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# **STUDENT CONTACT POLICY AND PROCEDURE**

## 1.0 Purpose

- 1.1 The ESOS Act 2000 requires that a registered provider must keep records of each accepted student who is enrolled with the provider or who has paid any tuition fees for a course provided by the provider. These records must be confirmed in writing with the student at least every 6 months.
- 1.2 The National Code 2018 requires that the provider advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course.
- 1.3 We are committed to ensuring that the above requirements are met.

## 2.0 Scope

This applies to all **international students** enrolled at Australian Airline Pilot Academy Pty Ltd.

## 3.0 Procedure

- 3.1 We ensure student contact details are maintained and updated at least every 6 months whilst the student remains an accepted student.
- 3.2 AAPA admin team is responsible for the task of formally contacting students at least every 6 months and confirming in writing that the records on file are current.
- 3.3 AAPA admin team will confirm with the accepted student in writing the details in regard – current residential address, student's mobile number, student's landline number, student's email address and any other details prescribed by the regulations are correct.
- 3.4 If the student has changed his/her contact details, the student will be required to update the contact details through Learner App.
- 3.5 If the student has changed his/her personal details, the student will be provided the F.42 - Change of Student Information for completion and return to AAPA admin team with the certified copy of the documents. Documents submitted in a language other than English must be accompanied with the translations by an accredited interpreter or a Notary Public or lawyer.

Student Contact Policy and Procedure

- 3.6 The student must complete, sign and date this document in entirety while submitting the form in writing.
- 3.7 Where changes have been advised, AAPA admin team will then complete the applicable record updates in student admin files, Wise.NET, CPMS and PRISMS. The Change of Student Information form must then be filed in the student admin records file.
- 3.7 The Student Acceptance Agreement outlines the student's obligations with regard advising AAPA of address change whilst enrolled as a student of AAPA. All students formally acknowledge their obligations in this regard and also formally acknowledge that they will notify AAPA of any updates of their details in respect to: change of address, change of email address, change of mobile or land line phone number, change of personal details within 5 days of change taking place.
- 3.8 The student further acknowledges in the Student Acceptance Agreement that they have been advised that we will contact them at least every 6 months to confirm in writing their address, email address, mobile or land line phone number and any other details prescribed by the regulations.

**Associated documents:**

- F.42 – Student Change of Details
- F.78 – Student Acceptance Agreement

**Associated standards:**

- Refer to: [ESOS Act 2000 Section 21, National Code 2018 Standard 3.5]
- Approved by: AAPA Executive Chairman

**Responsible team:**

AAPA admin team

**Amendments:**

<b>Date</b>	<b>Version number</b>	<b>Description of amendment</b>	<b>Authorised officer making amendment</b>
23/10/2019	1.1	Update on National Code	Henry Chia
01/08/2020	1.2	Update on certified documents for clause 3.5	Henry Chia