;
- Transgender; and
- HIV/AIDS status.

It is against the law for someone to treat you unfairly (discriminate) or harass (hassle or pick on) because of your actual or assumed:

- Age;
- Carer status;
- Disability/impairment;
- Gender;
- Lawful sexual activity;
- Marital status;
- Physical features;
- Political belief;
- Pregnancy;
- Race;
- Religious belief; and
- Sexual orientation.

It is also against the law for someone to sexually harass you.

If you make a complaint (or help someone else make a complaint), it is against the law for someone to hassle or victimise you because you have done so.

It is also against the law to authorize or assist another person to discriminate or harass someone.

Feedback

AAPAV encourages your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement.

We monitor compliance with the Standards for Registered Training Organisations (RTOs) 2015 and our policies and procedures through the use of evaluations at the completion of courses.

Any grievances or deficiencies are actioned in our Continuous Improvement Programme to ensure appropriate follow up action is taken.

History

AAPAV is the Registered Training Organisation (RTO) operating from Ballarat Airport.

AAPAV takes pride in the quality of courses and services delivered.

As an RTO, AAPAV works in accordance with the Australian Skills Quality Authority (ASQA).

ASQA has brought about major changes in the vocational pathways we are able to offer to our clients.

With the unique position within a group delivering professional services AAPAV has close links with financial and legal practitioners, Information Technology specialists and also benefits from strong client relationships with diverse business interests across Australia and Internationally.

We are registered by the Australian Skills Quality Authority (ASQA) to deliver the following courses to International and domestic students:

AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)

AVI50519 Diploma of Aviation (Instrument Rating)

During the course(s) the student will also be issued with:

- Recreational Pilot Licence (Aeroplane);
- Commercial Pilot Licence (Aeroplane);
- Multi Engine Aeroplane Class Rating; and
- Command Instrument Rating.

Legislative Requirements

Education Services for Overseas Students Act 2000 (ESOS Act).

Education Services for Overseas Students (ESOS) Regulations 2019.

National Code of Practice for Providers of Education and Training to Overseas Students 2018.

National Code of Practice 2018 Explanatory Statement.

National Vocational Education and Training Regulator Act 2011 (NVR Act).

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Standards for Registered Training Organisations 2015.

Fit and Proper Person Requirements 2011.

Financial Viability Risk Assessment Requirements 2011.

Data Provision Requirements 2012.

Australian Qualifications Framework.

Civil Aviation Regulations.

Civil Aviation Safety Regulations.

Civil Aviation Orders.

Requirements, standards and recommended practices of the International Civil Aviation Organisation.

Instructions of local airport authorities and air traffic services.

Relevant national, State emergency services regulations.

Australian and International Dangerous Goods Code including:

- IATA's 'Dangerous Goods by Air' Regulation
- Australian and International Explosives Codes
- Quarantine regulations administered by the Australian Quarantine Inspection Service.
- Customs regulations (export/import/bond requirements).

Migration Agents

Where AAPAV uses Migration Agents the company is responsible for the actions of their agents in marketing their courses.

All Migration Agents working on behalf of AAPAV have completed an Agent's Agreement with us.

We review the activities of migration agents from time to time and if you are unsure of what is happening then give the school a call.

It is unusual for you to have additional fee payments made to Migration Agents once you have been accepted by our school in Australia.

Should you be asked for additional fees please speak to your Trainer or the Chief Executive Officer at the school.

Our Migration Agent must give to you the following information before you make an application to study:

- AAPAV and its facilities, equipment and learning and library resources;
- Information on course content, the qualification gained on completion, duration;
- Teaching methods, assessment methods;
- Details of any arrangements with other providers for recognition or completion of the course;
- Course fees, refund conditions and other tuition expenses;
- Living in Australia and the local environment of the relevant campus, including information about campus location, accommodation availability, and costs of living and schooling obligations for any dependants;
- The minimum level of English language proficiency, educational qualifications and work experience required for acceptance into our course;
- Visa requirements which must be satisfied by the prospective student including English language proficiency levels;
- Conditions imposed on student visas including satisfactory academic performance, attendance requirements and working rights and that the school will be required to keep a record of your academic progress and attendance at classes;
- The school's requirement to report to relevant Australian government authorities a student's failure to meet their visa conditions relating to attendance or academic performance;
- Withdrawal arrangements;

- How to access the Australian Department of Education, Employment and Workplace Relations' website to obtain information about the Education Services for Overseas Students (ESOS) framework;
- Admission procedures, credit transfers and the recognition of prior learning (RPL) policies;
- Internal and external complaint and appeals procedures; and
- Non-academic student support services of special relevance to international students.

Reissuing Qualifications

If you need additional copies of your qualification, an application must be made in writing with proof of identity provided.

Ideally you should attend AAPAV to confirm that it is you that is asking for the copy of the qualification and why you need it.

Other people or companies will not be able to get a copy of your qualification or academic record if they cannot clearly establish that:

- You have authorised this information to be released
- They are the person or company to whom the information is to be transferred
- A reissuance fee has been paid.

Staff

Instructing Staff

The Head of Operations is ultimately responsible for your standard of training and safety whilst at AAPAV.

Your Instructor at AAPAV will perform all training and assessments.

Operations Manager

The Operations Manager may assist you with personal difficulties and provide information about support services, such as health, that you may need.

Feel free to contact your Student Affairs Administrator (24 hours). You will be introduced to the Student Affairs Administrator during your orientation and their contact information is listed under the contacts section in chapter 2 of this handbook.

Student Welfare

Students are encouraged to contact the Student Affairs Administrator regarding any issue that they may be experiencing. Should you feel as though you need further assistance you can also contact Lifeline Australia.

Lifeline Telephone: 13 11 14

Lifeline Website: <http://www.lifeline.org.au>

Support Services

AAPAV will provide all necessary support to accommodate adjusting to study and life in Australia by providing you with information on or access to an age and culturally appropriate orientation program that provides information about:

- Support services available to assist you to adjust to study and life in Australia;
- English language and study assistance programs;
- Any relevant legal services;
- Emergency and health services;
- AAPAV facilities and resources;
- Complaints and appeals processes as outlined in Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Complaints and appeals);
- Requirements for course attendance and progress, as appropriate;
- The support services available to assist you with general or personal circumstances that are adversely affecting your education in Australia;
- Services you can access for information on your employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

AAPAV will give relevant information or provide referrals as appropriate in relation to the services and programs set out above, at no additional cost to the overseas student.

AAPAV will offer reasonable support to you to achieve expected learning outcomes regardless of your place of study or the mode of study of the course, at no additional cost to you.

AAPAV will facilitate access to learning support services consistent with the requirements of the course, mode of study and your learning needs, including having and implementing documented processes for supporting and maintaining contact when you undertake online or distance units of study.

The AAPAV RTO Manager is your official point of contact. The RTO Manager has access to up-to-date details of AAPAV support services.

AAPAV has sufficient student support personnel to meet the needs of the overseas student cohort enrolled with AAPAV.

AAPAV ensures its staff members who interact directly with overseas students are aware of AAPAV obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

AAPAV has a CASA approved Safety Management System (SMS) and Emergency Response Plan (ERP) for managing critical incidents that could affect your ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.

The Safety Management System maintains a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.

AAPAV will:

- Take all reasonable steps to provide a safe environment on campus and advise you and staff on actions you can take to enhance your personal security and safety;
- Provide information about how to seek assistance for and report an incident that significantly impacts on your wellbeing, including critical incidents;
- Provide you with or refer you to (including electronically) general information on safety and awareness relevant to life in Australia.

Students under 18 Years of Age

AAPAV will not enter into a written agreement or an arrangement to provide training when a student is under 18 years of age.

Chapter 3 – Operations and Administration

Emergency Assistance

In the event of an accident, injury, fire or similar emergency you are encouraged to take the following actions:

- Avoid placing yourself in danger - Move to a safe area;
- Alert others within the vicinity;
- Alert an Academy staff member if one is in close proximity;
- Ring **triple zero (000)** and ask for: **POLICE, FIRE** and/or **AMBULANCE**;
- Give your location as either:
 - <House No>, Regina Street Mitchell Park or;
 - Hangar 8, Ballarat Aerodrome; or
 - 2 Bowral Place, Mitchell Park

Emergency Evacuation

An evacuation route is shown at each area of the flying school.

Please take a time to familiarise yourself with the evacuation route.

The assembly point for the Academy Building is in front of the main entrance, in the staff car park area.

The assembly point for the Flying Operations Centre (FOC) is the far end of the south staff car park

Emergency Telephone Numbers

Emergencies:	Dial – 000
Police Assistance (Non-emergency):	Dial – 5336 6000
Police General Enquires:	Dial – 5336 6000

Fire Drill Procedures

Fire During Business Hours

On discovery of a fire the following initial actions are required:

- The person who locates the fire should get attention by shouting '**FIRE! FIRE! FIRE!**'
- Delegate a person to call the Fire Service (Dial: 000), regardless of whether the fire alarm has activated;
- The following personnel must be notified:
 - Operations Manager,
 - Duty Instructor, and
 - Senior staff member of the designated area.
- Attend to human life in danger, providing it is safe to do so;
- Attempt to extinguish the fire, if fire extinguisher trained, and if it is safe to do so.
- If the fire cannot be extinguished then leave the area, closing all doors on exit so as to prevent the rapid spread of fire, and
- Act as directed by the Duty Instructor.

If the fire warning has been activated but the fire is not in the immediate vicinity:

- Secure all windows and prepare to evacuate.
- Remain at your workplace until the evacuation warning is activated.

Fire After Hours

The Operations Manager or Duty Instructor are to co-ordinate and control the incident.

The evacuation procedures are identical to those laid down for normal business hours.

On evacuation, the Operations Manager should take the Operations Manual with them, and when safe to do so, commence the 'informing of senior staff members' procedures.

Fire Evacuation Procedures

Staff inside normal working area:

- On hearing the evacuate signal staff should:
 - Secure the workplace, closing windows before leaving,
 - Close any doors but **do not lock,**
 - Follow the published evacuation route or proceed as directed by the Duty Instructor,
 - Proceed to the published assembly area,
 - Do not leave the assembly area until directed to do so by the Duty Instructor.

Staff outside their normal work area:

- During an emergency, a situation may arise whereby staff may be outside their normal workplace. In this situation, affected staff and visitors are to:
 - Await instructions from the Duty Instructor of that area.
 - If visible, read the evacuation plan for that area.

In the absence of a Duty Instructor, follow the published procedure to the assembly point.

Inform the Duty Instructor at that assembly area who you are and what your normal work area is.

General

In the interests of personal safety, personnel should remember to save themselves, not property.

They also should:

- Not attempt to gather private belongings.
- Memorise the location of fire extinguishers, hose reels, etc.
- Avoid panic and confusion.
- Check remote areas of larger buildings for stragglers, while evacuating premises.
- Close all doors after evacuation.
- Provide first aid to victims, where needed.

Medical Assistance

Medical Procedure

First Aid Kits and Defibrillators are located in the staff lounge at the FOC and in the boardroom kitchen in the Academy Building.

AAPAV complies with CASA regulations Subpart 67.E - 67.265, 67.270 and 67.271 and will refer students to a registered Doctor under the Medical Board of Australia (MBA) for medical treatment and a DAME where applicable.

Only MBA registered Doctors are permitted to administer Medical Certificates.

Should students require seeing a doctor, the following procedure is to be followed:

During Business Hours

The Course Coordinator or the student's Instructor will be informed of the need to see a Doctor.

Most if not all Medical Clinics in Ballarat require an appointment.

Note: As a general rule, students should visit Carn-Brae Clinic unless an emergency where they should attend the Emergency Department at Ballarat Base Hospital.

For normal ailments please make a doctor's appointment.

If no transport is available, a taxi will be arranged, and the cab fare will be paid by the student for the trips to and from the doctor.

Note: Remember to obtain a receipt for the fare for reimbursement by their airlines.

Some Airlines require their students to pay all taxi fares.

Please see Medical Clinics and Pharmacies listed in this chapter.

Students must carry out their own introduction at the reception desk at the clinic.

Passport, photo ID and OSHC cards may be requested by the reception.

Should a student need to pay cash for medications they are to obtain a tax invoice.

Note: Most airlines require students to pay all medical expenses that are not covered by Health Insurance.

Outside Business Hours

For all after-hours medical needs, the Student Affairs Administrator may be contacted for advice, guidance assistance – 24 hours a day; 7 days a week.

In their absence, the student should contact his/her Course Co-ordinator, RTO Manager, Operations Manager or Flight Instructor, in that order.

If any staff member is available, his/her assistance may be sought.

Inform the Course Leader and call for a taxi or an uber.

If the illness is serious and an escort to the clinic becomes necessary, the Course Leader is empowered to detail any available student on the Course for such escort duties.

In such cases, the Student Affairs Administrator must be informed as soon as possible.

Emergencies Requiring an Ambulance

Inform the Student Affairs Administrator.

Ring triple zero (000) for an ambulance.

If available, inform the RTO Manager and/or Operations Manager.

Note: If it is not possible to inform AAPAV personnel at the time of the emergency, a message must be passed at the first opportunity thereafter.

Students are advised to clarify with the RTO Manager and/or Business Manager for matters regarding payment of medical bills by sponsoring airlines.

While some airlines pay all bills, others do not and, since medical treatment can be relatively expensive in Australia, students must be aware of their airline's position in this matter.

Use of Medication

AAPAV pilots are not to use pills, potions, powders, poultices, patches or ingest or inject any medication for treatment of any disorder or ailment unless the medication, its dosage and length of application has been specifically prescribed by a current Australian Designated Aviation Medical Examiner (DAME).

This notice applies to any medication which may be bought “over the counter” (that is without a prescription from a doctor) or supplied from any source including well-meaning relatives or friends.

If you have authorisation to use prescription drugs the prescription should be carried with you for verification of your authorisation if requested by a staff member, CASA or police officer.

Self-medication is not approved at any time during your service at AAPAV because of its possible long-term effects.

Finally, should you have an accident involving injury to persons or damage to equipment and you are found to have been self-medicating then insurance may quite possibly withdraw, and all costs may be placed on you and/or your family.

If you are self-medicating, please see the Student Affairs Administrator or Safety Manager NOW to resolve any problems.

Medical Clinics

Ballarat Base Hospital

Drummond Street North Ballarat VIC 3350

Telephone: (03) 5320 4000

Consulting Hours:

Emergency Department Open 24/7

All Health Services provided.

St. John of God Hospital

101 Drummond St Ballarat VIC 3350

Telephone: (03) 5320 2111

Consulting Hours:

Emergency Department Open 24/7

All Health Services provided.

Carn-Brae Clinic

17 Errard Street North, Ballarat VIC 3350

Telephone: (03) 5332 1501

Fax: (03) 5331 8860

After-Hours GP Hotline: 1800 022 222

Consulting Hours:

Monday to Friday: 0830 – 1800

Saturday (Rostered Only): 0800 – 1000

Dr Malcolm Anderson (DAME)

Aerovision Offices, Hangar 5 Ballarat Airport VIC 3355
Telephone: 0438 911 320

Company Medical Services (DAME)

233 Riversdale Road Hawthorn East VIC 3122
Telephone: (03) 9882 4242

Ballarat Dental Group

11 Lyons Street North, Ballarat VIC 3350
Telephone: (03) 5331 2755
Consulting Hours:
Monday to Friday: 0830 – 1730

Ballarat Eye Clinic

8 Drummond Street Ballarat VIC 3350
Telephone: (03) 5333 1095
Consulting Hours:
Monday to Friday: 0800 – 1700

Mobile Telephones

Several companies offer good value for money deals on mobile phones.

Students are advised to shop around before they buy.

Students may contact the Student Affairs Administrator for advice if needed.

All mobiles are to be switched off during lectures, briefings and other occasions where any disturbance is inappropriate.

Pharmacies

Nova Pharmacy

1019 Howitt Street Wendouree VIC 3355
Telephone: (03) 5339 3955.
Hours of operation:
Monday-Friday: 0830 – 1830
Saturday: 0900 – 1300

UFS Dispensaries

1207 Howitt Street Wendouree VIC 3355

Telephone: (03) 5339 6933

Hours of operation:

Monday-Friday: 0900 – 1730

Saturday: 0900 – 1300

Chemist Warehouse

1609 Sturt Street Alfredton VIC 3350

Telephone: (03) 5342 9257

Hours of operation:

Monday-Friday: 0900 – 2100

Saturday: 0900 – 1700

Sunday: 1000 – 1700

Taxi

Telephone Number: 13 10 08

Telstra

Telstra International Directory Assistance: 1225

Telstra Directory Assistance: 1223

Telstra Call Connect: 12456

Working Routine

AAPAV work routine is between the hours of 0800 to 1700, Monday to Friday.

Flying Operations commence earlier & continue later as required on a rostered basis Monday to Friday.

Administrative activities take place between 0830 and 1700 hours Monday to Friday.

A weekly ground-training programme for each course is distributed to each student.

A daily flying programme is available on the many computers throughout the Academy and sent to all students via email.

AAPAV will close on Christmas Day, however, some curricular activity will continue over the Christmas and Easter period.

AAPAV works in a reduced Administrative capacity on public holidays.

Due to the number of variables encountered in the implementation of a flying schedule, at times, the flying programme may require work beyond the working hours limits shown above.

As such, flying may commence earlier, continue later and may include weekends and public holidays.

Similarly, it may also be necessary to conduct ground training outside the normal daily routine.

However, students will at no time be subjected to unreasonable workloads.

Extra duty time would only be necessary, to take care of unavoidable requirements, and where students (or courses) have fallen behind, and therefore need to make up for lost time.

Students are encouraged to use the Academy facilities as and when they need to, beyond normal working hours. Instructors will be available to provide additional coaching.

AAPAV facilities and equipment are available for use by students whenever the need arises.

Chapter 4 – Training and Assessment Guidelines

Assessment

AAPAV has an assessment system that ensures that assessment, including recognition of prior learning:

- Complies with the assessment requirements of the training package you are undertaking; and
- Is conducted in accordance with the Principles of Assessment and the Rules of Evidence, reproduced in the table below.

Assessment is carried out by the comparison of your skills and knowledge against the elements and performance criteria of the Aviation Training Package.

Assessments are not a stressful activity.

They are conducted in a relaxed and friendly atmosphere.

Your Assessor simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used.

It is in your long-term interests to ensure that all of the skills necessary for the job have been mastered, our aim is to help you to learn those skills in the right way.

Principles of Assessment

Fairness	<p>The individual student's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual student's needs.</p> <p>The RTO informs the student about the assessment process and provides the student with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility	<p>Assessment is flexible to the individual student by:</p> <ul style="list-style-type: none"> • reflecting the student's needs; • assessing competencies held by the student no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual student.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application;

	<ul style="list-style-type: none"> • assessment to be based on evidence that demonstrates that a student could demonstrate these skills and knowledge in other similar situations; and • judgement of competence is based on evidence of student performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

Validity	The assessor is assured that the student has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a student's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the student's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Assessors

Your assessor will objectively assess your performance against a set of published standards.

Your Assessor has been selected because he/she has a sound knowledge of your course and is skilled in its application in the Australian Workplace.

Competency Based Training

Competency involves the specification of skills and knowledge and their application to a particular standard or performance in the workplace.

Elements and Performance Criteria specify the minimum standard to achieve to be assessed as competent in a Unit of Competency.

Competency based training requires you to demonstrate the skills that you have learnt.

To be assessed as competent a student is required to demonstrate competency in an element on at least two occasions.

Deferring, Suspending or Cancelling Enrolments

AAPAV will assess, approve and record a deferment of the commencement of study or suspension of study requested by you, and maintain a record of any decisions.

AAPAV may defer or suspend your enrolment if it believes there are compassionate or compelling circumstances.

AAPAV may suspend or cancel your enrolment including, but not limited to, on the basis of:

- Misbehaviour;
- Your failure to pay an amount you are required to pay AAPAV to undertake or continue the course as stated in the written agreement;
- A breach of course progress or attendance requirements, which must occur in accordance with Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Overseas student visa requirements).

If AAPAV initiates a suspension or cancellation of your enrolment, before imposing a suspension or cancellation AAPAV must:

- Inform you of the intention and the reasons for doing so, in writing;
- Advise you of your right to appeal through AAPAV internal complaints and appeals process, in accordance with Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Complaints and appeals), within 20 working days.

When there is any deferral, suspension or cancellation action taken under this standard, AAPAV will:

- Inform you of the need to seek advice from Immigration on the potential impact on your visa;
- Report the change to your enrolment under section 19 of the ESOS Act.

The suspension or cancellation of your enrolment described above cannot take effect until the internal appeals process is completed, unless your health or wellbeing, or the wellbeing of others, is likely to be at risk.

Course Materials

Please feel free to make full use of AAPAV library resources to assist your study.

The library contains at least one full set of ground school learning resources applicable to the courses AAPAV delivers.

- Bob Tait – CPL Air Law;
- Bob Tait – CPL Aerodynamics;
- Bob Tait – CPL Meteorology;
- Bob Tait – CPL Navigation;
- Bob Tait - CPL Performance;
- Bob Tait – CPL General Knowledge;
- Bob Tait – CPL Human Factors;
- Bob Tait – RPL/PPL Study Guide Volume 1;
- Bob Tait - RPL/PPL Study Guide Volume 2;
- Bob Tait – Instrument Rating Study Guide;
- Bob Tait - Basic Aeronautical Knowledge - Issue 10;
- AAPAV - Safety Management System - Issue 1; and
- CASA Part 61 MOS Schedule 3 – 2014.

The library also contains the following:

- Civil Aviation Regulations 1988;
- Civil Aviation Safety Regulations 1998;
- Civil Aviation Orders;
- Civil Aviation Advisory Publication;
- Aeronautical Information Publication;
- Company Operations Manual;
- Aircraft Flight Manual; and
- Quick Reference Handbook;

Unless specifically authorised, these materials are not to be removed from the location where they are kept.

You can purchase books and references if required, however, your flight training course does include provision of essential textbooks, CASA documents, and some navigational equipment.

AAPAV recommend that you ask your instructor before you purchase anything.

Course Outcomes

To be awarded the AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) a successful outcome in the following 28 core units plus 1 specialist elective unit must be achieved.

AVIE0006	Maintain aircraft radio communications
AVIF0026	Implement aviation risk management processes
AVIF0027	Implement aviation fatigue risk management processes
AVIF0029	Implement threat and error management strategies
AVIF0030	Manage safe flight operations
AVIF0033	Manage aircraft passengers and cargo
AVIF0035	Manage human factors in aviation operations
AVIH0010	Plan a flight under visual flight rules
AVIH0014	Navigate aircraft under visual flight rules
AVILIC0003	Licence to operate a commercial aeroplane
AVIO0017	Manage disruptive behaviour and unlawful interference with aviation
AVIW0029	Manage pre- and post-flight actions
AVIW0032	Operate and manage aircraft systems
AVIY0033	Operate aircraft using aircraft flight instruments
AVIY0034	Operate in controlled airspace
AVIY0035	Operate in Class G airspace
AVIY0036	Operate at non-towered aerodromes
AVIY0037	Operate at a controlled aerodrome
AVIY0040	Apply aeronautical knowledge to aviation operations
AVIY0041	Apply the principles of civil air law to aviation operations
AVIY0046	Execute advanced aeroplane manoeuvres and procedures
AVIY0047	Manage abnormal aeroplane flight situations
AVIY0054	Control aeroplane on the ground
AVIY0055	Take off aeroplane
AVIY0056	Control aeroplane in normal flight
AVIY0057	Land aeroplane
AVIY0058	Manage aircraft fuel
AVIZ0006	Manage situational awareness in aircraft flight
AVIY0073	Operate aircraft in the training pattern at night (Elective)

To be awarded the AVI50519 Diploma of Aviation (Instrument Rating) a successful outcome in the following 13 core units plus 1 specialist unit must be achieved.

AVIF0029*	Implement threat and error management strategies
AVIF0030*	Manage safe flight operations
AVIH0013	Plan a flight under instrument flight rules
AVIH0017	Navigate aircraft under instrument flight rules
AVIW0032*	Operate and manage aircraft systems
AVIY0033*	Operate aircraft using aircraft flight instruments
AVIY0044	Conduct a 2D instrument approach
AVIY0050	Perform instrument arrival and standard arrival route procedures
AVIY0073*	Operate aircraft in the traffic pattern at night
AVIY0074	Perform non-published instrument departure procedures
AVIY0075	Perform published instrument departure procedures
AVIY0076	Perform visual circling approach
AVIY0045	Conduct a 3D instrument approach
AVIY0081	Conduct a 2D global navigation satellite system non-precision instrument approach
* Units common to both AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) and AVI50519 Diploma of Aviation (Instrument Rating).	

Courses are based upon you being able to demonstrate skills and knowledge in the units of your course.

All units involve attendance at classroom sessions as well as practical demonstration in a simulation or real workplace within the airspace surrounding Ballarat Airport.

At various times through your course, you must undergo an assessment or test to show that you have learned skills or that you have sufficient knowledge on the subjects being trained.

If you are unable to reach the required standard at certain milestones throughout your course, you will be assessed as not yet competent and will receive further training in order to be assessed as competent.

Assessments are both computer-based training assessments and demonstration.

At the successful completion of the course, you will be issued the relevant qualification to show that you have successfully completed the course.

AAPAV does not guarantee that:

- A student will successfully complete a training product on its scope of registration; or
- A training product can be completed in a manner which does not meet the requirements of the following;

AAPAV training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each student to meet the requirements for each unit of competency or module in which they are enrolled.

For the purposes of above, AAPAV determines the amount of training they provide to each student with regard to:

- The existing skills, knowledge and the experience of the student;
- The mode of delivery; and
- Where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification; or
- A student will obtain a particular employment outcome where this is outside the control of AAPAV.

Departure Procedures

Before departure from AAPAV, certain procedural requirements must be met by all students.

Written guidelines outlining these procedures have been drawn up to assist all concerned in accomplishing their tasks as efficiently as possible.

Student Departure Clearance

Once all flying has been completed, (both simulated flights and air flights), the instructor has signed off your logbook, Flight Hour Records and Training Missions and you have checked Flightpro to ensure that all your entries are correct, you will then need to attend the RTO Manager Office to commence your exit procedures.

You will require:

- Your folder from the FOC; and
- Your Logbook.

Additionally, you will be required to take a copy of your Flight Hours Records and Flight Mission Reports as the Academy is required to hold the originals.

The RTO Manager will work with you to ensure that your flight hours are correct, they will then be verified by yourself and the Operations Manager. They will also ensure that you have a copy of all your exam results.

Exit Surveys

These are administered by the RTO Manager.

There are two exit surveys that are to be completed before leaving:

- AAPAV Exit Survey;
- AQTF Survey.

English Language Proficiency & Minimum Scores

All intending overseas students must provide evidence of English Language Proficiency within the last 2 years.

The preferred option is that all registering students have an International English Language Testing System (IELTS) general or academic training module overall grade of 5.5, with no individual grade in a paper lower than 5 (or equivalent) as evidenced, by submitting upon registration, original or certified English proficiency documents e.g. IELTS test.

Other approved English language tests include:

- The Test of English as a Foreign Language internet-based test (TOEFL IBT) with a minimum score not less than 46;
- Cambridge English: Advanced (Certificate in Advanced English) with a minimum score not less than 162;
- Pearson Test of English Academic (PTE Academic) with a minimum score not less than 42;

You do not need to provide evidence of an English test score if one of the following applies:

- you are a citizen and hold a passport from UK, USA, Canada, NZ or Republic of Ireland
- you are an applicant who is a Foreign Affairs or, Defence sponsored student or a Secondary Exchange student (AASES)
- you are enrolled in a principal course of study that is a registered school course, a standalone English Language Intensive Course for Overseas Students (ELICOS), a course registered to be delivered in a language other than English, or a registered post-graduate research course
- you have completed at least 5 years' study in English in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland
- in the 2 years before applying for the student visa, you completed, in Australia and in the English language, either the Senior Secondary Certificate of Education or a substantial component of a course leading to a qualification from the Australian Qualifications Framework at the Certificate IV or higher level, while you held a student visa.

In order to improve all students' level of English language proficiency it is encouraged that all staff and students speak English when on school premises or accommodation.

Enrolment

The following documents must be submitted for enrolment:

- Completed Enrolment Form, including the Pilot Training Agreement;
- A Class 1 or Class 2 Aviation Medical Certificate conducted by a CASA Approved Designated Aviation Medical Examiner (DAME), or equivalent;
- Certified copy of Passport;
- Photographs x 4;
- Your personal details;
- Details of Next of Kin to be contacted in the case of emergency

ESOS Framework

Australia's laws promote quality education and consumer protection for overseas students.

These laws are known as the ESOS framework and they include the *Education Services for Overseas Students (ESOS) Act 2000* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <https://cricos.education.gov.au/>

CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Your rights:

- The ESOS framework protects your rights, including:
- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money.
- You should keep a copy of your written agreement.
- Your right to get the education you paid for.

The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to provide your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey.

These standards cover a range of information you have a right to know and services that must be offered, including:

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer is for overseas students
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- If attendance will be monitored for your course, and
- A complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course but has not completed six months of the final course of study you plan to undertake in Australia.

If you want to transfer beforehand you need your provider's permission.

If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

Evidence

In general, basic forms of skills evidence include:

- Direct performance evidence current or from an acceptable past period from:
- Extracted examples within the workplace;
- Natural observation in the workplace; and
- Simulations, including competency and skills tests, projects, assignments.
- Supplementary evidence, from:
- Oral and written questioning;
- Personal reports; and
- Witness testimony.

Flexible Training and Assessment

We customise our training and assessment strategies to meet your specific needs (within reason).

If you are having difficulty achieving competency in any UOC please discuss the matter with your trainer or assessor and where possible alternative training and assessment strategies will be provided to you.

Full Time Study

Australian law requires International students to complete study within the length of the Confirmation of Enrolment (CoE), where the CoE does not exceed the registered course duration.

A course may be extended where an intervention strategy has been implemented.

Courses conducted at AAPAV are on a full-time basis only.

Minimum contact is twenty (20) hours per week.

You will be rostered in accordance with CAO 48.1 Appendix 6 which permits up to twelve (12) hours duty per day and up to fifty (50) hours flight time in any two-week period.

Graduation

Once you have successfully completed all of the units of competency required by your course, you will receive your qualification(s).

The Diploma lists the qualification gained and all of the individual units that make up the course.

This is an important document and should be stored carefully.

You will have to present it if you are applying for courses at any other Registered Training Organisation.

It may also be required by an employer or other person if you have applied for and been granted an extension or variation to your Visa.

Incomplete Qualification

If you leave the course without completing or being deemed competent in all of the units of competency, you will be entitled to be issued with a Statement of Attainment.

This is a list of those units that you have been assessed as competent.

Intervention Strategy Policy

Intervention strategy for students studying in Australia on a student visa who have not made satisfactory academic progress

Intent

This document outlines AAPAV intervention strategy for students studying in Australia on a student visa who have not made satisfactory academic progress.

Scope

This document applies to all international students studying in Australia on a student visa.

Intervention Strategy

AAPAV monitors students' academic performance at the end of each review period.

At this time, students are assessed as to whether or not they have achieved satisfactory academic progress.

A review period is the equivalent of each stage of training and additionally at any time should the situation warrant it. Sponsor Airlines may request reviews in their own time or stages.

AAPAV employs an Intervention Strategy to assist students who have not made satisfactory academic progress, with the aim of enabling students to manage their studies successfully and maintaining satisfactory academic progress in future teaching periods.

An Intervention Strategy can be one of the following formats:

Intervention Strategy 1 – Standard

Students assigned an academic status of 'at risk' or who failed more than 50% of their subjects in the previous review period are advised by the Head of Operations of the support services and resources available to help students improve their academic performance.

Students are strongly encouraged to make use of these services and resources in order to improve their academic performance in subsequent teaching periods.

Students are strongly encouraged to meet with the Head of Operations for further advice on support services and resources and to develop a Performance Plan (see Intervention Strategy 2, below).

Intervention Strategy 2 – Performance Plan (Optional)

Where a student whose status is 'at risk' or who failed more than 50% of their subjects in the previous review period responds to the Head of Operations request, a Performance Plan will be developed.

The Performance Plan may involve, for example, a specified subject enrolment, accessing support provided by a particular support service, attendance at a workshop(s) in order to best address the individual issues affecting a students' academic performance.

Intervention Strategy 3 – Intervention Plan (Mandatory)

Students who have been permitted to continue their enrolment after submitting a 'Statement of Reasons' may have conditions imposed on their enrolment.

Notwithstanding Intervention Strategy 1, 2 & 3 AAPAV reserve the right to activate an intervention strategy at any time during a student's training.

In addition, all students studying in Australia on an international student visa who have been permitted to continue their enrolment after submitting a 'Statement of Reasons' are required to meet with the Head of Operations to develop an Intervention Plan.

The requirements of the Intervention Plan will be in addition to any conditions imposed on a student under the terms of this Policy.

An Intervention Plan may include:

- English language support for verbal and written comprehension;
- Assistance with academic skills such as essay and report writing, meeting assessment requirements and research skills;
- Attending a study group;
- Counseling with the Student Affairs Administrator for assistance with personal issues affecting course progress;
- Counseling with Ground Training Manager for assistance with academic learning;
- Opportunity for reassessment;
- Changing courses;
- Mentoring by the teacher or nominated student;
- Referral to external organisations for assistance;
- Reduction in course load; and
- Any combination of the above.

An Intervention Plan is a mandatory intervention strategy that will be evaluated at the end of the subsequent enrolment period to assess compliance.

The Intervention Strategy must be recorded and placed in the students' file.

Students will be required to sign their Intervention Plan and a copy of the plan will be placed on the students' file.

Non-compliance with the Intervention Plan will be taken into consideration in decisions regarding further enrolment in the course.

Language, Literacy and Numeracy

Should language, literacy and numeracy become an issue the Head of Operations will contact you to discuss your requirements and may suggest completing an external LLN bridging course.

Meeting Course Requirement and Maintaining Attendance

In addition to the Student Visa Requirements regarding attendance and academic AAPAV provides students with the necessary support and encouragement to complete the course on time.

We understand not all students achieve the required competencies at the same rate therefore your instructor will individually manage and tailor your training program, with advice from the Head of Operations, to ensure you achieve your competencies within the course time frame.

Nominal Length of Course

AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) - 60 weeks.

AVI50519 Diploma of Aviation (Instrument Rating) - 10 weeks.

Recognition and Credit

You are offered the opportunity to apply for recognition of existing skills prior to the course commencement.

AAPAV recognises qualifications and Statements of Attainment issued by other registered training organisations.

An application for Recognition can be made on the Recognition Kit Form available from the RTO Manager.

The recognition process allows participants to apply for recognition or credit for previous study that match the learning outcomes of specific units within their course.

Any appropriate existing competency and/or qualification(s) issued by a bona-fide RTO are recognised under:

Recognition of qualifications:

- Qualifications and Statements of Attainment issued under the Australian Qualifications Framework qualifications by another RTO are recognised under "National Recognition".

Recognition of prior learning (RPL):

- The acknowledgement of a person's skills and knowledge acquired through previous training, work or life experience, which may be used to grant status or credit in a subject or module.
- It can lead to a full qualification in the VET sector. (NCVER).
- In the context of flying training RPL will include document-based evidence.

Recognition of current competencies (RCC):

- The assessment of a person's current capacity to perform; it applies if an individual has previously successfully completed the requirements for a unit of competency or a module and is now required to be reassessed to ensure that the competence is being maintained.
- In the context of flying training an RCC assessment will include an in-flight check flight.

Credit:

- Course credit is available for units of competency offered by the Registered Training Organisation and listed on <https://training.gov.au>
- Credit transfer applies to situations where students have completed at another Registered Training Organisation a unit of competency identical to those they are currently enrolled in.
- An application for course credit can be made on Credit Transfer Form, available from the RTO Manager or the RTO Administrator

Transferring Between Registered Providers

AAPAV will not knowingly enrol an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course except where any of the following apply:

- The releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered;
- The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider;
- The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS; or
- Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

Should the releasing registered provider agree to the overseas student's release, prior to the overseas student completing six months of their principal course and recorded the date of effect and reason for release in PRISMS, AAPAV must follow and document the process below for assessing the overseas student transfer request.

The process must be made available to staff and the overseas student, and outline:

- The overseas student is to lodge a written request to transfer, including that they must provide a valid enrolment offer from another registered provider;
- AAPAV is to determine the circumstances in which the registered provider will grant the transfer request because the transfer is in the overseas student's best interests, including but not limited to where AAPAV has assessed that:
 - The overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Overseas student visa requirements);
 - There is evidence of compassionate or compelling circumstances;

- The releasing registered provider fails to deliver the course as outlined in the written agreement
- There is evidence that the overseas student's reasonable expectations about their current course are not being met;
- There is evidence that the overseas student was misled by the releasing registered provider or an education or migration agent regarding the releasing registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives;
- An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
- The circumstances which AAPAV considers as reasonable grounds to refuse the transfer;
- A reasonable timeframe for assessing and replying to the overseas student's transfer request having regard to the restriction period.

AAPAV does not accept students under 18 years of age:

If a release is granted, it must be at no cost to the overseas student and the releasing registered provider must advise the overseas student to contact Immigration to seek advice on whether a new student visa is required.

If AAPAV intends to refuse the transfer request, they must inform the overseas student in writing of:

- The reasons for the refusal
- The overseas student's right to access AAPAV complaints and appeals process, in accordance with Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Complaints and appeals), within 20 working days.

AAPAV will not finalise the student's refusal status in PRISMS until the appeal finds in favour of AAPAV or the overseas student has chosen not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process.

AAPAV will maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

Once an application is assessed and a decision is made by the Head of Operations to grant the students' request for transfer, the RTO Manager will inform the student of the decision in writing, and if successful send the following information to the student:

- Letter of Offer;
- Enrolment Application;
- Pilot Training Contract;
- International Student Handbook / Student Handbook;
- Credit Transfer Application; and
- Recognition Information Kit.

Chapter 5 – Complaints and Appeals

Complaints & Appeal Policy

AAPAV has a complaints policy to manage and respond to allegations involving the conduct of:

- AAPAV, its trainers, assessors or other staff;
- A third-party providing services on AAPAV behalf, its trainers, assessors or other staff; or
- student of AAPAV.

AAPAV has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by AAPAV or a third-party providing services on AAPAV's behalf.

AAPAV complaints policy and appeals policy:

- Ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;
- Sets out the procedure for making a complaint or requesting an appeal;
- Ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and
- Provides for review by an appropriate party independent of AAPAV and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fails to resolve the complaint or appeal.

Where AAPAV considers more than 60 calendar days are required to process and finalise the complaint or appeal, AAPAV:

- Informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- Regularly updates the complainant or appellant on the progress of the matter.

AAPAV:

- Securely maintains records of all complaints and appeals and their outcomes; and
- Identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Where AAPAV is an employer whose students solely consist of its employees and does not charge fees for the training and/or assessment, the employees will have access to this complaints and appeals process.

AAPAV will make available to all overseas students, free and easily accessible information about the complaints handling and appeals process and policy.

AAPAV internal complaints handling and appeals process:

- Includes a process for the overseas student to lodge a formal complaint or appeal if a matter cannot be resolved informally;
- Includes that AAPAV will respond to any complaint or appeal the overseas student makes regarding his or her dealings with AAPAV, AAPAV education agents or any related party the registered provider has an arrangement with to deliver the overseas student's course or related services;
- Commence assessment of the complaint or appeal within 10 working days of it being made in accordance with AAPAV complaints handling and appeals process and policy, and finalise the outcome as soon as practicable;
- Ensure the overseas student is given an opportunity to formally present his or her case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings;
- Conduct the assessment of the complaint or appeal in a professional, fair and transparent manner;
- Ensure the overseas student is given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome;
- Keep a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome.

If the overseas student is not successful in AAPAV internal complaints handling and appeals process, AAPAV must advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process at minimal or no cost. AAPAV must give the overseas student the contact details of the appropriate complaints handling and external appeals body.

If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student, AAPAV must immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the overseas student of that action.

Informal Process

Where possible a non-formal attempt shall be made to resolve a complaint.

This may include advice, discussion, and general mediation in relation to the issue.

Any staff member may be involved in this informal process to resolve a complaint but once a student has elevated the matter to a formal complaint the following procedures will be followed.

General Complaints

Any student, potential student, or third party may submit a formal complaint to AAPAV with the reasonable expectation that all complaints will be treated with integrity and privacy.

A complaint may be a complaint against:

- AAPAV, its trainers, assessors or other staff;
- A third-party providing services on the RTO's behalf, its trainers, assessors or other staff; or
- A student of the RTO.

There is no cost for the complaints process unless it is referred to a third party.

AAPAV ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process, maintains a supportive and fair environment, which allows training participants to appeal their assessments or recognition decisions within one week of being notified of the decision or within 4 weeks of the assessment date, whichever is longer.

A student wishing to submit a formal complaint or appeal can do so by completing in writing the 'Complaints and Appeals Form' and state their case providing as many details as possible.

All formally submitted complaints or appeals are submitted to the Head of Operations.

Complaints are to include the following information:

- Submission date of complaint;
- Name of complainant;
- Nature of complaint;
- Date of the event which lead to the complaint; and
- Attachments (if applicable).

A formal complaint is to be entered into the Complaints and Appeals Register.

The following information is contained in the Complaints and Appeals Register:

- Submission date of complaint;
- Name of complainant;
- Description of complaint / appeal
- Determined Resolution; and
- Date of Resolution.

A student may be assisted or accompanied by a support person regardless of the nature of the complaint throughout the process at all times.

Students may be required to present their case in person.

The appeal process will commence immediately after the complaint has formally been acknowledged.

The Head of Operations shall then refer the matter to the appropriate staff to resolve or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

Should a complaint or appeal to longer than sixty (60) calendar days to process and finalise AAPAV will:

- Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- Regularly update the complainant or appellant on the progress of the matter.

The total duration from the complaint or appeal event to conclusion should not exceed six weeks.

Once a decision has been reached the Head of Operations shall inform all parties involved of any decisions or outcomes that are concluded in writing.

Within the notification of the outcome of the formal complaint the students shall also be notified that they have the right of appeal.

To appeal a decision AAPAV must receive in writing grounds of the appeal.

Students are referred to the appeals procedure.

The Head of Operations shall ensure AAPAV will act immediately on any substantiated complaint.

If the complaint or appeal process results in a decision that supports the student, AAPAV must immediately implement any decision and/or corrective and preventative action that is required and advise the student of the outcome.

The Head of Operations will place copies of all documentation, outcomes and further action required in the Complaints and Appeals Register and the Students Training File.

AAPAV will ensure that it follows the principles of fairness and natural justice in dealing with all complaints.

Appealing a Decision

All students have the right to appeal decisions made by AAPAV where reasonable grounds can be established.

The areas in which a student may appeal a decision made by AAPAV may include:

- Assessments conducted;
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment; and
- Or any other conclusion / decision that is made after a complaint has been dealt with by AAPAV in the first instance.

To activate the appeal process the student is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon.

The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from the Student Affairs Administrator.

The Head of Operations shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.

The Head of Operations shall ensure that AAPAV acts on any substantiated appeal.

General Appeals

Where a student has appealed a decision or outcome of a formal complaint, they are required to notify AAPAV in writing within 20 working days of the grounds of their appeal.

Any supporting documentation should also be attached to the appeal.

The appeal shall be lodged through the Head of Operations who shall ensure the details of the appeal are added to the Complaints and Appeals Register.

The student shall be notified in writing of the outcome with reasons for the decisions, and the 'complaints and appeals register' updated.

The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome.

The student is required to notify AAPAV should they wish to proceed with the external appeals process.

Assessment Appeals

Where a student wishes to appeal an assessment, they are required to notify their assessor in the first instance.

Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained.

The assessor shall complete a written report regarding the reassessment outlining the reasons why assessment was or was not granted.

If this is still not to the student's satisfaction the student shall formally lodge an appeal by submitting a Complaints and Appeals form outlining their reasons for the appeal.

A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'.

The third party shall be another assessor appointed by AAPAV.

The student shall be notified in writing of the outcome with reasons for the decision, and the 'complaints and appeals register' updated.

The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome.

The student is required to notify AAPAV if they wish to proceed with the external appeals process

External Appeals

If a student is still dissatisfied with the decision of AAPAV, a student may wish to escalate the matter.

Appeals can relate to assessment decisions, but they can also relate to other decisions, such as a decision to exclude a student from a program.

Students should be encouraged to resolve complaints and appeals through the established complaint and appeals mechanisms.

Where a decision or outcome is in favour of the student AAPAV shall immediately implement any decision and/or corrective and preventative action required from the third-party mediator to satisfy the student's appeal as soon as practicable and advise the student of the outcome.

External independent mediators are available to the student at AAPAV cost.

Whilst an external appeal is underway the student may continue with their training as normal.

Independent Mediators are company approved independent mediators and are listed below for clarity.

Australian Skills Quality Authority	https://www.asqa.gov.au/ 1300 701 801
Overseas Student's Ombudsman	https://www.ombudsman.gov.au/How-we-can-help/overseas-students 1300 362 072
Law Institute of Victoria	https://www.liv.asn.au/ +61 3 9607 9311
Australian Mediation Association	https://ama.asn.au/ 1300 633 428
Ballarat Legal Resolution Services	https://ballaratlegal.com.au/ +61 3 5332 8220

Expulsion

AAPAV reserves the right to expel students for serious breaches of discipline following appropriate AAPAV disciplinary procedure.

Students who breach a policy or procedure published in the AAPAV Safety Management Systems Manual, or wilfully deviate from an authorized operation other than in the interests of safety may face disciplinary action or expulsion.

Students who are unable to meet and maintain the minimum safety standard promulgated in the Civil Aviation Safety Regulations Part 61 Manual of Standards at the appropriate point in their training may be subject to a performance review which may recommend remedial training.

After receiving remedial training students who are still unable to meet and maintain the minimum safety standard promulgated in the Civil Aviation Safety Regulations Part 61 Manual of Standards may face cancellation of training in the interests of safety.

Training provided on behalf of a sponsor airline may be cancelled by the airline.

AAPAV will notify the Department of Home Affairs (DoHA) via PRISMS.

Notification to Report

When an international student fails to meet the course progress requirements in two consecutive review periods, they will be sent a letter warning them of intention to report them to the Department of Education via PRISMS for unsatisfactory course progress.

The student will be advised in writing that they have 20 working days to make an appeal in accordance with Complaints and Appeals Policy and Procedure.

In the event a student lodges an appeal the student will only be reported when the appeal process is completed.

AAPAV will, and students must, maintain the course enrolment during the appeal process.

Student Grievance Resolution

Purpose

AAPAV recognises that students who conduct training and study at the Academy have the right to have their grievance dealt with in a fair, just and prompt manner based on a policy and procedure that is accessible, effective and easily understood.

A grievance will be dealt with on a professional level, without bias or prejudice, in a balanced and confidential manner.

A student wishing to proceed with this procedure must do so as close as possible to the incident or issue taking place and should have exhausted all other means of resolving the complaint.

Scope

This policy applies to all course students (resident or non-resident), Flight Instructors, Grading Course students and Finesse trainee's enrolled at AAPAV.

This policy does not apply to AAPAV non-flying staff.

Definitions

Grievance	AAPAV defines a grievance as any situation where a student or students decide that they need a complaint to be resolved in a formal manner resulting from distress, from a serious concern or disagreement, serious discomfort or to being unjustly treated.
Student Appeals Panel (SAP)	<p>A panel of senior staff and a student, unbiased and unrelated to the grievance that will make a judgement as to the most appropriate and fairest outcome of the appeal.</p> <p>The panel will consist of Ground Training Manager, Course Co-ordinator, Student Council Committee President and the CEO (or their designate).</p> <p>The Appeals Panels decision is final.</p>
Grievance Report Form	<p>This form is completed and signed off by the staff member managing a particular Grievance procedure Step.</p> <p>A new form is completed for each step of the procedure i.e. Step 2, 3, 4, 5.</p> <p>This form is to accompany each form from previous steps.</p>
Notice of Appeal Form	<p>This is a form completed by the student who requests to appeal the decision made by the Head of Operations in Step 5 of the Grievance Procedure.</p> <p>Issues not considered as a grievance under this definition and therefore must be resolved through existing resolution procedures.</p>

Responsibilities

The Student Affairs Administrator will ensure that the actions are carried out as per the procedure stated below.

Procedure

Maintenance Issues	<p>All maintenance related issues must be forwarded to the Student Affairs Administrator via the Maintenance Request Slip or the online ticketing system.</p> <p>Unsatisfactory outcomes may then be forwarded to the Business Manager for follow-up.</p>
Accidents/Incidents	<p>These should be reported to a member of staff or directly to the Safety Manager who will register the accident/incident on the Safety Management System and make a report at the next Flight Safety meeting (or act immediately if necessary) to discuss any action deemed necessary.</p>
Academic Results	<p>Any dispute or query regarding exam or unit outcomes must be directed to the Ground Training Manager who will make a decision through consultation with academic staff in line with existing policies and procedures outlined in the Ground Training Manual.</p>
Sexual Harassment or Intimidation	<p>Any incidents of unwelcomed sexual advances, requests for sexual favours, and other unwelcomed verbal or physical conduct of a sexual nature is to be reported to any manager who may, at the request of the complainant, have the issue resolved between both parties, in confidence.</p> <p>Likewise, any form of bullying or intimidation by staff or students will not be tolerated and can be reported and resolved by contacting a manager.</p> <p>If counselling and/or resolution and/or disciplinary action are requested, then the Student Affairs Administrator may be approached by either gender at any time.</p>
Recording and Communication	<p>All incidents of a reported grievance, beyond Step 1 of the grievance resolution procedure, are to be recorded on the Grievance Report Form, with a copy of the report to be given to all parties concerned at each level.</p> <p>The form records all details related to information given at a particular level in the grievance resolution procedure.</p> <p>A new form is completed each time at each step being.</p> <p>This form is completed and signed by the complainant and the Manager (mediator) responsible for resolving a particular grievance Step.</p>

Confidentiality	<p>All aspects of any grievance will be kept confidential with only those staff and students directly involved in the grievance procedure to be informed in confidence.</p> <p>The complainants (students) Airline/employer will be notified of the grievance in consultation and with agreement by the student.</p>
Informal and Formal Procedure	<p>Informal - This is where a grievance resolution is resolved in Steps 1 to 3 of the Grievance Procedure Form.</p> <p>Formal - This is where a grievance is taken to a second level, which consists of Steps 4, 5 as well as the Notice to Appeal Procedure.</p> <p>This level involves the Head of Operations and then, if necessary, the Appeals Panel involvement, which in turn, results in the CEO being involved.</p>

Documentation

- Student Grievance Report Form
- Student Notice of Appeal Form

Flowchart of Student Grievance Procedures

1	If possible, discuss and come to an agreement with the person involved with the dispute. If this is not possible, for any reason, then Step 2 should be instigated.	If resolved proceed to step 7
If unresolved proceed to step 2		
2	Contact a third party e.g. a Ground Training Manager, Head of Operations or Course Coordinator to discuss and work through your grievance and act as a mediator.	If resolved proceed to step 7
If unresolved proceed to step 3		
3	Contact the Student Affairs Administrator who will instigate an informal discussion and interview with all parties involved in the grievance so far and facilitate an outcome that will satisfy all parties.	If resolved proceed to step 7
If unresolved proceed to step 4		
4	The Student Affairs Administrator will arrange an interview for the student with the Head of Operations who will reply in writing with a decision regarding the grievance within 5 working days of the meeting date.	If resolved proceed to step 7
If unresolved proceed to step 5		
5	Notify the Head of Operations in writing (see Notice to Appeal) that you would like to Appeal this decision. This will need to be done within 5 working days of receiving the Head of Operations decision. The Head of Operations will convene the Appeals Panel who will meet within 5 working days of receiving the Notice to Appeal.	If resolved proceed to step 7
If unresolved proceed to step 6		
6	The Appeals Panel will meet with all parties involved with the dispute and make a final decision, in writing, concerning the grievance within 10 working days of the Panel meeting. The decision will have arrived from all the facts put forward from all parties. The Panel decision will be final.	If resolved proceed to step 7
7	Grievance Resolved	

Chapter 6 – Fees

General Policy

Where AAPAV collects fees from the individual student, either directly or through a third party, AAPAV will provide, or direct the student to, information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- All relevant fee information including:
 - Fees that must be paid to AAPAV; and
 - Payment terms and conditions including deposits and refunds;
- Your rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- Your right to obtain a refund for services not provided by AAPAV in the event the:
 - Arrangement is terminated early; or
 - AAPAV fails to provide the agreed services.

Where there are any changes to agreed services, AAPAV advises you as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

Domestic Students

Fees

AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)	AUD\$70,000
AVI50519 Diploma of Aviation (Instrument Rating)	AUD\$21,000
Material Fee	no charge

AAPAV reserves the right to change the Course Fee without notice in the event of a variation due to rise and fall.

The Australian Domestic Student Course Fee will be confirmed on the students written Letter of Offer.

Payment Terms

AAPAV may accept payment of no more than AUD\$1,000 from each individual Australian Domestic student prior to commencement of the course.

Following course commencement AAPAV may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed AUD\$1,500.

For Australian Domestic Students AAPAV has a 'Tuition Payment in Arrears' Agreement.

The 'Tuition Payment in Arrears' agreement is an undertaking between AAPAV and the student that, for the course nominated in the agreement, no tuition fees will be payable in advance, but will be payable after each agreed part of a course has been provided

AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)

The course comprises four modules:

- Each module is broken down into 37 discrete flying training events;
- Payment must be made at the completion of each of the 37 discrete flying training events which make up each module; and
- The total amount payable for each module is outlined below:

Ab-initio	\$17,500
Recreational Pilot Licence	\$17,500
Private Pilot Licence	\$17,500
Commercial Pilot Licence	\$17,500
TOTAL	\$70,000

AVI50519 Diploma of Aviation (Instrument Rating)

The course comprises two modules:

- Each module is broken down into 10 discrete flying training events;
- Payment must be made at the completion of each of the 10 discrete flying training events which make up each module; and
- The total amount payable for each module is outlined below:

20 Hours Simulator Training	\$8,000
20 Hours In-flight Training	\$13,000
TOTAL	\$21,000

Guarantee

AAPAV has a Credit Transfer Agreement with other CRICOS registered 'alternative providers' to provide your training in the event AAPAV is unable to provide the course in full or is in Provider Default.

AAPAV is in 'Provider Default' when they:

- Do not offer a course on the advertised start date;
- Terminates a course after the course start date and before the course completion date; or
- Does not provide a course as advertised due to sanctions by authorities

Should AAPAV be in 'Provider Default' then AAPAV will have you placed with another training provider offering the same course.

You will be offered recognition for that part of the course you have already completed.

You will not be required to pay any additional fees.

The alternate providers will recognise statements of attainment for all core, elective and optional units achieved.

The alternative providers are:

- AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)
 - Australian Airline Pilot Academy Pty Ltd, CRICOS ID 03181K, Don Kendell Drive, Wagga Wagga Airport, Forest Hill NSW 2651
- AVI50519 Diploma of Aviation (Instrument Rating)
 - Australian Airline Pilot Academy Pty Ltd, CRICOS ID 03181K, Don Kendell Drive, Wagga Wagga Airport, Forest Hill NSW 2651

Additional Fees

The Course Fee includes all learning materials, CASA documents, Air services Australia documents, face to face classroom tuition, miscellaneous pilot and air navigation equipment and uniform and simulator and aircraft flying training to pass the Units of Competency and the CASA flight tests for the award of the qualifications within the course time frame.

Should you be determined not yet competent at the completion of the course or during the progress of the course request any of the following items then an additional invoice will be provided to you for the provision of the goods or service at the then current published rate:

- Repeat flight lessons already delivered;
- Repeat flight tests or exams already delivered;
- Repeat classroom tuition already delivered; and
- Resit CASA ASL examination fee.

Application for issuance of replacement qualification testamur can be made directly to the RTO Manager.

A fee of AUD\$50 will apply.

International Students

Fees

AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)	AUD\$70,000
AVI50519 Diploma of Aviation (Instrument Rating)	AUD\$21,000
Material Fee	no charge

AAPAV reserves the right to change the Course Fee without notice in the event of a variation due to rise and fall.

The International (Individual) Student Course Fee will be confirmed on the students written Letter of Offer.

Payment Terms

Payment terms are specific to the individual and/or airline sponsor contract(s).

Guarantee

International student pre-paid fees are protected under the Tuition Protection Service.

The Tuition Protection Service or TPS is a placement and refund service for international students.

The TPS is like insurance cover with premiums based on risk.

It aims to place students in an alternative course first and pay refunds only as a last resort.

The premiums are paid by AAPAV and are included in your course cost.

The TPS includes strengthened governance arrangements for greater accountability to Government.

Additional Fees

The Course Fee includes all learning materials, CASA documents, Air services Australia documents, face to face classroom tuition, miscellaneous pilot and air navigation equipment and uniform and simulator and aircraft flying training to pass the Units of Competency and the CASA flight tests for the award of the qualifications within a timely manner within the course time frame.

Should you be determined not yet competent at the completion of the course or during the progress of the course request any of the following items then an additional invoice will be provided to you for the provision of the goods or service at the then current published rate:

- Repeat flight lessons already delivered
- Repeat flight tests or exams already delivered
- Repeat classroom tuition already delivered
- Resit CASA ASL examination fee

Application for issuance of replacement qualification testamur can be made directly to the RTO Manager. A fee of AUD\$50 will apply.

Airline sponsored students may have additional fees from their respective Airlines and should contact them directly.

Refund Policy

Should the course not start on the agreed starting day, not be delivered to you in full, you do not start the course on the agreed starting day or you withdraw from the course before completion then you, the trainee, will be entitled to a full refund less any amounts outstanding.

If, however you are asked to leave AAPAV because of non-payment of course fees, breach of your student visa condition or breach of your Individual or Airline Sponsor Contract conditions (which includes misconduct) then you will be entitled to a refund less any amounts outstanding and Administrative fees.

AAPAV will be in Provider default should any of the following occur:

- The course does not start on the agreed starting day; or
- The course ceases to be provided at any time after it starts but before it is completed; or
- The course is not provided in full to the student because a sanction has been imposed on AAPAV by the authority and the student has not withdrawn before the default day.

As a member of the Tuition Protection Scheme (TPS) if AAPAV is unable to fulfil its obligations to complete a course, the learner will be offered at no cost enrolment in another TPS member college.

If the above is not possible, AAPAV must pay a refund of the unspent tuition fees to the learner within fourteen (14) days of the default day. A statement that explains how the refund amount has been calculated will be provided.

The trainee will be in Student default should any of the following occur:

- The course starts on the agreed starting day, but the trainee does not start the course on that day (and has not previously withdrawn); or
- The trainee withdraws from the course (either before or after the agreed starting day); or
- AAPAV refuses to provide, or continue providing, the course to the trainee because of one or more of the following events:
 - The trainee failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;
 - The trainee breached a condition of his or her student visa;
 - Misconduct or negligent safety violations.

Agreed starting day means the day on which the course was scheduled to start, or a later day agreed between AAPAV for the course and the trainee.

Default day means:

- The agreed starting day; or
- The day on which the course ceased to be provided; or
- The day on which the trainee withdraws from the course; or
- The day on which AAPAV refuses to provide, or continue providing, the course to the trainee.

Events of Termination:

The trainee may terminate this agreement upon the occurrence of provider default, by giving written notice of such termination to AAPAV.

AAPAV may terminate this Agreement upon the occurrence of student default or any of the following events without any liability, by giving written notice of such termination to the trainee:

- The trainee's initial visa is refused by the relevant immigration authorities where training will be conducted.
- Trainee failure to provide documentary evidence of visa approval to AAPAV.
- The trainee's initial Aviation Reference Number (ARN), Aviation Identification Card (AVID) or Aviation Security Identification Card (ASIC) of the trainee is rejected by CASA.
- A Force Majeure event continues for a period exceeding thirty (30) days or the trainee becomes incapacitated for more than accumulative period of thirty (30) days during the duration of the Training Programme.
 - "Incapacitated" means any physical, mental or other disability rendering the trainee incapable of performing his duties or continuing the Training Programme.
- The trainee is in material breach of a term of this Agreement.
- Repeated breaches of a term shall be considered such a material breach.

In the event of termination due to provider default:

- If the total Training Fee paid by the trainee (including any course money collected by education agents on behalf of AAPAV) exceeds the Training Services charges till date of termination, the trainee will be entitled to a refund to the extent of such excess.
- Refunds will be made within fourteen (14) days from the receipt of termination notice.
- The trainee must make additional payment for the shortfall if the total Training Fee paid by the trainee is less than the Training Services charges till date of termination.

In the event of termination due to student default:

- The trainee will be entitled to a refund if the total Training Fee paid by the trainee (including any course money collected by education agents on behalf of AAPAV) exceeds the total of the following:
 - The Training Services charges to date of termination plus any administrative fees.
- Refunds will be made within 60 days from the receipt of termination notice.
- The trainee must make an additional payment for the shortfall if the total Training Fee paid by the trainee is below the total of the following:
 - The Training Services charges to date of termination plus any administrative fees.

No refunds will be paid to a third party unless it is indicated at the time the refund application is lodged, that any refunds due are payable to a third party.

Refund application:

The request for refund is to be made in writing to the Principal.

AAPAV endeavours to make payment of refunds within 28 days of receipt of application for refund.

This policy and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Chapter 7 – Flying Operations

Ballarat Airport



Airside Access

“Airside” refers to all aircraft movement area, including refuelling and parking area.

Only flight crews and passengers (under escort) are allowed to enter the airside, all measures should be taken to ensure the safety, and security is maintained.

Do not let anyone other than AAPAV staff/students access the airside unless permission is given from a staff member.

If you are escorting someone airside, brief them carefully about potential hazards and never leave anyone unescorted on the airside.

Hi-visual vests must be worn on Airside at all times.

Before each flight, make sure the aircraft is thoroughly inspected in accordance with the Operating Procedures and relevant regulations.

Pay particular attention to the windscreen, which should be clean prior to departure.

Note that the windscreens are made of plastic (not glass) and are therefore very easily scratched.

Students are expected to take good care of the aircraft.

This includes using a sponge to clean bugs from the front of the aircraft after each flight, keeping the interior clean, fitting control locks and tying the aircraft down after each flight.

It may happen that the aircraft is unintentionally damaged in some way.

This could include over speeding the engine, exceeding the maximum flap extension speed or a heavy landing. **Reporting damage is mandatory at AAPAV.**

Aircraft Access

Students are not to access aircraft unless as part of a scheduled activity or if specifically authorized by an AAPAV Flying instructor.

Out of hours access to aircraft will only be provided if arrangements are made in advance with operations staff.

Smoking, or the act of procuring a naked flame, is not permitted on or within 15 metres of any aircraft operated by AAPAV at any time.

Solo Flights

When students are authorised to conduct a solo flight, the flight must be conducted precisely as authorised.

Breaches of authorisation include flying on unplanned routes or to unplanned airfields, low flying, and unauthorised carriage of passengers or any other unauthorised activity.

This requirement is specifically stated in the AAPAV Operations Manual as follows:

- *“Any departure from the specified instructions or conditions relating to the flight will result in the flight being classified as unauthorised and therefore liable to further action by the School management and/or the Authority.”*

Students need to be aware that any unauthorised aircraft activity will be treated extremely seriously by all at AAPAV and sponsoring airlines will be informed.

An intentional breach of authorisation may result in termination of your training.

It is acceptable to deviate from authorisation for safety reasons, such as bad weather, failing light or other unforeseen events that necessitate a deviation.

In such circumstances, you will not be liable for any of the penalties provided that you notify the authorising instructor or AAPAV Operations immediately after landing.

Induction on Arrival

Orientation is conducted on the first day of course commencement.

Its purpose is to fully inform new students of most aspects of life at the Academy and provide an introduction to studying, Ballarat's costs of living, transportation, facilities and accommodation.

In addition, our staff will be introduced, a tour of the provider and the local area will take place and an opportunity to ask questions will be given.

Your site induction will include the following subjects with a record made on your Site Induction Record for International and Local Students:

- Site Safety induction;
- Site security briefing;
- Orientation to the area;
- Academic progress;
- Further study options that are available during and after the course of study;
- Accommodation options available with the active support of the AAPAV Student Affairs Administrator.

Identify the important members of staff because you may need to talk with them later. Introduce yourself to the Student Affairs Administrator - you may need them in a hurry!

Chapter 8 – Rights and Responsibilities

Attendance

You are enrolled at a Registered Training Organisation.

Training is delivered face to face in a classroom setting or an aeroplane cockpit.

There is no distance nor online course delivery.

Minimum attendance is 80% of scheduled classes and practical sessions.

Absenteeism of three (3) consecutive days or greater must be reported to the RTO Manager for assessment.

Absenteeism is reported in PRISMS.

An attendance register records duty period.

Minimum contact is 20 hours per week.

It is a breach of these procedures to:

- Sign for another student;
- Allow another student to sign for you;
- Sign but not to note the time of attendance; and
- Sign for only the entry or exit of a class.

Classroom Protocol

In order to pay proper respect to staff and other official AAPAV guests / visitors and other students, the following procedure will be followed:

- Drinks and food are prohibited in the classrooms, with the exception of water;
- Mobile phones are to be on silent and in pockets at all times;
- Students must be alert and attentive at all times;
- No hats to be worn in classrooms; and
- The classroom must be kept neat and tidy at all times.

Being on time is extremely important.

Regular lateness will not be tolerated, and disciplinary action will be taken.

Monitoring Course Progress

AAPAV is required to monitor and record student academic progress throughout their chosen course.

This policy is in place to ensure course progress for students enrolled in courses delivered face-to-face are regularly monitored to ensure their course is progressing satisfactorily towards expected completion.

This policy applies to:

- International students enrolled at Ballarat Airport Campus; and
- Domestic students enrolled at Ballarat Airport Campus.

AAPAV provides high quality educational services and applies its policy and procedures according to the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

AAPAV will systematically monitor your progress and will counsel students who are at risk of failing to meet their course progress requirements.

Students' needs will be systematically assessed, and students will be provided access to relevant learning support including assistance with language, literacy and numeracy.

Course Progress is monitored on a regular basis and students who are identified having difficulty are offered a range of support options.

When a student does not meet course progress requirements for two consecutive review periods they may be reported via PRISMS and this may result in their enrolment not being continued and/or their CoE being cancelled.

Reporting to the Department of Home Affairs only applies to International Students. Domestic students may have their enrolment cancelled should they not meet course progress requirements as outlined in this policy.

The RTO Manager is responsible for the implementation of the course progress and intervention strategies.

In order to ensure a student's course progress in courses delivered, AAPAV will monitor all students' academic performance.

AAPAV follows its procedures to assist students in meeting their course progress requirements.

Progress will be assessed at the end of every period (or earlier if identified as being at academic risk).

Students are expected to achieve the following in order to meet the satisfactory course progress requirements and be allowed to continue in the next term without restriction:

- An outcome of Competent in at least 50% or more of the units for which a student is enrolled for that particular period.

The consequences of failure to meet one or more of the requirements for satisfactory progress are as follows:

Failure to achieve a final outcome of Competent in at least 50% or more of the units for which a student is enrolled for that particular term:

- Students who fail to achieve a final outcome of Competent in 50% or more of the units for which they are enrolled for that particular period will be deemed as not meeting course requirements and placed on Academic Intervention.
- Students will be required to meet with the RTO Manager to establish a program of support for their course. It is the responsibility of the student to maintain contact with the RTO Manager, as agreed within the Academic Intervention.

For students identified as being at risk of not meeting course requirements or have not met course requirements, the following support / intervention strategies will be implemented to assist the student;

- English language support for verbal and written comprehension;
- Assistance with academic skills such as essay and report writing, meeting assessment requirements and research skills;
- Attending a study group;
- Counseling with the RTO Manager for assistance with personal issues affecting course progress;
- Counseling with Head of Operations for assistance with academic learning;
- Opportunity for reassessment;
- Changing courses;
- Mentoring by the teacher or nominated student;
- Referral to external organisations for assistance;
- Reduction in course load; and
- And combination of the above.

When an intervention strategy is implemented the student will be required to meet the RTO Manager on a regular basis for follow up.

This is to be determined as part of the intervention strategy.

When an international student fails to meet the course progress requirements in two consecutive review periods, they will be sent a letter warning them of intention to report them to DoHA via PRISMS for unsatisfactory course progress.

The student will be advised in writing that they have 20 working days to make an appeal in accordance with Complaints and Appeals Policy and Procedure.

In the event a student lodges an appeal the student will only be reported when the appeal process is completed.

AAPAV will, and students must, maintain the course enrolment during the appeal process.

The RTO Manager will review this policy annually in conjunction with the CEO, or in case of legislative changes requiring amendments.

Critical Incidents

AAPAV understands the importance of meeting the obligations of its duty of care in providing the highest possible standard of health and safety for staff, students and visitors and other persons working at the academy and at Ballarat Airport.

We ensure that we are able to respond swiftly and effectively in the event of a critical incident.

All staff and external approved testing officers receive training on the actions that need to be undertaken following a critical incident involving the school and off site.

These actions include the initial response to the incident, follow-up, records of the incident and actions taken, and improvements to procedures as a consequence.

AAPAV is compliant with relevant legislation and standards so that exposure of persons to health and safety risks arising from critical incidents, at the school or off-site is avoided or minimized and physical and psychological trauma are reduced.

You may request to view the RTO Critical Incident Policy with the Student Affairs Administrator.

AAPAV have in place a CASA approved Emergency Response Plan for Aviation related Incidents and an Emergency Response Plan for non-Aviation related incidents.

Designated Aviation Medical Examiners

Company Medical Services (*male*): 233 Riversdale Rd Hawthorn East Vic 3122
Telephone: 03 9882 4242

Dr Malcolm Anderson (*male*): Aerovision Offices, Hangar 5, Ballarat Airport Vic 3355
Telephone: 0438 911 320

Driving

If you are intending to drive a motor vehicle during your stay, please note the following points:

- Airline sponsored students may have additional restrictions placed on them by their respective airlines. Students will need to contact the Student Affairs Administrator to confirm their individual airline requirements.
- Contact VICROADS to find out the required process and paperwork should you wish to drive in Victoria based on your overseas driver's license.
- The driving rules and environment may be quite different from those of your country.
- It is recommended that you familiarise yourself with a suitably qualified driving instructor before you start driving on your own.
- Students are responsible for all costs incurred whilst driving in Australia.

Employment

Should you wish to take up a casual job, up to 20 hours per week, during your training to supplement your living cost, first consult your instructor to ensure the time and workload from the casual work does not affect your training.

Then you will need to apply for a work permission on your Visa through DoHA (separate fee is payable to DoHA).

Airline sponsored students may have additional restrictions placed on them by their respective airlines. Students will need to contact the Student Affairs Administrator to confirm their individual airline requirements.

Upon completion of your training, you are expected to leave the country.

AAPAV does not make any kind of guarantee in offering an employment nor encourage migration to Australia.

Leave of Absence

Department of Home Affairs Policy

The Department of Home Affairs (DoHA) will only permit an RTO to approve leave to students for major illness, accident or other exceptional compassionate circumstances such as a death in the family.

DoHA does not accept reasons such as weddings, pregnancy, childbirth, cultural or religious activities as acceptable reasons for leave.

The period of approved leave is strictly in keeping with the reason for the leave.

Students must apply for approved leave in writing and submit supporting documentation such as a medical certificate from a registered medical practitioner, death certificate and return air tickets.

If leave is requested beyond two weeks a student will be required to defer their studies for the duration of the leave and reapply for their visa once the leave is over.

AAPAV is required to record approved leave in PRISMS.

AAPAV Policy

Subject to their sponsors / airline's approval students may be absent from AAPAV during and after working hours in the following situations however a leave form must be authorised:

Formal Leave:

- Syllabus / Curricular Leave;
- Compassionate / Emergency Leave;
- Sick Leave.

General Leave:

- Overnight Leave;
- Interstate /Overseas Leave.

Formal Leave

Official or unforeseen leave directly affecting course work.

Syllabus or Curricular Leave:

- This is planned leave, which is incorporated into the student's training curriculum under agreement with the sponsoring airline.
- The following process must be adhered to:
 - Student to complete leave form and submit to Student Affairs Administrator;
 - Student Affairs Administrator will co-ordinate with Ground Training Manager and Operations Manager;
 - Form submitted to RTO Manager for approval by CEO and respective airline;
 - Student notified of leave approval;
 - Once written approval given student can then organise their leave.

Compassionate or Emergency Leave:

- This is unplanned leave forced caused by unexpected serious occurrences of a domestic or personal nature, which require a student to be away from the Academy.
- The following process must be adhered to:
 - Student to complete leave form and submit to Student Affairs Administrator;
 - Student Affairs Administrator will co-ordinate with Ground Training Manager and Operations Manager;
 - Form submitted to RTO Manager for approval by CEO and respective airline;
 - Student notified of leave approval;
 - Once written approval given student can then organize their leave.

Sick / Medical Leave:

- This leave is for when a student needing time off from their course work due to an injury or illness which leaves them unable to attend classes or flying commitments.
- A student wanting Sick Leave must make arrangements to see a doctor and they must also contact their course instructor / course leader and Student Affairs Administrator.
- A doctor's "Medical Certificate" must be presented to the RTO Manager, Operations Manager and to the Student Affairs Administrator.
- No leave form needs to be completed as the Medical Certificate accounts for a student's time off.

General Leave

Overnight Leave (or longer):

- All students are encouraged to make full use of weekends for recreational and other outings.
- Airline sponsored students may have additional restrictions placed on them by their respective airlines. Students will need to contact the Student Affairs Administrator to confirm their individual airline requirements.
- Leave applications are necessary for all overnight or longer trips.

Interstate / Overseas Leave:

- Students are NOT permitted to travel interstate or overseas without approval.
- Airline sponsored students may have additional restrictions placed on them by their respective airlines. Students will need to contact the Student Affairs Administrator to confirm their individual airline requirements.
- A leave application must be submitted.

Day Leave

This is leave where a student wishes to leave campus but not stay out overnight.

This could range from a day out to the coast, the countryside, the city etc. (but not interstate).

Airline sponsored students may not be permitted to leave the Ballarat area without approval.

Requests for approval can be made through the Academy who will seek permission from the Airline/Sponsor if necessary.

Airline sponsored students may have additional restrictions placed on them by their respective airlines. Students will need to contact the Student Affairs Administrator to confirm their individual airline requirements.

Scheduling must be informed via email of student whereabouts at least 24 hours prior to the date of leave.

Students must notify the Student Affairs Administrator via text message and receive a response before leaving the accommodation for day leave.

This allows staff access to information of your whereabouts if an emergency or crisis situation arises.

Airline Approval for Leave

Your Airline/Sponsor may have additional restrictions and procedures for applying for leave.

These additions to Academy policy will be enforced.

Most Airlines do not allow their students to leave the Ballarat City area without their consent.

Please see the Student Affairs Administrator to clarify your airlines/sponsors additional leave restrictions.

Medical Leave

In the event of illness, students must proceed as follows:

Inform the flying/ground instructor concerned immediately by the quickest means available to ensure timely re-adjustment to the program if required.

The Student Affairs Administrator must also be informed as soon as possible.

In his absence notify the RTO Manager.

If a staff member is not available, please proceed to a medical centre.

Students are to ask the Doctor for a medical certificate regardless of whether time off is required or not.

A full report is to be obtained from the Doctor for any lengthy or complicated illness.

All medical certificates will be passed to the Course Co-ordinator, for retention in the student's personal file.

Immediately on recovery from their illness, students are to inform the concerned flying/ground staff of their availability.

This must be done well in time to enable lost syllabus hours to be recovered as soon as possible.

Should a student not report for flying duties and not follow the procedure outlined above, without a proper reason, he/she may receive a "Fail" assessment for that exercise.

This punitive action will be recorded in the students' personal file.

Students may be required to obtain clearance to fly by a DAME.

The instructor concerned will proceed as follows:

- Record a "Fail" assessment for that flight.
- Inform the Head of Operations for possible disciplinary action.

Should a student not report for lectures and not follow the procedure outlined above, without a proper reason, the lecturer concerned will proceed as follows:

- Inform the Ground Training Manager for possible disciplinary action.
- In the event of a repeated offence, the Head of Operations or Ground Training Manager will interview the student and then advise the Chief Executive Officer.

Repeated offences may warrant a letter of warning, interview by the Chief Executive Officer and in the worst case, recommendation to the sponsor for termination.

Legal Rights

Regardless of on the rules and procedures contained with our publications and your Training Agreement, they do not remove the right to take further action under Australia's consumer protection laws.

Refer to the website: <https://www.accc.gov.au/consumers/complaints-problems> by Australian Competition and Consumer Commission (ACCC) for details.

Legal Aid Ballarat can be contacted on +61 3 5329 6222 or 1800 081 719.

Lost & Found

Lost Items

As soon as an item has been lost, the Student Affairs Administrator needs to be notified.

A formal notice will be posted on all notice boards and, if necessary, other publicity will be undertaken.

Information on all lost items will be updated from time to time.

Found Items

As soon as an item has been found it must be passed to the Student Affairs Administrator.

The Student Affairs Administrator will determine ownership and hand over the item as soon as possible.

Any rewards offered will also be handed over.

Any person returning an item will receive full credit and this will be publicised.

This service is essentially to help students; however, other staff members are welcome to use the facility as well.

Mail

Official Mail/Notices:

- All official mail and/or notices specifically addressed to students will be handed to their Course Leaders for dissemination.

Personal Mail:

- Incoming mail:
 - All incoming mail is received by Administration, through the post office box located at Wendouree.
 - It is distributed once received through the Course Leader.
 - Students are advised to include their course numbers in the addresses they give to their families and friends.
 - Large items are to be collected from Reception in the AAPAV building.
 - An advice slip will be placed in the Ops room advising of any such items received.

- Outgoing mail:
 - Students are required to provide their own postage material.
 - Any urgent mail may be posted by Administration.
 - Alternatively, the red Australia Post box situated at Stockland Wendouree Shopping Centre may be used.
 - Students are advised to buy their own stamps and if necessary, use Australia Post offices for parcels or bulky letters/packages.

Mailing address for all students:

(Your name e.g. *Ni Hen Hao*)
(Your course number e.g. *HN 1*)
Ni Hen Hao / HN1
AAPA Victoria Pty Ltd
PO Box 1288
Wendouree Village Vic 3355
Australia

Personal Information

Your personal details and student records may be made available to:

- Any Commonwealth Government agency; and
- Any State Government agency.

Information may be shared between the above agencies for the purposes of:

- Promoting compliance with the ESOS Act and the National Code;
- Assisting with the regulation of providers;
- Promoting compliance with the conditions of a particular student visa or visas, or of student visas generally; and
- Facilitating the monitoring and control of immigration.

We are required by several Australian Laws (including the Migration Act 1958, the ESOS Act 2000 and the National Code 2018) to tell the Department of Home Affairs (DoHA) about changes to your enrolment and any breach by you of your student visa conditions relating to attendance or satisfactory academic performance.

You may access your Student File by contacting the Student Affairs Administrator giving 1-day notice and asking for access.

Make sure that you specify what your particular interest in the documentation is so we can help you to readily access the information you want.

Personal Records Policy

AAPAV is committed to protecting an individual's right to privacy

The purpose of this policy is to ensure compliance with Federal and State laws by outlining the obligation of all AAPAV employees in relation to the collection, storage, accuracy, use, disclosure and retention of "personal information", which enables an individual to be identified.

AAPAV complies with the requirements of Clause 23 of Schedule 1A of the Act and the Information Privacy Principles set out in the Privacy Act 1988 in relation to the collection of information relating to all students.

AAPAV will allow a Student to apply for and receive a copy of the VET personal information that the provider holds in relation to that Student.

Definitions:

- The Act refers to the Higher Education Support Act 2003;
- Student/s refers to all persons enrolled with AAPAV;
- "Personal Information" is defined as information about an individual, which also identifies the individual:
 - It includes names, physical characteristics, and opinions about a person, e-mail addresses, diary notes and medical records among other things.
 - It may be written down, stored on a database, electronic or exist in the knowledge of the people working for an organisation.

Personal information will not be collected unless:

- The information is collected for a purpose directly related to Students; and
- The collection of the information is necessary for or directly related to that purpose.

Personal information will not be collected by unlawful or unfair means.

Where personal information is collected for inclusion in a record or in a generally available publication AAPAV will take reasonable steps to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the student concerned is generally aware of:

The purpose for which the information is being collected;

- If the collection of the information is authorised or required by or under law the fact that the collection of the information is so authorised or required; and
- With whom the information may be shared (such as the Australian government or Tuition Protection Scheme).

Where AAPAV solicits and collects personal information for inclusion in a record or in a generally available publication it will take reasonable steps to ensure that:

- The information collected is relevant to that purpose and is up to date and complete; and
- The collection of the information does not intrude to an unreasonable extent upon the personal affairs of the student.

AAPAV will take reasonable steps to protect the personal information from misuse and loss and from unauthorised access, modification or disclosure.

AAPAV will retain personal information on students for 30 years in accordance with Essential Standards for Continuing Registration (23.3).

This information will not be given to third parties outside AAPAV without the individual's prior written consent, and that everything reasonably within the power of AAPAV will be done to prevent unauthorised use or disclosure of information contained in the record.

AAPAV will maintain a record setting out:

- The nature of the records of personal information kept by or on behalf of the record-keeper;
- The purpose for which each type of record is kept;
- The classes of individuals about whom records are kept;
- The period for which each type of record is kept;
- The persons who are entitled to have access to personal information contained in the records and the conditions under which they are entitled to have that access; and
- The steps that should be taken by persons wishing to obtain access to that information.

AAPAV will not use the information without taking reasonable steps to ensure that, having regard to the purpose for which the information is proposed to be used, the information is accurate, up to date and complete.

AAPAV will not use the information except for a purpose to which the information is relevant.

Punctuality

Punctuality is an important attribute for an airline pilot.

To ensure punctuality for flying and ground duties, the following procedure is to be followed:

Flying Duties

A student must establish with his instructor what time he is required to report for briefing.

For flying lessons, scheduled lesson time is the engine start time. Not walking out. Not briefing.

If a student fails to show for a flight, then that flight is to be graded unacceptable.

If a student is late for a flight, he is to be warned and the lateness noted appropriately on his training folder.

For any subsequent late arrivals, the exercise is to be graded unacceptable and the matter reported to the Head of Operations.

The flight need not be repeated if it is flown to an acceptable standard.

The flight is only to be flown if it can be done so without disrupting following sorties.

All late and "no show" occurrences are to be reported to the respective Course Coordinators.

Disciplinary action will be taken by the Head of Operations against the student if necessary.

Record of unsatisfactory performance and breach of flying discipline:

- Whenever a student's performance is assessed as unsatisfactory or when there is a breach of flying discipline, the following procedure will be followed:
- The student's instructor is to inform the student and the form (Unsatisfactory performance/Breach of Flying Discipline Report) is to be completed and submitted to the Head of Operations for immediate action, keeping the Course Coordinator, Head of Flight Training, Operations Manager updated, and the Safety Manager (for breach of flying discipline cases only).
- This report will be completed by the appointment holders listed and filed into the student's record folder.
- To prevent any removal, Head of Operations is to keep a record of the report issued.
- If a student's performance continued to be assessed as unsatisfactory, he/she will be placed on performance review.

Performance review procedure:

- When a student is under performance review, the following procedure will be followed:
- The Chief Executive Officer, in consultation with the Head of Operations will allocate a Review Instructor (Grade 2 or above) to fly with the student.
- The Chief Executive Officer, or in his absence, the Head of Operations, will brief the Review Instructor in the student's areas of weaknesses and the possible remedial action.
- The Review Instructor will fly with the student, ensuring that the student is thoroughly briefed and debriefed for each flight.
- The Review Instructor is to provide a thorough write-up on the student's performance after every flight.
- As a norm, 3 flights will be flown but this can be increased to 5 at the discretion of the Head of Operations or at the recommendation of the Review Instructor, but the student must show good progress to justify the 2 additional flights.
- After flying the 3 allocated review flights, the Review Instructor will provide a detail report on the student's performance and an assessment of the student's potential for further training.
- The final decision to allow the student to continue or discontinue flying training lies with the Chief Executive Officer.

Ground Duties

If a student is late for lectures, the matter will be reported to the Ground Training Manager who will decide if disciplinary action is required.

The Ground Training Manager will inform all concerned accordingly and will record the occurrence in the student's personal file.

If a student is late for other duties, the supervisor concerned will decide what action is required. It will be recorded in the student's Personal File.

Minor infringements of punctuality or lateness due to extenuating circumstances will be dealt with sympathetically by individual staff concerned.

Repeated lateness will obviously be very difficult to justify.

Being on time is extremely important.

Regular lateness will not be tolerated, disciplinary action will be enforced and the student's airline will be notified.

Ramadan

Fasting, Prayer and Flying during the month of Ramadan

For all Muslim students, the Holy Month of Ramadan continues for 29 or 30 days (depending on the sighting of the moon).

The religious requirements applicable to those of the Islamic faith are substantial and have the potential to seriously affect the conduct of flight operations and even flight safety.

This order aims to provide the Muslim students of AAPAV with operational guidance on their conduct during this period.

Basic Requirements of Ramadan

Ramadan fasting means nothing taken by mouth from sunrise to sunset.

This includes both food and drink of any kind.

Smoking is also prohibited

During this month, the religious minded also apportion much of their night-time to prayers and religious devotions.

There are, therefore, three areas of potential hazard for the student pilot.

Lack of sleep, lack of food and lack of water.

For a short period of one or two days such fasting may not present a great hazard, but for a period as long as one month, the potential for a real deterioration in an individual's physical condition is high.

Basic Requirements of AAPAV

The first and foremost requirement of AAPAV is that we do nothing that result in deterioration in flight safety.

Secondly, all of our clients require that we meet our cost and schedule for the training of Airline Students.

Our students are aware of the sensitivity of AAPAV and its staff to all religions and cultures.

While ensuring we have an environment of mutual respect for religious beliefs and practices, it is not possible for AAPAV to either cease operations or allow flight safety to deteriorate.

In considering a policy framework for this situation, the following has been kept in mind:

- The Islamic Faith exempts an individual from fasting in the event of sickness, extreme hunger and thirst, and during long-distance travel.
- The Islamic Faith does not intend that any individual be placed at jeopardy as a result of fasting.

The policy adopted by AAPAV will therefore be as follows:

- A student programmed for a solo flight is not permitted to fast until the flight is completed.
- A student who insists on fasting, even though programmed to fly solo, is to advise his instructor, and on receiving such advice, the instructor is to remove the student from the program and advise the Head of Operations.
- All students who are on the flying program, whether dual or solo, are to ensure that they maintain an adequate intake of fluid, particularly when flying in hot weather.
- Naturally, this applies to all students, not just those of the Islamic Faith.
- All students who are on the flying program, whether dual or solo, are to ensure that they have adequate rest during the previous night.
- This policy has been framed to protect the safety of our students and full cooperation is expected.

Review and Access to Records

An individual may request access to or obtain a copy of their personal records/information or for their personal information to be amended so that it is accurate.

Individuals are able to access their own records by requesting in writing to the Student Affairs Administrator and providing adequate identification.

Records will be made available within 48 hours and the applicant will be contacted to arrange a suitable time to access their records.

Access to their personal information/records must be provided unless there are concerns with the identity of the individual.

There is no charge for an individual to access personal information that AAPAV holds about them; however, AAPAV may charge a fee to make a copy.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where an individual request that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

AAPAV will not disclose the information to a person, body or agency (other than the individual concerned) unless:

- The individual concerned is reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency;
- The individual concerned has consented to the disclosure;
- AAPAV believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or of another person;
- The disclosure is required or authorised by or under law; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the record-keeper shall include in the record containing that information a note of the disclosure.

A person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.

Active training files for students undertaking flying training are held in the Flight Operations Unit and are accessed under the authority of the supervising trainer.

The authority permits the students to access their own training file only.

Safety

The Occupational Health and Safety Act is strongly enforced in Victoria.

It means that you cannot be placed at risk through anything that you may be asked to do by the Centre.

Your instructors have been specially trained in the Centre's safety standards

Should you be asked to do anything you feel is unsafe:

- Stop;
- Advise the instructor of your worries and do not proceed; and
- Stop anyone else with you from doing anything unsafe.

It is the Chief Executive Officer's responsibility to keep you in a safe working environment and he must not allow any work to be done that is unsafe.

Use of all tools of trade are addressed in the safety units within each course.

Safe Work Method Statements are also available for each physical activity within the course.

We are an alcohol and drugs of abuse free centre: arriving intoxicated or affected by drugs of abuse may result in suspension or termination from the course.

If you are caught selling or otherwise acting dishonestly, you may be reported to DoHA and the Police for appropriate action.

If you act unsafely, then you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.

Security

Please be aware AAPAV does not take responsibilities in your property loss or damage.

Accordingly, valuable items should not be left in the flying school unattended.

If you witness anyone with a suspicious behaviour, report to staff as soon as possible.

Sexual Harassment

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned.

If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law says it will be sexual harassment.

Sexual harassment can be physical, verbal or written.

It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, office intranets, videoconference or any other means of communication.

Sick Leave

Students who take sick leave are to submit a medical certificate, from a registered medical provider, to the school.

Whilst sick days will be entered onto the class rolls, in the calculation of the number of absent days the school must count sick days as absent days.

Smoking, Drugs and Alcohol Policy

Smoking

AAPAV is a smoke-free institution; as such smoking is banned inside all buildings.

It is illegal in Australia to smoke within 10ft of a building.

To provide reasonable relief to smokers the following areas have been earmarked for smoking.

- In the car park area of the FOC at the Airport.
- The area outside the student lounge at the AAPAV building.

Students are not permitted to smoke anywhere in the operations area of AAPAV.

This is for fire safety, health and legal reasons.

All smokers are encouraged to quit.

As professional aviators they are obliged to maintain good health at all times.

Smoking is a serious threat to health and fitness.

If students must smoke, they are to use ashtrays, not smoke in any other than the designated areas, extinguish all butts before discarding and ensure that the dangers posed by smoking do not extend to other people or premises.

Cigarette butts are to be placed in the receptacles provided.

Drugs

The use of, or association with illegal drugs or substances is unacceptable and against the law.

This will lead to immediate expulsion from AAPAV and the possible involvement of the police.

The misuse of legal substances will not be tolerated.

Example: inhaling fuels, solvents or sprays.

Disciplinary action will be instigated and could lead to expulsion from the Academy.

The use of legally prescribed drugs can only be used for the purpose for which they were intended under the instructions from a doctor, and by the person for whom they were prescribed.

If unsure as to what can be used, please consult the Student Affairs Administrator.

Alcohol

Alcohol may be consumed in a sociable manner in moderation.

Alcohol may be consumed in your unit.

Public displays of drinking outside of the units are not permitted.

The consumption of alcohol or being under the influence of alcohol during class and especially during flying time is strictly prohibited.

Breaking of this rule will lead to immediate expulsion from AAPAV.

CASA states that no consumption of alcohol can occur within 8 hours of flying.

If a student/student has a concern about their ability to adhere to the above policy, they then must seek counselling from the Student Affairs Administrator so that immediate attention and management of their concern can be put in place.

Ignoring or deceiving management about any student's drug or alcohol concern may lead to serious personal health issues and safety concerns for the entire campus.

Likewise, any student / student or staff member who has a concern about another student concerning this policy must report all details to senior management or the Student Affairs Administrator.

This is for the benefit of all concerned.

Australia has strict Driving Under the Influence of Alcohol (DUI) laws pertaining to drinking and driving.

Students who are served a notice for DUI and are observed over the limit by the Law will be reported to the Airline.

Disciplinary action will also be served by the Head of Operations.

If students choose to consume alcohol and commute, they are to use a taxi or designate a driver who will not consume alcohol.

What You Can and Cannot Do

To ensure you gain the maximum benefit from your time at AAPAV, we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour.

Such behaviour will not be tolerated and, if a second episode occurs, then you may be asked to leave the course with notification submitted to the Department of Home Affairs (DoHA).

You must comply with all of your Visa requirements as outlined in this handbook and as updated by DoHA from time to time.

This is particularly important for attendance and successful academic performance.

In addition to meeting the requirements of your Visa, there are a large number of laws that apply to you as a student visiting Australia.

The impact of these is discussed in this Handbook.

Basically, you must be of good behaviour and recognise the rights of others.

If you want to look up specific details of the appropriate laws, talk to your trainer.

They will be able to provide you with a list of the laws and regulations that apply.

Working with others is not a function of the Law but is considered cooperative and inclusive within a free and amiable study environment.

This requires maturity and at times, understanding.

If you have any concerns about how you should act, speak with the Student Affairs Administrator.

Remember though that if you break a law, you may be charged for that breach which will affect your stay in Australia.

Unacceptable behaviour may include:

- Continuous interruptions to the trainer whilst delivering the course content;
- Smoking in non-smoking areas;
- Being disrespectful to other participants;
- Harassment by using offensive language;
- Sexual harassment;
- Acting in an unsafe manner that places you or others at risk;
- Refusing to participate when required in group activities;
- Continued absence at required times;
- Being under the influence of alcohol or illegal drugs;
- Lack of personal hygiene; and
- Other objectionable behaviour.

You have the following rights once you have enrolled:

To be treated with respect by others, to be treated fairly and without discrimination;

- To be free from all forms of intimidation;
- To study in a safe, clean, orderly and cooperative environment;
- To have personal property and your property protected from damage or misuse;
- To have any disputes settled in a fair and rational manner;
- To work and learn in a supportive environment without interference; and
- To express and share ideas and to ask questions.

For non-compliance with our rules, the following applies:

- Your Student Affairs Administrator will contact you to discuss the issue or behaviour and to determine how the issue might be rectified.
- This will be documented, signed by all parties and included on your personal file.
- If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with your Student Affairs Administrator to discuss this issue further and to make you aware of our complaints procedure that is available to you.
- This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
- Should the issue or behaviour continue, you will be provided with a final warning in writing & a time frame in which to rectify the issue.
- A copy of this letter will be included on your personal file.
- Should the issue or behaviour continue, training services will be withdrawn and you will be notified in writing that your enrolment has been terminated with advice being given to DoHA and The Department of Education.

Whilst we hope that this situation does not happen, AAPAV are committed to a transparent process to ensure that all parties are satisfied with the final resolution.

Your Responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions;
- Maintain your overseas student health cover (OSHC) for the period of your stay;
- Meet the terms of the written agreement with your education provider;
- Inform your provider if you change your address;
- Maintain satisfactory course progress; and
- If attendance is recorded for your course, follow your provider's attendance policy.

Who?	Why?	How?
Your provider	For policies and procedures that affect you	Speak with your provider Go to your provider's website.
Australian Education International	For your ESOS rights and responsibilities	https://internationaleducation.gov.au/Pages/default.aspx ESOS Helpline +61 2 6240 5069
Department of Home Affairs (DoHA)	For Visa matters	https://immi.homeaffairs.gov.au/ Phone 131 881 in Australia Contact the Department of Home Affairs in your country.

Chapter 9 – Student Visa Requirements

General

Monitoring Overseas Student Progress, Attendance and Course Duration

AAPAV will monitor overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.

The expected duration of study specified in the overseas student's CoE must not exceed the CRICOS registered duration.

AAPAV will monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.

AAPAV has documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.

AAPAV will clearly outline and inform an overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

AAPAV has a documented policy and process for monitoring and recording course progress for the overseas student, specifying:

- Requirements for achieving satisfactory course progress for the course;
- Processes for recording and assessing course progress;
- Details of AAPAV intervention strategy to identify, notify and assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress; and
- Processes for determining the point at which the student has failed to meet satisfactory course progress.

Course Progress and Attendance Requirements

AAPAV has implemented a documented policy and process for assessing course progress that includes:

- Requirements for achieving satisfactory course progress, including policies that promote and uphold the academic integrity of the registered course and meet the training package requirements, and processes to address misconduct and allegations of misconduct;
- Processes for recording and assessing course progress requirements;
- Processes to identify overseas students at risk of unsatisfactory course progress;
- Details of AAPAV intervention strategy to assist overseas students at risk of not meeting course progress requirements in sufficient time for those overseas students to achieve satisfactory course progress;
- Processes for determining the point at which the overseas student has failed to meet satisfactory course progress.

AAPAV has implemented a documented policy and process for monitoring the attendance of overseas students:

- The minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course.

In monitoring overseas student attendance, AAPAV has implemented a documented policy and process for monitoring and recording attendance of the overseas student, specifying:

- The method for working out minimum attendance under this standard;
- Processes for recording course attendance;
- Details of the registered provider's intervention strategy to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 per cent; and
- Processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.

Reporting Unsatisfactory Course Progress or Unsatisfactory Course Attendance

Where AAPAV has assessed an overseas student as not meeting course progress or attendance requirements, the AAPAV will give the overseas student a written notice as soon as practicable which:

- Notifies the overseas student that the registered provider intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance;
- Informs the overseas student of the reasons for the intention to report;
- Advises the overseas student of their right to access AAPAV complaints and appeals process, in accordance with Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Complaints and appeals), within 20 working days.

AAPAV must only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- The internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
- The overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period; or
- The overseas student has chosen not to access the external complaints and appeals process; or
- The overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

AAPAV may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and the student is maintaining satisfactory course progress.

Allowable Extensions of Course Duration

AAPAV must not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:

- There are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence; or
- AAPAV has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements; or
- An approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Deferring, suspending or cancelling the overseas student's enrolment).

If AAPAV extends the duration of the student's enrolment, AAPAV must advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Modes of Delivery

Note: **Online learning** is study where the teacher and overseas student primarily communicate through digital media, technology-based tools and IT networks and does not require the overseas student to attend scheduled classes or maintain contact hours. For the purposes of the ESOS framework, online learning does not include the provision of online lectures, tuition or other resources that supplement scheduled classes or contact hours.

Distance learning is any learning that an overseas student undertakes off campus and does not require an overseas student on a student visa to physically attend regular tuition for the course on campus at the provider's registered location.

AAPAV will not deliver a course exclusively by online or distance learning to an overseas student.

AAPAV will not deliver more than one-third of the units (or equivalent) of a VET course by online or distance learning to an overseas student.

AAPAV must ensure that in each compulsory study period for a course, the overseas student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.

Online or Distance Learning

AAPAV must take all reasonable steps to support overseas students who may be disadvantaged by:

- Additional costs or other requirements, including for overseas students with special needs, from undertaking online or distance learning; and
- Inability to access the resources and community offered by AAPAV, or opportunities for engaging with other overseas students while undertaking online or distance learning.

Attendance

You will be rostered for a minimum 20 hours face-to-face theory knowledge training or practical flying training weekly.

Your weekly schedule will be issued the week prior.

Your course is delivered in person with face to face tuition.

Distance education or self-paced learning is not available.

You are required to attend a minimum 80% of the scheduled classes unless you and have a medical certificate signed by a registered doctor.

If you are absent for more than 3 days, the RTO Manager will contact you to find out where you are and why you are not attending.

You are required to sign in and out of class.

If your attendance rate falls below 80%, and AAPAV calculates that your rate for a particular study period will not average 80%, you will be counselled about your attendance rate.

If your attendance rate reaches 80% or less, and you are not making satisfactory academic progress, you may be in breach of your Visa conditions.

Breach of Conditions

If the student is in danger of being in breach of Visa conditions the Head of Operations will contact the student to determine the cause.

The Student may bring an independent representative to that meeting.

The meeting will address Visa requirements and ascertain the cause of the approaching breach.

The Head of Operations and student will agree on an individual program that will promote attendance requirements and performance.

Students who fail to meet their defined visa obligations will be breached through PRISMS.

This means the Department of Home Affairs (DoHA) will be advised while at the same time the student is advised that they are considered to be in breach.

Reporting via PRISMS is mandatory for AAPAV.

Information included in the breach notice:

- The particulars of the breach including the student has failed or is deemed not yet competent in 50% or more of the units attempted in any study period;
- The student is required to attend the meeting within 5 working days in order to explain the breach;
- Photographic identification is required at the meeting;
- The intention of AAPAV to report the student to DoHA for not achieving satisfactory course outcomes;
- The student has access to the Complaints and Appeals procedure as published in this Student Handbook; and
- The student has 20 working days from the date of the intervention meeting to activate the complaints and appeals procedure.

Students will be advised that they are in breach by phone where possible and thereafter in writing.

The forms used to advise the student are (Student Breach Notice – Attendance or Breach Notice Performance) and these are completed for each student for each breach and sent to the last known address of the student by mail or by courier.

The issue of a Breach Notice moves the responsibility and the decision-making process from the Flying School to DoHA from this point on.

Each breach notice requires the student to attend a meeting with DoHA Officers within a prescribed time frame.

The student is to be contacted and advised of the meeting location, time and date and encouraged to attend.

Non-attendance will result in termination of the Student Visa.

For more information on Visa Conditions go to the Department of Home Affairs website on <https://immi.homeaffairs.gov.au/>

Change of Address

Unless you are staying at AAPAV arranged accommodation in Ballarat, upon arriving in Australia you are required to advise us of your residential address and telephone number and of any subsequent changes to your residential address.

It is your responsibility to ensure that you always update your address details to ensure you receive important information about your course, fee receipts and any other important information.

Dependents

Dependents of persons holding a student visa are required to attend school and to pay full fees in any school that they enrol in whilst in Australia.

General Requirements

To be granted a student visa, you must provide evidence that satisfies the entry requirements applicable to you and your country of origin.

Assessment factors include whether you have sufficient financial resources, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application.

You will be required to also show that you meet the selection requirements for our courses that you are enrolling in.

These responsibilities must be maintained after your arrival in Australia, but it is a requirement that you are aware of these before you sign your enrolment form.

Additional information on your visa is available on the Department of Immigration and Citizenship website <https://immi.homeaffairs.gov.au/>

Overseas Student Health Cover

Australia has a very modern and efficient health care system.

It is subsidised by the Australian Government.

Overseas Student Health Cover (OSHC) is an insurance that allows you to use the Australian healthcare system and it covers a percentage of the cost you may incur for medical or hospital care while you are studying in Australia.

If you are an international student studying in Australia, you must maintain an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds -- before applying for your visa.

AAPAV will arrange OSHC before you come to Australia to cover you from when you arrive.

You are required to maintain OSHC throughout your stay in Australia. For more information regarding fees and cover, please visit the Bupa website:

<https://www.bupa.com.au/health-insurance/overseas-students/cover/oshc>

Working in Australia

Student Visa holders are permitted to work a maximum of 20 hours a week.

AAPAV courses do not include any work as part of the course

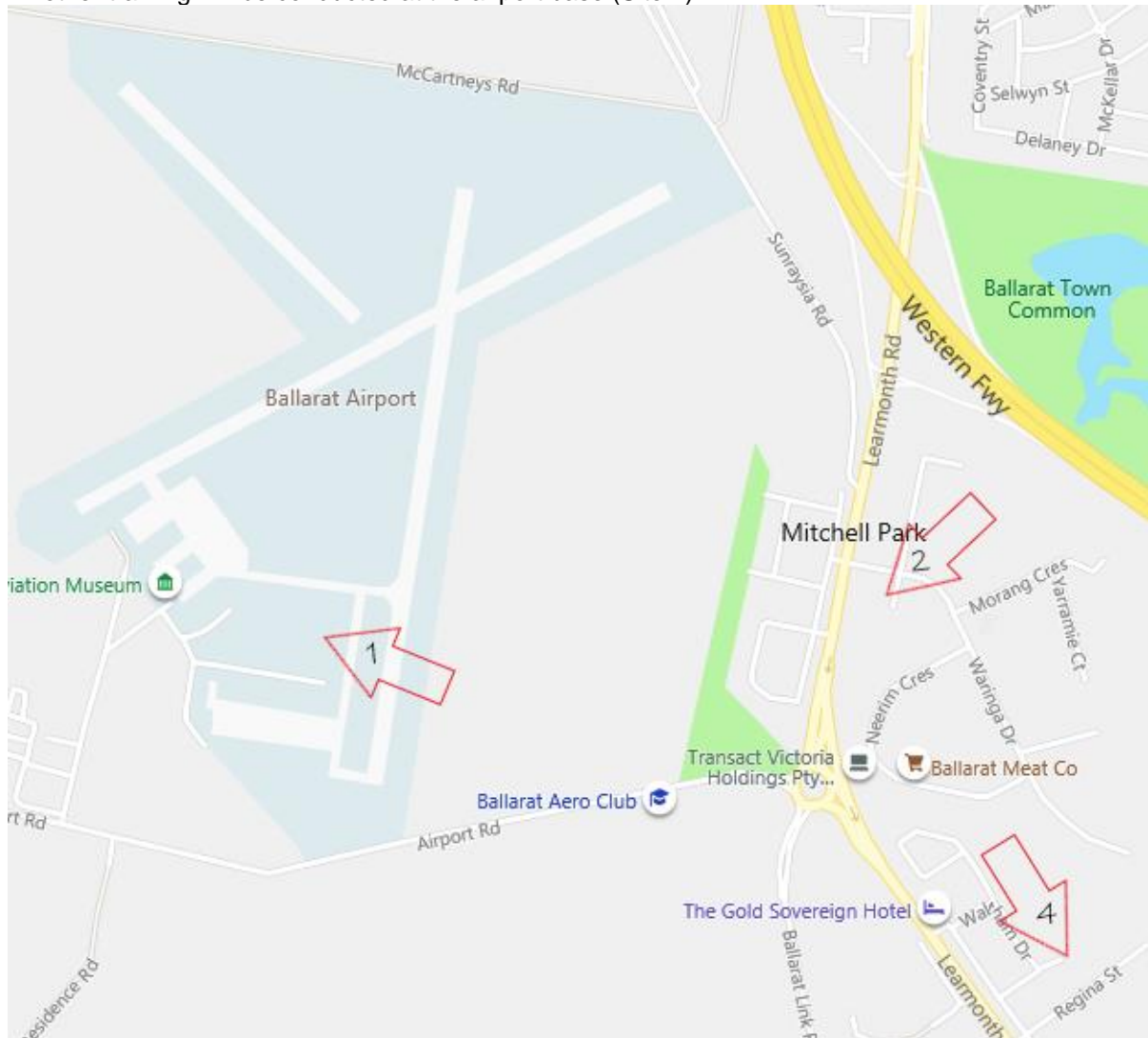
Chapter 10 – Accommodation and Living in Ballarat

Accommodation Locations

Current student accommodation is located at Regina street. (Site 4).

The Academy's theory training facilities are located 2 Bowral Court, at the AAPAV Building (Site 2).

All other training will be conducted at the airport base (Site 1).



Regina Street

The accommodation is also fully equipped with cooking and washing facilities that are to be shared with all students accommodated in a house.

Accommodation Rules

Listed below are rules and regulations for all AAPAV students staying in the houses/dormitories.

Please read and observe.

- Keep the area CLEAN.
- Place trash in designated containers.
- Make your beds and arrange area neatly when arising in the morning.
- Respect others while they are resting - DAY or NIGHT!
- Anyone dressing before lights on should do so in a manner that does not disturb others.
- All dorm residents are expected to maintain quiet and courteous behaviour at all times.
- "Quiet Hours" for the dormitories are between 10:00 PM and 8:00 AM.
- Members of the opposite sex are not permitted in the bedrooms.
- Academy students are not to enter the room of another person unless invited by them.
- All outside visitors (including family members) must have permission of supervising staff before visiting the dormitories.
- All Academy students are expected to cooperate with the Supervisory Staff.
- Students will be expected to follow instructions and behave in a courteous and respectful manner.
- All injuries and illness must be reported immediately to a staff member.
- Students are housed 2 to each room.
- Rooms must be maintained to a minimum level of cleanliness, as well as the living room, dining/kitchen area.
- Rooms are to be cleaned prior to departure.
- No smoking rules apply inside the houses/dormitories, in compliance with fire codes.
- The burning of incense, use of firearms, fireworks explosives, or any other flammables is not permitted.
- No cooking or cooking appliances are allowed in the rooms.
- The use of drugs is strictly prohibited for anyone staying in the houses/dormitories (except prescribed medications).
- For health reasons, no dogs or pets are permitted in the houses/dormitories.
- Students agree to be fully responsible and liable for any damages that may occur to the assigned property during their residency.
- Both occupants of each damaged room will be equally responsible for the costs of repairs.
- Residents are also responsible for insuring their own personal property against loss due to fire or theft.
- Students are strongly encouraged to not bring items of value.
- Students must sign out for room keys, which will be turned in upon their checking out.
- There will be no duplication of dormitory room keys without official authorisation.
- WARNING: There will be a replacement charge for each key not returned.
- Dormitory students must perform the checkout procedure before moving out of the dormitory.
- When checking-out, students are required to remove all their personal belongings and the garbage and restore the room to its original condition.
- Otherwise, handling fees will be charged, whose amounts are to be defined by AAPAV.
- Dormitory students must use the facilities and equipment reasonably, carefully and economically. Dormitory students should fill out a requisition form for maintenance/repairs and

return to the AAPAV Administration office, when any dormitory facilities or equipment need repair.

- Students must not cause any damages to dormitory public facilities or the appearance (exterior and interior) and integrity of the dormitory rooms (including but not limited to dirtying, writing, drawing, drilling holes, putting nail or posting any items on the wall) or altering their functions.
- The Supervisory Staff of AAPAV have the right to check the public facilities and rooms of student dormitories in order to have an understanding of the conditions of facilities and equipment and to execute the stipulations as stated in the rules.
- Any dormitory residents who damage or lose any dormitory facilities or equipment during their stay or damage the appearance (exterior and interior) and integrity of the dormitory rooms, or alter their functions, must make restitution to AAPAV.
- The amount of restitution is to be defined by AAPAV in accordance with the actual situation.
- The power of interpreting and amending the rules shall be vested in the AAPAV authorities.
- The AAPAV authorities may amend the rules at any time and the rules will come into force with immediate effect after announcement.

Students are not to have telephone landlines installed in the residential units.

If students are unable to use their mobile telephones, they should seek assistance from one of the administration staff to use one of the Academy office landlines.

Domestic Accommodation General

The residential units will be your shared home during your time here in Ballarat.

You will need to adapt to living in a communal setting and therefore you will need to respect each other's privacy and property.

The responsibility of keeping the houses clean lies with the student occupants.

Units found dirty will have commercial cleaners sent to rectify the problem.

Cost of the cleaning service will be charged to the student occupants.

There will be no male students in the female accommodation and no female students in the male accommodation.

The grounds are maintained by a gardener as and when required.

The responsibility of keeping the units and the grounds tidy lies with each student.

Pets are strictly forbidden.

Smoking is banned in the student units.

- Any evidence of smoking, in the common area, all persons living in the unit will be held responsible and a misconduct form will be filled out and signed by the individual or individuals responsible.
- Violations will be reported to your airline.

Cooking is allowed in the units.

The kitchen and its surrounding premises are expected to be cleaned after any cooking.

The cost of cleaning the dirty kitchens by commercial cleaners will be charged to the occupants.

A pink misconduct report form will also be filled out and signed by the individual or individuals responsible for the violation.

The microwave is to be kept clean at all times.

Any items other than those provided will be confiscated, a misconduct form will be filled out and signed by the individual or individuals responsible, and the airline will be notified.

Illegal electrical connections are strictly prohibited.

No items of crockery or cutlery must be removed from the houses.

Units must be locked at all times when students are not present.

Students must be conservative with the use of electricity.

Fans, lights, televisions, stereos, air-conditioners/heaters are to be turned off when the room/unit is vacated.

The smoke alarm system is not to be tampered with.

All faults and intermittent beeping are to be reported to the Student Affairs Administrator.

The standard of tidiness in the residential area must reflect the self-discipline the airlines are seeking from their future pilots.

While the general tidiness of bedrooms is a matter for individual students, stains and damage to walls and carpets are direct costs to the AAPAV and, if caused by indifference and neglect, will not be accepted.

Inspections of the Units will be made by the Student Affairs Administrator.

All violations in regard to the Student Handbook will be dealt with in a fair and swift manner, with notification given to the respective Course leader.

Out of respect for other student residents sleeping or studying, the noise level must be kept under control by students and/or visitors at all times particularly late in the evening.

There is a noise curfew of 2200 hours to 0600 hours, seven days a week.

Parties and other celebration in the units must be kept within reasonable time and noise limits.

Residential Units / Rooms

Key Control:

- On arrival, all students are issued keys to their residential units, allowing unhindered access to their rooms, as well as ensuring security.
- These keys must be returned for re-issue to subsequent occupants when students leave AAPAV on graduation (or termination).
- Should a student be locked out of their house, they can contact the Student Affairs Administrator.
- If there is an urgent need to get into the student's house, the Student Affairs Administrator is to be contacted.
- If keys are lost, students must report the loss immediately to the Student Affairs Administrator who will provide replacement keys, at a cost to the student.
- Under no circumstances are students to "break-in" through doors and windows.
- Apart from paying for expensive repairs to broken locks, door frames, handles, fly screens, etc.; students may also face disciplinary action for such actions.

Inventory Control Policy:

To ensure that Residential Units are maintained in good repair and that movable equipment is secure and accounted for, the following procedure is to be followed:

- Individual Rooms:
 - The inventory for equipment in each individual room will be the responsibility of both students in that room.
- Houses:
 - The inventory for common equipment in each sub unit will be the responsibility of all student residents of that part of the unit.
- Maintenance Requests:
 - If a student requires maintenance to be carried out on any item in their unit, room (including any damage) they need to complete a Maintenance Request Slip.
 - These can be found in the Flight Ops building or from the Student Affairs Administrator.
 - The Maintenance Slip is to be completed and handed to the Student Affairs Administrator for actioning.

Accommodation Inspection Policy:

It is an AAPA Victoria Pty Ltd policy to operate, maintain and improve student accommodation and the campus grounds.

A part of this process is to carry out student accommodation inspections.

This is to be conducted in a manner that respects the privacy and property of each student and that provides practical outcomes in maintaining the accommodation to a good standard.

Inspection Cycle:

- Inspections will be conducted on a weekly/monthly/spot basis.

Weekly Inspection:

- Weekly inspections will be carried out by the Student Affairs Administrator.
- These will include inspection for the following:
- Damage to property;
- Cleanliness of house; and
- Cleanliness of garden areas.
- Any damage to the property either to fixtures/fittings or furniture in the common areas of the house will be charged to the household and damage to individual rooms will be charged to the persons residing in that room.
- Students can inform the Student Affairs Administrator at this time of any damage that needs to be taken care of such as batteries for smoke detectors or light bulbs so they can be replaced efficiently.

Monthly Inspections:

- Monthly inspections will be carried out by a representative from AAPAV.

Spot Inspections

- Spot inspections will take place on a weekly basis by an AAPAV representative.
- These will include inspections for the following:
- Smoking inside the house;
- Heating/Air conditioning left on when unoccupied; and
- Lights left on when unoccupied
- Units and Rooms will be inspected by the Student Affairs Administrator and other members of the staff when required.
- Example of this would be with the Student Affairs Administrator for a disciplinary and Advocacy perspective. Safety Manager, for an Occupational Health & Safety perspective, etc.

Inspection Notice:

- Notice of Inspections will be given in advance and results of the inspections will be provided to each house.
- Violations found in common areas will be the responsibility of all persons living in that house.
- Violations found in the individual rooms, will be the responsibility of the individual living in that room.
- All courses/houses will be inspected.

Reasons for Inspections:

- The primary reason for inspections is to manage maintenance related issues and maintain the standard of Occupational Health and Safety required by law.
- The standards set in this handbook also need to be maintained and any breaches of these standards will be addressed with the occupants concerned.
- Accommodation inspections are in line with the normal practice for similar organisations that accommodate students on campus e.g. University, TAFE, and Boarding Schools and where a temporary accommodation agreement is in place such as residential rental properties and in registered private home accommodation for overseas students.

Infringement Notices and Fines:

- After these inspections are carried out notices of infringement will be left on the kitchen counter for student's acknowledgement, emailed to all students and will be posted on the notice board at the airport.
- Airlines will also receive copies of each inspection report.

The following is a list of actions that will be taken:

Area	Inspection	Infringement/Fine
Cleanliness of house	Weekly/Monthly Inspection	Infringement notice to be given to students of the house/room and given 24 hours to clean the stated area. If this is not adhered to students of the house/room will have the cleaning fees deducted from their student allowance the following fortnight.
Smoke Detector	Monthly Inspection	Smoke detectors are to be working at all times. If detectors are taken down the students of the house will be charged for replacement cost being deducted from their student allowance the following fortnight. Batteries will be replaced by AAPAV
Cleanliness of garden areas	Weekly/Monthly Inspection	Infringement notice to be given to all students and given 24 hours to clean the stated areas. If this is not adhered to all students will have the cleaning costs deducted from their student allowance the following fortnight.
Damage to property	Weekly/Monthly Inspection	If damage is made to the common areas students of the house will be responsible for all costs. If damage is to the individual rooms the students in the affected room will be responsible for costs. Costs for replacing/repairing fixtures/furnishings will be deducted from the following fortnight's allowance.
Smoking in house	Weekly/Monthly/Spot Inspections	Evidence of smoking inside the house will incur a \$50AUD fine per student/room to be deducted from their student allowance the following fortnight and a misconduct form will be completed and reported to the airline where applicable.
Heating/air conditioning left on	Weekly/Monthly/Spot Inspections	If at any time an AAPAV representative enters a house in which students have left the heating/air conditioning on after leaving the house all students in the house will be fined \$50AUD to be deducted from their student allowance the following fortnight.
Lighting left on	Weekly/Monthly/Spot Inspections	If at any time an AAPAV representative enters a house in which students have left the lighting on after leaving the house all students in the house will be fined \$50AUD to be deducted from their student allowance the following fortnight.

List of Approved Cleaning Products

Room	Product or equivalent	Use
Kitchen	Easy-off BAM Power Degreaser	Range Hood
		Stove Top
		Outside Oven
	Easy-off Oven	Inside Oven
Bathroom	Easy-off BAM Grime & Soap Scum	Shower
		Bathroom Basin
General	Mr Muscle Total Floor	All Tiled Floors
	Dishwashing Liquid	Walls
	Window Cleaner	Glass Surfaces
		Mirrors

Kitchen

Range Hoods:

- Students are required to remove the filter each week and put through a dishwasher cycle on the hottest setting with dishwashing powder.
- Rails, light and top of range hood is to be wiped down with hot water and Easy-off BAM Power Degreaser once a week.
- Our handyman will routinely degrease these to assist students in maintaining the working life of the range hoods.

Stove tops/Front of ovens:

- These need to be wiped down after each use to ensure there is no build-up of grease/oil.

Inside ovens:

- These need to be wiped down after each use to ensure there is no build-up of grease/oil.

Bench tops/cupboards/sinks:

- These need to be wiped down after each use to ensure there is no build-up of grease/oil.
- Water must be wiped up immediately.
- Front of cupboards should be wiped down weekly.
- All cupboards should be closed during inspections.
- All food scraps should be picked up immediately from floors and benches and placed into rubbish bin.

Bathroom

Showers:

- Tiles, grout and base should be free from soap scum, mould and discolouration.
- Students should wipe showers down after use and clean once a week.
- Screens should be clear and wiped down after each use with cleaning once a week.

Baths:

- Baths should be wiped out after each use and cleaned once a week.
- Sinks/Bench tops/cupboards.
- These need to be wiped down after each use to ensure there is no build-up of soap scum.
- Water must be wiped up immediately.
- Front of cupboards should be wiped down weekly.
- All cupboards should be closed during inspections.

Toilets:

- No food or foreign objects should be placed in the toilet.
- Toilets should be cleaned daily with 8 students in the house.

Lounge / Dining Area / Study Area

- Items placed tidily.
- Floors vacuumed weekly.
- Tiles washed weekly.
- Spills cleaned up immediately.

Bedroom

- Items placed tidily.
- Beds made.
- Floors vacuumed.

Garage

- No shopping trolleys.
- No open food.
- No rubbish.

Rubbish Bins

- All items to be placed inside the bins.
- Bins to be on curb every Sunday evening for collection Monday morning.
- Bins are not to be overfilled.
- Bins must be brought back once emptied on Monday.

Cleanliness of Residential Units

AAPAV students must maintain a minimum decent and acceptable standard of cleanliness in their units.

To achieve this, aim the following instructions must be adhered to on a daily basis.

Entrances

- Areas inside and outside the building must be neat and clean, no cigarette stubs or other rubbish.
- No spitting or discarding of gum or cigarette butts onto the ground will be tolerated.
- If shoes are left outside, they must be neatly placed.
- No loose sports items lying around.
- Rubbish bin lids closed, no contents visible and to be brought in after emptying by council.

Responsibility: Student occupant of the room.

Lounge Rooms

- Furniture must be neatly positioned.
- **NO stickers** to be placed on AAPAV property.
- No items of food and drink must be lying around.
- All empty plates, bottles, glasses and cans must be disposed of in the bins provided.
- Personally owned crockery and cutlery must be washed and put away.
- Sink and refrigerator must be clean.
- Fridge must be defrosted periodically, when required.
- Loose items of clothing, shoes, audio/video equipment, books, magazines etc. must not be left lying around.
- All rubbish must be disposed of especially food items; these must be disposed of daily to prevent infestation of vermin.
- Clean all stains and marks of carpets, walls and furniture as soon as possible.
- If this is not practical, submit a Maintenance Slip.

Responsibility: All students occupying the rooms connected to the lounge area concerned.

Individual Rooms

Furniture must be neatly positioned.

- **NO stickers (including hanging hooks)** to be placed on Academy property.
- No items of food and drink must be lying around.
- Loose items of clothing, shoes, books, magazines, CDs etc., must be put away neatly.
- Bed must be made with bedsheets and pillow covers in place.
- Display of sexually explicit or offensive posters is not permitted.
- Clean all stains and marks of carpets, walls and furniture as soon as possible.

Responsibility: Student occupant of the room.

Toilet Areas

- All toiletries must be neatly put away.
- Floors, tabletops, mirrors and other surfaces must be clean and dry.
- Toilet bowls must be flushed. Basins must be clean and ready for use by the next person.
- All loose items, not belonging in a toilet (e.g. clothes, shoes, crockery, cutlery etc.) must be removed.
- All taps must be turned off.

Responsibility: All students residing in rooms serviced by respective toilet facilities.

VERY IMPORTANT - At all times when leaving your room and/or house please make sure you have **turned off all electrical items** such as lights, fans, heating, air conditioners etc.

Enforcing the System

Cleaning Charge:

- Consistently poor rooms or houses or houses needing urgent cleaning attention will be charged a cleaning cost for work done by cleaners after an inspection of accommodation units.
- Common areas will see the cost distributed evenly with individuals being charged for their rooms.
- There is a mandatory \$100 cleaning charge deducted from the housing security deposit on departure.

Inspection Form:

- An inspection form will be used by the inspection team to ensure all items are checked in all units.

General Security in Residential Units

In order to safeguard Academy and private property:

Valuables and money must be locked away (lockable suitcases may be used for this purpose).

When not in use, houses must be locked and secured from external access at all times. Windows should be fully closed.

At night during sleeping hours houses must be locked from the inside by residents, as a matter of habit.

Visitors are to be allowed on the residential premises only when accompanied by an AAPAV staff member or student.

If any unaccompanied strangers are noticed on the campus at any time, and especially at night and on weekends, students may stop them and ask for identification.

If a student is not satisfied, they must escort the stranger off the premises.

In case of any trouble or misunderstandings, students must call the Student Affairs Administrator after hours on mobile, or the police alternatively.

If students lock themselves out of their rooms or units by mistake, **they must not try to break in.**

Any student who damages doors, windows, fly screens etc. will face disciplinary action in addition to replacing damaged property.

He/she may also be reported to the Airline concerned.

Students must not jump over the housing perimeter fencing.

In addition, they are not to keep the side gates jammed open.

If any student sees an open gate, it is his duty towards campus security, to close and lock it immediately.

Students are responsible for safeguarding their personal belongings.

If unknown persons are seen within the student accommodation, call the police on (03) 5336 6000.

Inform the police of your location, identity, and the situation and ask for help.

If there is an actual intrusion or incident by unknown persons, call the police at the emergency number "000" Inform the police of the emergency situation.

Pre-Departure Inspection

In order to maintain the general condition of the residential area and the units themselves, regular inspections will be carried out by the Student Affairs Administrator as shown.

Each room will be inspected before the date of departure, preferably a week in advance.

Proper notice will be given for this inspection.

The individual student is to be present during the inspection.

An inspection sheet for each unit will be filled in by the Student Affairs Administrator during the inspection and corrective follow-up action required by individuals will be passed on to them.

Students will be charged for any damaged items needing repair or with any additional cleaning needed (as a result of poor care from the student) in consultation with the Student Affairs Administrator.

Damage to Property

Academy policy is to provide students with the comfort and convenience of a modern residential environment.

The Academy also endeavours to maintain its property in a high state of serviceability.

Students are therefore encouraged to utilise the premises with concern for its functioning and presentation.

Wilful damage to property will not be accepted.

Also, damage resulting from careless behaviour will not be tolerated.

All such damage will therefore be repaired at cost to the individual/s responsible, unless there are extenuating circumstances.

Expenses

If you wish to provide for your own accommodation, we have collected some information to give you an idea of what it is like to live in Ballarat.

If you're thinking of living in Ballarat, you may need to know what it will cost to support yourself.

Obvious things that come to mind are accommodation, food, clothes and childcare and schooling for school age dependents

We estimate that an international student requires a minimum of \$13,000 to \$16,000 for living expenses for each academic year.

Initial establishment costs for a shared apartment, such as rental bonds for accommodation, electricity, gas and telephone, could add up to at least \$1,500.

See the list below for more detailed information

Estimates of Rental Accommodation:

- These rental averages are per week:

Boarding Houses:

- Boarding houses range from fairly large commercial properties to average sized houses run by private citizens.
- Full board, room with use of facilities, or room only are available.
- You can expect to pay about \$120 - \$220 per week for a single or shared room in a boarding house.

Apartments	
1 bedroom	\$170 - \$220
2 bedrooms	\$180 - \$400
House	
2/3 bedrooms	\$350 - \$450

Please take account of the extra cost of the use of electricity, the telephone and gas on top of your rent. The initial cost of connecting these basics are as follows:

Connection of Gas	\$120
Connection of Electricity	\$120
Connection of Telephone	\$50

Incidents within the Local Community

The local people within the Ballarat community can be expected to be friendly and will help you if you request their assistance.

Sadly, exceptions to this do occur on occasion within Australia, although rarely in the Ballarat community.

Under no circumstances are you to ignore situations where you feel offended or believe that you have been the target of any form of verbal or physical attack.

If intentional or malicious, such actions do not reflect Australian community standards and warrant some action by AAPAV.

In some cases they may be as a result of cultural misunderstanding.

This is not to be assumed and should be at least discussed with a senior AAPAV staff member to remove any doubt.

While some incidents may be a source of embarrassment, they can become a source of ongoing concern which may adversely affect your training.

Accordingly, we encourage you to inform AAPAV of all incidents no matter how trivial, so that we support you to the limit of our ability.

In particular, we strongly encourage you to report to any of the following to a senior AAPAV staff member as soon as practical:

- Incidents that result in a police presence;
- Any incident of circumstance where medical treatment in a hospital is necessary; and Incidents resulting in damage or destruction of property.

Maintenance

If you would like to report issues with the accommodation or building maintenance, please contact the Student Affairs Administrator.

Overnight Guests

Students are not permitted to have overnight guests at the Academy's residential houses.

In certain cases, if unavoidable circumstances require special consideration, students may seek the approval from the RTO and/or Business Manager for overnight guests.

A charge per bed per night will apply.

It is unlikely that friends or acquaintances will be approved for routine, overnight stays.

Alternative outside accommodation arrangements will need to be made.

The intent of this instruction is to avoid having students distracted from their training and studies, and that AAPAV operates a private student accommodation premises.

Any student breaching this order will face disciplinary action by AAPAV and a report will be made to the respective student's airline.

General Information

Climate

Ballarat has a moderate oceanic climate with four seasons.

Its elevation, at 435 metres (1,427ft) above sea level, causes its mean monthly temperatures to tend on average 3 – 4 degrees Celsius below those of Melbourne.

The mean daily maximum temperature for January is 25.0 °C (76.8 °F) whilst the mean minimum is 10.8 °C (51 °F) In July, the mean maximum is 10.0 °C (50 °F), with average July minimum is 3.2 °C (38 °F).

The mean annual rainfall is 695 millimetres (27.75 in), with August being the wettest month (77 mm/3.0 in).

There is an average of 198 rain-free days per year.

In winter, snow typically falls on nearby Mount Buninyong and Mount Warrenheip.

Light snowfall in the city occurs once every few winters.

Widespread frosts and fog are also common in and around the city during the cooler months.

Ballarat's highest maximum recorded temperature was 44.1 °C (111.4 °F) on 7 February 2009 during the 2009 south eastern Australia heat wave.

This is 2.1 °C above the previous record of 42.0 °C, set on 25 January 2003.

The city's lowest ever recorded minimum was -6.0 °C (21.2 °F) at sunrise on 21 July 1982.

Cost of Living

The cost of living in Australia compares favourably with most industrialised countries.

Please refer to the useful link below for more information:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

Ballarat is less expensive than most other cities in Australia (using that universal measure) a McDonald's hamburger costs around \$AUS4.50.

Shopping facilities are excellent catering for virtually all consumer tastes and needs catered for.

There are Saturday and Sunday markets all year round at various locations throughout the city as well as "trash/treasure" markets for bargain hunters.

All city and country shopping outlets have friendly, good-natured staff and most business is conducted in a relaxed, cooperative atmosphere.

Entertainment

All forms of entertainment enjoyed by any capital city are available in Ballarat. Music, the arts, theatre, cinema, etc. all receive healthy patronage.

There is also a strong tourist element to the Ballarat and adjacent areas, with sightseeing tours, bushwalking, sports and entertainment.

Other indoor and outdoor activities present a wide range of options and provide relief from curricular pressures.

Swimming

The Ballarat Aquatic Centre plus gym facilities are situated on Gillies Street in the suburb of Lake Gardens.

There is a 25-metre heated pool with 8 lanes and other spa facilities.

Student may make use of these facilities at their own expense.

Transport

Public transport to and from the city is convenient and inexpensive.

The Ballarat train station is 20 minutes from the accommodations area.

The public bus would be able to bring you there.

Full travel information, time schedules, tickets etc. are available on their website.

V/Line for trains and CDC Victoria (Ballarat) for the Bus, for more information see below:

<https://cdcvictoria.com.au/travel-information/timetables-and-maps/ballarat/>

There is also a train station at Wendouree, walking distance from your accommodations.

Please note that the time schedule at this station is limited, for more information see below:

<https://www.vline.com.au/>

Friendships / Relationships

The Academy has a unique mix of well-selected aviation students from all over the world.

This blend is in itself an excellent opportunity to forge professional as well as personal friendships across the globe.

As for relationships, the Academy respects student's privacy and fosters a post-graduate spirit of mature, decent behaviour that does not offend others of different cultures, faiths and social morals.

With regard to relationships therefore, while tolerance and understanding are promoted, caution is also advised.

All distractions from the main aim of success through what is an extremely tough course must be eliminated.

AAPAV staff are not permitted to form personal relationships with the student population, nor socialise with students outside of work hours or visit student accommodation on non AAPAV business.

Bicycle Riding

These rules (laws) must be followed as they in Australia.

Please read and follow the following rules.


This will help to keep you safe on the roads.

Riding at night:

- Riding at night is illegal unless the bicycle or the rider has a white light (flashing or steady) on the front, a red light (flashing or steady) at the back and a red reflector at the back.
- AAPAV require all students to wear their high visibility vest when riding.

Bicycle Helmets:

- Riders of bicycles and their passengers must wear an Australian Standards approved bicycle helmet securely fitted and fastened on their head.
- This rule applies when riding on roads and road-related areas like bike paths, bike lanes, shared and separated footpaths.
- To ensure the helmet is approved, it must have a sticker showing it meets the Australian Standard AS 2063, AS/NZS 2063
- If the helmet is manufactured or imported from 1 July 2012, it must be marked with the symbol of a body accredited by the Joint Accreditation System of Australia and New Zealand (JAS-ANZ)*, certifying compliance with AS2063 or AS/NZS2063 * accredited companies that certify bike helmets can be found on vicroads.vic.com.au.

Obeying traffic signals, stop signs and give way signs  Under the Road Rules, bicycles are considered to be vehicles and riders must obey traffic signals, stop signs and give way signs.

Cyclists must stop at red traffic signals.

A cyclist who is approaching a set of traffic lights showing red or who is at a red traffic light and is travelling in the direction indicated by the light, must stop at the intersection.

A cyclist who is approaching a set of traffic arrows showing red or who is at a red traffic arrow and is turning in the direction indicated by the arrow, must stop at the intersection.

A cyclist who is approaching or who is at a place with a stop sign must stop and give way to any vehicle or pedestrian at, or near, the stop sign.

A cyclist who is at an intersection with a give way sign must give way to any vehicle in, entering or approaching the intersection.

The cyclist must also give way to pedestrian at, or near, the intersection.

Bicycle lanes:

- A cyclist must use the bicycle lane if there is a bicycle lane on a length of road in the same direction as they are riding, unless it is impracticable to do so.

Chapter 11 – Acknowledgement

I herewith confirm that I have read this Student Handbook and understand the contents. I agree that I will follow the rules and requirements that are listed here and will at all times work to improve the way the RTO works.

I have been given orientation training that explains the requirements under the National Training Packages, information on adjusting to study and life in Australia, and the course requirements including further study options.

I have had the attendance and performance criteria specified within student visas highlighted to me as well as the accommodation options.

I will strive to meet the visa requirements in these cases in particular.

Name:

Signature:

Course:

Induction Date:

APPENDIX 1

ABOUT AAPA WAGGA WAGGA

Company Background and History

The Australian Airline Pilot Academy (AAPA) is a wholly-owned subsidiary of Regional Express Holdings Limited, listed on the ASX500 – Australia's 500 largest companies on the Stock Exchange.

AAPA was established by Rex in November 2007 to combat the severe pilot shortage that swept through the airline industry during the financial year 2007-08.

Originally established as a joint venture between Rex and Mangalore Airport, AAPA was previously known as the Civil Aviation Training Academy (CATA) and located at Mangalore Airport, Victoria, 1.5 hour drive from Melbourne CBD. Rex subsequently acquired 100% of the academy in April 2008 and renamed it the Australian Airline Pilot Academy (AAPA) which it is known as today. AAPA relocated to Wagga Wagga in April 2009 with support from the NSW Government and the Wagga Wagga City Council.

The AAPA Group also includes AAPA in Ballarat, Victoria. The AAPA Ballarat campus and training centre is an AAPA Wagga satellite facility approved by the CAAS and CASA.

The first course of students commenced their intensive live-in training program in December 2007.

AAPA has since then been successfully delivering an innovative syllabus for the Rex Cadet Pilot Programme that graduates motivated students from ab-initio to entry into Rex as a First Officer with an Australian Commercial Pilots Licence and Multi Engine Command Instrument Rating in 34 weeks.

AAPA has enrolled 24 batches of students for the 8-month ab-initio CPL/IR programme for Rex and has so far graduated 148 cadets as First Officers (FOs) into Rex and a total of 75 FOs upgraded to Captains since inception.

LOCATION

AAPA Wagga is located in Wagga Wagga, the largest inland city in the State of New South Wales in Australia.

Street address: Postal address:

Australian Airline Pilot Academy Australian Airline Pilot Academy
138 Don Kendell Drive PO Box 91
Wagga Wagga Airport Forest Hill, NSW 2651, Australia
Forest Hill, NSW 2651
Australia
Telephone: +61 2 6926 7400
Email: enquiries@aapa.net.au

AAPA CAMPUS FACILITIES

The AUD28million state-of-the-art pilot training academy is located at Wagga Wagga in New South Wales, Australia. This academy is the first pilot training establishment in Asia Pacific that features a fully self-contained campus with modern classrooms that comply with both Australian Civil Aviation Safety Authority (CASA) and European Aviation Safety Agency (EASA) standards, examination rooms approved by CASA's designated examination provider Assessment Services Pty Ltd (ASL), language laboratories to cater to foreign students, individual bedrooms for all students, complete with recreational facilities like swimming pool, gymnasium, soccer field and a multi-purpose hard court. The campus is also situated right next to the flight training centre with its own hangar where all the aircraft are parked and ready for flight training.

This brand new facility was officially opened by The Hon. Anthony Albanese MP, Minister for Infrastructure, Transport, Regional Development and Local Government on 27 May 2010. On 28th April 2014, the SAAB 340 Full Flight Simulator (FFS) was officially opened by The Hon. Warren Truss MP, Deputy Prime Minister for Infrastructure, Regional Development. This demonstrates the commitment Rex has for safety and to ensuring the highest possible training standards. AAPA is now set to become the premier pilot academy in the Asia Pacific with a projected throughput of more than 200 pilots a year for both Australian and international airlines.

ACADEMIC CENTRE

The campus consists of a world-class academic centre just a stone's throw away from the student residences with the following facilities:

- Complete Wi-Fi environment enabling students to log into the school's Computer Based Training system to engage in self-study anytime as desired;
- A 70sqm resource library with reference materials catering to all the different stages for the entire duration of the cadet's training course;
- Fully computerised language laboratory to assist with foreign students' learning;
- Both medium and large sized state-of-the-art classrooms that comply with both Australian Civil Aviation Safety Authority (CASA) and European Aviation Safety Agency (EASA) standards;
- Examination rooms approved by CASA's designated examination provider Assessment Services Pty Ltd (ASL);
- Full motion SAAB Simulators allows for more effective training and prepares the pilot for a raft of abnormal and emergency scenarios;
- Three fully equipped and air-conditioned simulator rooms housing ELITE iGATE Synthetic Training Devices; and
- Student lounges for relaxation during break times.

FLIGHT TRAINING CENTRE

The AAPA facility includes its own hangar at Wagga Wagga Airport that is only 5 minutes' walk from the main campus. The hangar is not only where the AAPA fleet of aircraft is parked and maintained, it also serves as the flight training centre complete with briefing rooms and flight operations support facilities where all students complete flight planning, signing out of aircraft, pre-flight briefings and checks, and post flight briefings.

Students also have compulsory attachments to the heavy maintenance workshop at the hangar as part of their training to gain better understanding of aircraft maintenance and engineering. AAPA's training philosophy is to provide all students with a comprehensive and complete aviation environment which we believe is a holistic approach and vital to training the highest quality airline pilots.

ACCOMMODATION

AAPA strives to ensure that all its students are comfortably accommodated in its brand new on-site modern facilities while they undergo many months of rigorous residential pilot training. For greater privacy, all students are housed in individual rooms (air-conditioned) with a wash basin and TV. Toilets and showers are communal but provide privacy.

The Wi-Fi environment in the accommodation blocks enables students to log into the school's Computer Based Training system to engage in self-study anytime as desired. Common TV lounges and kitchens also promote group interactions which aid in team learning. All other wings of the campus such as the Academic Centre, Dining Hall and Flight Training Centre are within a short walking distance from the residential areas, thus significantly reducing travelling time.

DINING

AAPA operates a fully equipped kitchen and canteen on-site with a capacity for 200 students in the indoor dining hall which opens up onto a lawn with alfresco dining areas that can seat a further 50 students. Students can also gather here for group interactions or after classes or training to relax over some coffee, tea or dessert outside of meal times. AAPA provides all students with a nutritionally balanced diet for breakfast, lunch and dinner including seasonal fresh fruits. AAPA caters for Asian cuisine, vegetarians and special dietary requirements.

RECREATIONAL FACILITIES

AAPA goes to great effort to ensure that the students have a complete and balanced life during their months of rigorous training. For this reason, the campus boasts the following indoor and outdoor recreational facilities:

- Student TV lounges;
- 20m by 5m swimming pool with adequate changing, shower and locker facilities;
- Gymnasium with a wide range of equipment including treadmills, stationary bikes, various weight racks, dumb bell sets, flat/incline/decline benches, fitness balls and more;
- Sports field;
- Multi-purpose hard ball court; and
- Round the campus perimeter jogging track.

LIVING IN WAGGA WAGGA

OVERVIEW OF LOCATION

Wagga Wagga has been carefully selected as the site for the Australian Airline Pilot Academy (AAPA) as it possesses ideal training conditions not found anywhere else in Australia.

WHY WAGGA WAGGA?

CONDUCTIVE WEATHER FOR TRAINING

One of the critical success factors for any pilot training facility is the year round weather conditions. In this respect the weather at Wagga Wagga is particularly conducive. The prevailing wind is generally light and in line with the main runway. Adverse weather events are very low frequency and on average fewer than 10 days a year are lost to poor weather and are mainly due to fog on winter mornings.

EXTENSIVE TRAINING AREA

The Wagga Wagga flying training area is one of the largest in Australia and encompasses an area of approximately 540 square nautical miles with an aerobatic area of approximately 90 square nautical miles. AAPA's training area as shown in this image ([click to view](#)) comprises mostly flat farming fields providing extensive areas in which to conduct safe emergency landings. There are also several farmers' landings strips in the training area allowing emergency procedures training to be conducted safely to ground level. The flight training area is out of the way of airline flights from Wagga Wagga to Melbourne and Sydney with only occasional itinerant traffic flying en-route to other destinations. The training area also allows unrestricted operations outside controlled airspace up to 10,000 feet enabling great flexibility in training. Wagga Wagga is free from the traffic, weather and airspace restrictions that exist at the large capital city secondary airports.

RUNWAY OPTIONS

The runway configuration at Wagga Wagga allows for both sealed and unsealed training operations and both runways are currently under capacity allowing for increased utilisation and minimal training delays. The main runway is of more than sufficient length (1768m or 5800') for high performance aircraft to be used in training if required.

INSTRUMENT LANDING SYSTEM

Wagga Wagga is also one of the few regional airports in Australia equipped with an Instrument Landing System (ILS) – a precision approach guidance system normally found only at major capital city airports.

The Federal government, in line with the establishment of AAPA at Wagga Wagga, provided a grant of over \$1million for the ILS which has been operational since November 2010. This is a major advantage for flight training at Wagga Wagga as students do not waste hours travelling to other aerodromes to complete ILS training, an essential part of the Instrument Rating syllabus.

EXPOSURE TO COMMERCIAL REGULATOR PUBLIC TRANSPORT OPERATIONS

There are several RPT airline carriers, such as Rex Airlines, operating into and out of Wagga Wagga which offers Airline Students valuable exposure to such commercial RPT operations during their training.

SYNERGIES WITH PARENT COMPANY

There are also significant synergies with Rex Infrastructure and resources in Wagga Wagga such as the heavy maintenance base and administrative support functions. This allows the sharing of specialised airline resources and procedures with the Academy and also efficiencies with aircraft maintenance that is now controlled by Rex's Wagga Wagga Engineering base. The AAPA aircraft maintenance programme is run by Rex's System of Maintenance and is subject to the same high level of scrutiny and control as the Airline's programme. In addition to flight training, AAPA students receive an exposure to airworthiness processes at the Rex maintenance facility which assists them in better understanding the relationship of aircraft maintenance to their flying duties.

A VIBRANT CITY

Lastly Wagga Wagga, being the largest inland city in the State of New South Wales and a vibrant "Garden City" with its excellent sports, recreation, entertainment and amenities facilities, provides an ideal home away from home to the students during the many months of residential training with AAPA.

The city centre is only 10 minutes' drive from the campus.

For more information on Wagga Wagga, visit the Wagga Wagga City Council website at

<http://www.wagga.nsw.gov.au>

GETTING TO AND FROM WAGGA WAGGA

Wagga Wagga is located mid-way between Sydney and Melbourne, just under 500km from each and about 250km from Canberra, the capital of Australia.

By Air

Daily domestic flights operate to Wagga Wagga of approximately 1 hour duration from both Sydney and Melbourne. Australia's largest independent regional airline Regional Express (Rex) services Wagga Wagga with about 100 flights per week in and out of the city. International students or visitors need only travel from their home countries to either Sydney or Melbourne before the short connecting flight straight to Wagga Wagga. The AAPA campus is located within the airport precinct just a 5 minutes' walk away from the Wagga Wagga Airport terminal while the hangar and flight training centre are located on the apron just off the runway.

By Car

Wagga Wagga is situated at the intersection of the Sturt and Olympic Highways, approximately 4.5 hours by road from Sydney and Melbourne, and 2.5 hours from Canberra. If driving from Sydney or Canberra, turn off the Hume Highway approximately 35km south of the township of Gundagai. If driving from Melbourne, pass through Albury on the Hume Highway then turn off onto the Olympic Highway approximately 20km north of Albury. For detailed trip driving advice, visit www.whereis.com.au.

By Train

The Countrylink XPT trains visits Wagga Wagga twice daily connecting the city to both Sydney and Melbourne. Visit www.countrylink.info for more information.

By Coach

Greyhound/McCafferty Coaches offer regular transport between Wagga Wagga and Sydney. They also offer regular transport between Melbourne, Canberra and Adelaide.

Greyhound/McCafferty's Coaches – www.greyhound.com.au

CLIMATE AND WEATHER

Wagga Wagga has an annual mean rainfall of 572mm and median rainfall of 575mm, distributed fairly equally over the full 12 months.

Maximum temperatures in summer are warm averaging between 29 and 32 degrees celsius. Relative humidity however remains low in the summer months with a 3pm average of about 30%. The winters are cool to cold with overnight minimums averaging 3 degrees celsius and daily maximums climbing to only 12 – 14 degrees celsius on average. Relative humidity is much higher in winter with a 3pm average of over 60% and a 9pm average just below 90%.

Frost and fog are a feature of Wagga Wagga in winter. Snow has been recorded in the area but is a very rare occurrence.

For more information on the climate and weather of Wagga Wagga, visit the website of Bureau of Meteorology of Australia at <http://www.bom.gov.au/nsw/wagga>.

OTHER IMPORTANT CONTACT INFORMATION

For all emergencies that are life threatening, dial **000** to be attended by the emergency service departments which include Fire, Police and Ambulance services, operating 24 hours a day. Dialling **000** is free. Note that dialling **000** as a prank call or for non-emergency situations is an offence. For general police enquiries please contact a local police station.

Organisation Contact Information

Wagga Wagga Police Station

Address: 217-219 Tarcutta Street, WAGGA WAGGA 2650

Phone: (02) 6922 2599

Open 24 hours

Aviation Security Identification Card (ASIC)

All AAPA Vic students studying at the Wagga Wagga campus require an ASIC as you will require frequent access to a secure area of a security controlled airport. As applications for ASIC can take up to 2 months, it is important that you apply for ASIC as soon as possible. You can apply online for ASIC at: <https://www.casa.gov.au/standard-page/aviation-security-identity-card-asic-application>.

You will need to provide proof of identification (POI) documents with your application. AAPA will assist international students for this application.

Please note that failure to apply for your ASIC on time may result in delay in your flight training.

OTHER INFORMATION

PHONE SERVICES

You can either bring your mobile handset from your home country and connect your phone service in Wagga Wagga or sign the contract with the service provider under a certain period. Telstra and Yes Optus are the two largest service providers which you can find in the Wagga Wagga town centre. For more details you can visit the two shops below to find the suitable plan you need.

Optus Wagga Wagga

132 Baylis St, Wagga Wagga NSW 2650

Phone: (02) 6921 8120

Telstra Business Centre Wagga Wagga

108 Hammond Ave, Wagga Wagga 2650

Phone: (02) 6939 5888

AUSTRALIA POST

Only 13 mins walk from Wagga Wagga airport to Australia Post Forest Hill, you can send letters or parcels to your home country. Three different types of services, premium, standard and economy are available depending on where you would like the mail being post to. Please visit the Post Office or the website <https://auspost.com.au/> for more details.

LEGAL SERVICES

If you need legal services while studying and living in Australia, you visit the websites <http://www.legalaid.nsw.gov.au/> and <http://www.lawsociety.com.au/> for more details.

FINANCIAL SERVICES

Below are some of the major banks in the main Wagga Wagga City Centre that can cater to all your financial needs.

ANZ Bank Commonwealth Bank Westpac Bank

98-100 Baylis Street

WAGGA WAGGA NSW

2650

Phone: 13 13 14

40 – 42 Fitzmaurice St, WAGGA

WAGGA

NSW 2650

Phone: 13 19 98 any time

Cnr Bayliss St & Morgan St

Wagga Wagga, NSW 2650

Phone: 02 6922 0122

EMERGENCY AND HEALTH SERVICES

If a student is ill or injured and needs help, please contact any member of the Academy immediately. Students must report all injuries and accidents to the official point of contact, Campus Supervisor or the Chief Ground Instructor/Safety Officer. Students who suffer from a serious illness or allergies or who are required to take medication daily should advise the Campus Supervisor or the Chief Ground Instructor/Safety Officer for any assistance or special arrangements. All the staff must follow the Critical Incident Policy and Procedures to deal with such incidents. Information on emergency and health services is provided on the Orientation Day.

Medical Care

Wagga Wagga Medical Centre
4 Baylis Street Wagga Wagga NSW 2650
Phone: (61) 02 6921 4053; Fax: (61) 02 6921 1127
<http://www.waggamedicalcentre.com.au>
Trading Hours:
Monday – Friday: 8:30 am to 5:30 pm
Saturday morning: 8:30 am to 12:00 noon

Koorringal Medical Centre
295 Lake Albert Road Koorringal NSW 2650
Phone: (61) 02 6922 6855
<http://www.kmcwagga.com.au>
Monday – Friday: 8:30 am to 6:00 pm
Saturday: 9:00 am to 12:00 noon

Wagga Wagga Base Hospital
Docker Street Wagga Wagga
NSW 2650
Phone: (61) 02 5943 1000; Fax: (61) 02 6921 5632

Dental Care

Orthodontics Wagga Wagga
81 Fox Street Wagga Wagga NSW 2650
Phone: (61) 02 6921 2343

Koorringal Dental
27B/269-293, Lake Albert Street,
Koorringal Mall Wagga Wagga NSW 2650
Phone: (61) 02 9159 6921

D N Coates Dental Practice
73 Berry Street Wagga Wagga NSW 2650
Phone: (61) 02 6921 3368

The Esplanade Dental Surgery
24 The Esplanade Wagga Wagga NSW 2650
Phone: (61) 02 6921 6035

Pharmacies and Chemists

Blooms The Chemist
Shop 61, Wagga Wagga Marketplace, Forsyth
Street,
Wagga Wagga NSW 2650
Phone: (61) 02 6931 7840; Fax: (02) 6931 7843

www.blooms.net.au

Wagga Wagga Pharmacy
46 Baylis Street, Wagga Wagga NSW 2650
Phone: (61) 02 6921 4652