

# Australian Airline Pilot Academy Pty Ltd

RTO Code: 91646  
CRICOS Code: 03181K

## STUDENT HANDBOOK

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Australian Airline Pilot Academy Pty Ltd  
Don Kendall Drive, Wagga Wagga Airport  
NSW 2651

Phone: +61 2 6926 7400

[www.aapa.net.au](http://www.aapa.net.au)

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## Welcome

Welcome to Australian Airline Pilot Academy Pty Ltd to start your flying career.

As part of our holistic approach to training, you will be given opportunities to be attached to Rex's heavy maintenance workshop to better understand the impact of engineering on a pilot's duties as well as to fly on the jump seat in Rex Airlines' Saab 340 aircraft to observe first-hand the multi-crew environment. Additionally, senior Rex Pilots will be brought in to expound on subjects such as Threat and Error Management during the course of your training.



This Student Handbook has been developed to guide you throughout your stay with us. It contains all the information that you need to know for you to experience a safe, pleasant and hassle-free experience at AAPA. You may wish to keep a copy of this Handbook with you at all times during your stay at the Academy. Alternatively, you may also refer to it on the AAPA website at [www.aapa.net.au](http://www.aapa.net.au)

Please take time to read through all the contents before your course commences and we hope you have an extremely exciting and fulfilling stay with us.

Yours sincerely,  
Chris Hine  
Executive Chairman

- **MISSION OF AAPA**

To deliver integrated, safe aviation training and qualifications to achieve dedicated, disciplined professional people who serve with honour and the highest core values.

- **VISION OF AAPA**

A recognised Registered Training Organisation with a pillar of confidence to ensure the delivery of all training programmes.



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These policies are made available at <http://notices.aapa.net.au/notices.htm>

# ABOUT AAPA

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## ABOUT AAPA

### 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 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.

### **ACCREDITATIONS**

AAPA is approved as an authorized pilot training organisation under the Civil Aviation Safety Regulations (CASR) Part 41 and Part 42 to conduct integrated and non-integrated training respectively. This ensures that the student's theory knowledge, aircraft handling skills, aviation law knowledge and cockpit management skills develop simultaneously.

AAPA is also accredited by the following organizations:

As a Registered Training Organization (Provider No: 91646) operating under the Australian Skills Quality Authority to provide national qualifications from the AVI08 Aviation Training Package.

As an approved provider on CRICOS (Provider No: 03181K) to conduct pilot training to overseas students in Australia for the following courses – AVI50219 Diploma in Aviation (Commercial Pilot Licence - Aeroplane) and AVI50519 Diploma of Aviation (Instrument Rating) – under the Education Services Overseas Students (ESOS) Act 2000. As an approved Flight Training Organization (ATO) by



the Civil Aviation Administration of Vietnam (CAAV) to conduct the following courses for Vietnamese citizens:

- Private Pilot Licence (PPL)
  - Instrument Rating (SE/ME)
  - Commercial Pilot Licence (CPL)
  - Airline Transport Pilot Licence (ATPL)
  - Multi Crew Cooperation (MCC)
- As an approved Flight Training Organization (ATO) by the General Civil Aviation Authority (GCAA) of the United Arab Emirates (UAE) to conduct the new ICAO Multi-Crew Pilot Licence (MPL) core flying training on behalf of Alpha Aviation Academy for cadet pilots from UAE and to conduct Integrated Airline Pilot Training Licence (ATPL) training for UAE carriers. AAPA now becomes one of only three training organisations worldwide approved by GCAA and the first approved to conduct ATPL training.

## **LOCATION**

AAPA is located in Wagga Wagga, the largest inland city in the State of New South Wales in Australia.

Street address:

Australian Airline Pilot Academy  
Don Kendell Drive  
Wagga Wagga Airport

Postal address:

Australian Airline Pilot Academy  
PO Box 91  
Forest Hill, NSW 2651  
Australia

Forest Hill, NSW 2651

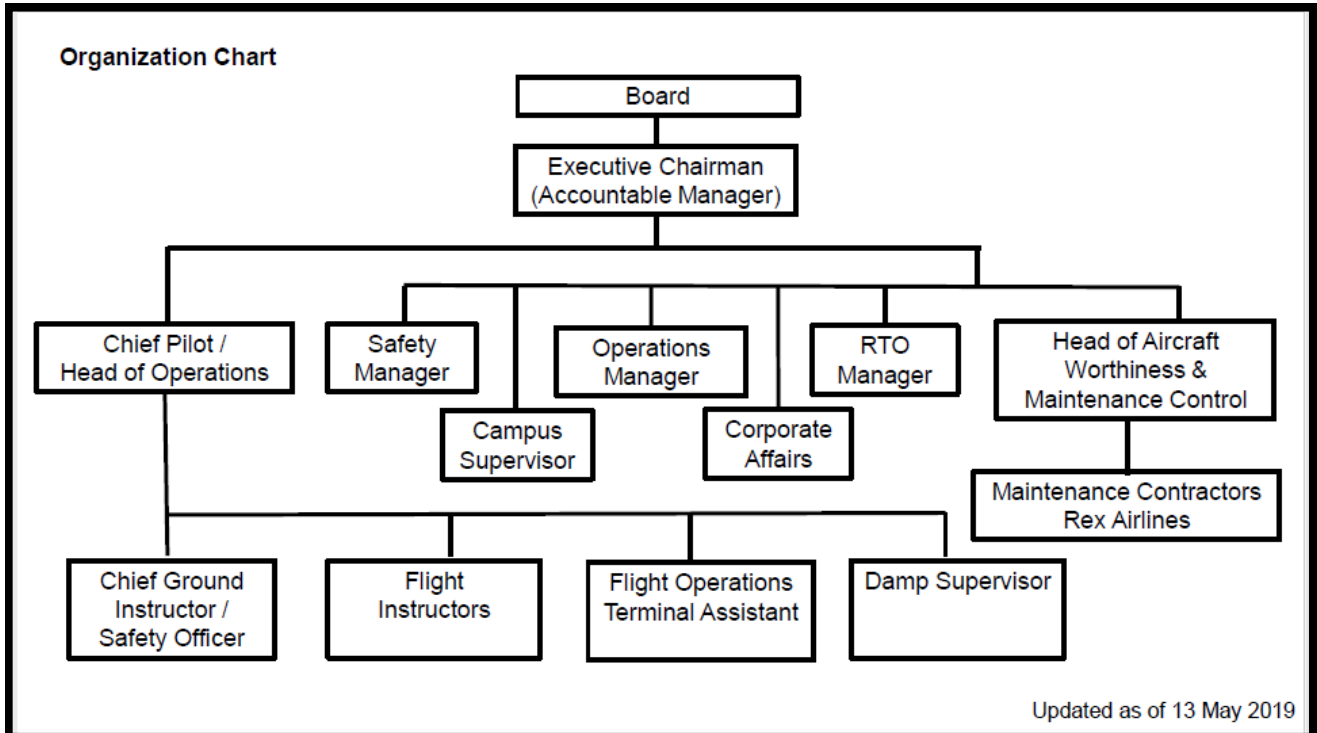
Australia

Telephone: +61 2 6926 7400

Email: [enquiries@aapa.net.au](mailto:enquiries@aapa.net.au)

# ORGANISATION CHART

## ORGANISATION CHART



## AAPA CAMPUS FACILITIES

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### AAPA CAMPUS FACILITIES



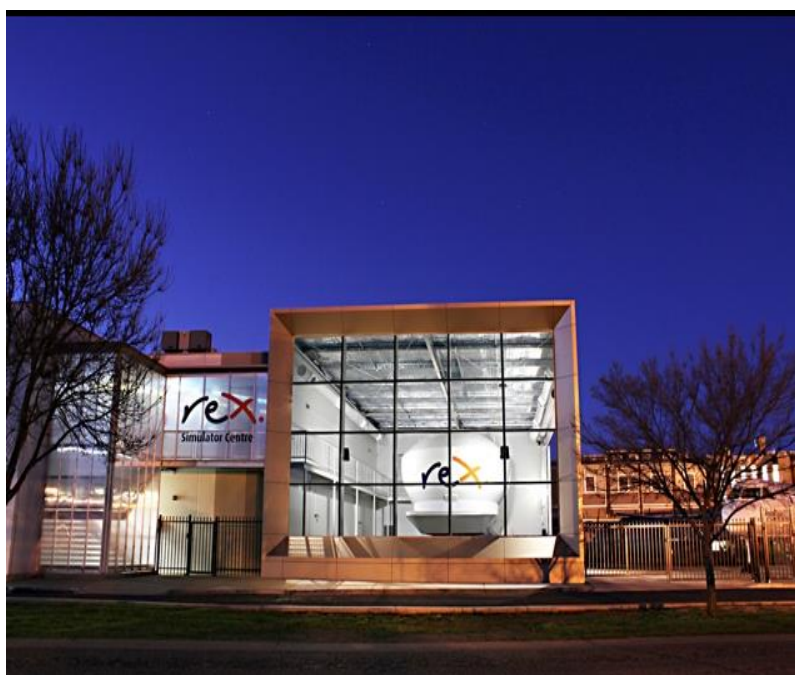
The AUD28million state-of-the-art pilot training academy is located at Wagga Wagga in New South Wales, Australia. This academy is the first pilot training establishment in Asia Pacific that features a fully self-contained campus with modern classrooms that comply with both Australian Civil Aviation Safety 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 new AAPA 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.

## ACCOMODATION

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. 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 also 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 also 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.

## **TRAINING FLEET**

The AAPA fleet has been procured specifically to provide the optimum range of aircraft types and flight simulators for the various courses and training programmes that the academy offers.

AAPA operates brand new training aircraft with state-of-the-art full glass cockpits, maintained to airline standards by airline engineering staff, and modern flight simulators which are approved as Category 'B' synthetic trainers as well as the Saab 340 Level C Full Flight Simulator.

Details of each aircraft type or simulator can be found on <http://www.aapa.net.au/fleet-aircraft.html>.

## **SAFETY AND SECURITY**

While we take all reasonable care to ensure that you are safe both on campus and while flying, we expect all students to also take reasonable care so that our campus environment is safe for all staff, students and visitors.



AAPA places flight safety as our highest priority. On the first day of Induction, our Safety Department will explain to you the Company's safety management system. Your instructors will advise on the safety procedures for flying as part of your studies, and all safety procedures must be followed without exception.

Safety is everyone's responsibility. If you notice any unsafe situations or hazard, you should report it to a staff member immediately.

To assist with safety and security, the campus is monitored by security cameras on a 24/7 basis.

## **CRITICAL INCIDENT**

The following actions are to be taken when critical incident occurs:

- Ensure the safety of staff, students and themselves
- Contact AAPA's Safety Officer / Chief Ground Instructor (Campus) and AAPA's Chief Pilot / Head of Operations (Airside/Flight) as he official point of contact for students.
- Contact the emergency services – Fire, Police or Ambulance – if required, and
- Finally contact the Critical Incident Response Team (CIRT) on their mobile.

Please read the Critical Incident Policy and Procedures for details.

## **FIRST AID**

If you are ill or injured and needs help, please contact any staff member immediately. Students must report all injuries and accidents to a staff member. Students who suffer from a serious illness or allergies or who are required to take medication daily should advise the Chief Flying Instructor / Head of Operations for any assistance.

## CONTACT LIST

Name	Position	Contact Numbers & Email
Chris Hine	Executive Chairman, AAPA	Mobile: 0401576697 Email: <a href="mailto:chris.hine@rex.com.au">chris.hine@rex.com.au</a>
Geoff Cook	Head of Operations (HOO) / Chief Flying Instructor (CFI)	Office: (02) 6926 7770 Mobile: 0400248611 Email: <a href="mailto:geoff.cook@aapa.net.au">geoff.cook@aapa.net.au</a>
Andrew Messer	Standby HOO / CFI	Mobile: 0411442202 Email: <a href="mailto:Andrew.messer@rex.com.au">Andrew.messer@rex.com.au</a>
Mohammad Ghasemian	Chief Ground Instructor / Safety Officer	Office: (02) 6922 7770 Mobile: 0401419093 Email: <a href="mailto:Mohammad.ghasemian@aapa.net.au">Mohammad.ghasemian@aapa.net.au</a>
Vanisha Tan	Operations Manager	Office: (02) 9023 3582 Mobile: 0413090637 Email: <a href="mailto:vanisha.tan@rex.com.au">vanisha.tan@rex.com.au</a>
Henry Chia	RTO Manager	Office: (02) 9023 3564 Mobile: 0448100935 Email: <a href="mailto:henry.chia@rex.com.au">henry.chia@rex.com.au</a>
Christine Zhu	Corporate Affairs	Office: (02) 96677757 Mobile: 0459107453 Email: <a href="mailto:Christine.zhu@rex.com.au">Christine.zhu@rex.com.au</a>
Louise Westblade	Human Resources Advisor	Office: (02) 6926 7472 Email: <a href="mailto:louise.westblade@rex.com.au">louise.westblade@rex.com.au</a>
Shannon Jaeger	Campus Supervisor / Flight Attendant Trainer and Course Assessor	Office: (02) 6926 7449 Mobile: 0402251128 Email: <a href="mailto:shannon.jaeger@aapa.net.au">shannon.jaeger@aapa.net.au</a>
All Flight Instructors	Instructor Office	Office: (02) 6922 7770 Email: <a href="mailto:AAPAINstructors@aapa.net.au">AAPAINstructors@aapa.net.au</a>
Ilija Perin	Maintenance	Office: (02) 6926 7451 Email: <a href="mailto:lija.perin@aapa.net.au">lija.perin@aapa.net.au</a>
Xanthia Lowey	Receptionist and Administration Assistant	Office: (02) 6926 7401 Email: <a href="mailto:xanthia.lowey@aapa.net.au">xanthia.lowey@aapa.net.au</a>
Ronnie Tang	Operations Clerk	Mobile: 0403233938 Email: <a href="mailto:Ronnie.tang@aapa.vic.edu.au">Ronnie.tang@aapa.vic.edu.au</a>
Aree Sangsuk	House Keeping	Mobile: 0427 039 873 Email: <a href="mailto:aree.sangsuk@aapa.net.au">aree.sangsuk@aapa.net.au</a>
Peter Foley Taylah Bradley Linda Bichser	Kitchen	Office: (02) 6926 7464 Email: <a href="mailto:kitchen@aapa.net.au">kitchen@aapa.net.au</a>

## LIVING IN WAGGA WAGGA

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### 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

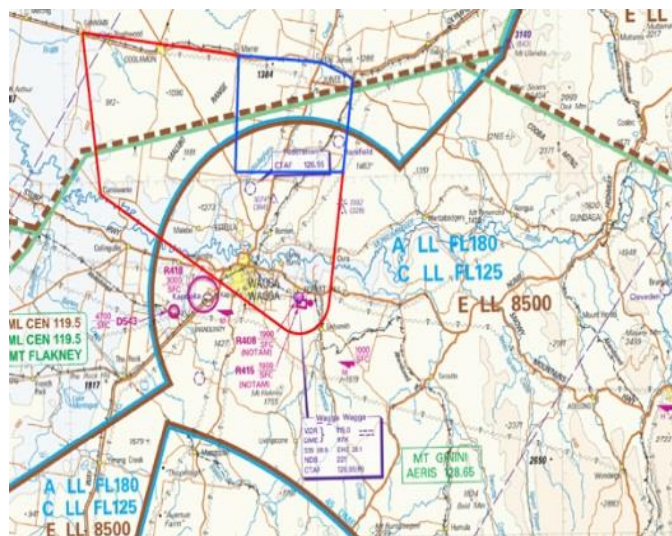


One of the critical success factors for any pilot training facility is the year round weather conditions. In this respect the weather at Wagga Wagga is particularly conducive. The prevailing wind is generally light and in line with the main runway. Adverse weather events are very low frequency and on average fewer than 10 days a year are lost to poor

weather and are mainly due to fog on winter mornings.

## LIVING IN WAGGA WAGGA

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### 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.

## LIVING IN WAGGA WAGGA

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### 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

## LIVING IN WAGGA WAGGA

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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

## **LIVING IN WAGGA WAGGA**

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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.

## LIVING IN WAGGA WAGGA

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### **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](http://www.whereis.com.au).



## LIVING IN WAGGA WAGGA

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### By Train

The Countrylink XPT trains visits Wagga Wagga twice daily connecting the city to both Sydney and Melbourne. Visit [www.countrylink.info](http://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](http://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%.

## **LIVING IN WAGGA WAGGA**

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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/weather/nsw/wagga>.

## LIVING IN WAGGA WAGGA

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### 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.

<b>Organisation</b>	<b>Contact Information</b>
<b>Wagga Wagga Police Station</b>	Address: 217-219 Tarcutta Street, WAGGA WAGGA 2650 Phone: (02) 6922 2599 Open 24 hours

## FLIGHT TRAINING AT AAPA

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### INTERNATIONAL STUDENTS

#### **Student Visa**

Overseas students studying in Australia require a Student Visa from the Australian Department of Home Affairs. For more information, visit the <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500> or contact the nearest Australian Embassy or Consulate. Students will need a medical examination by an immigration approved doctor before a student visa will be approved.

#### **English Language Requirement**

Overseas students will need to meet English Language requirement to gain a student visa.

Although there are five English language tests that are accepted for student visa applications in Australia, AAPA uses IELTS as a preferred choice. CASA and AAPA require a minimum of 5.5 for the overall score and not less than a score of 5 in all the four bands.

It's important to remember that for results to be accepted, the test must have been completed no more than two years before the application is made.

Some students are exempt from providing evidence of English Language proficiency with their visa application if they fall into one of the following categories:

- you are a citizen and hold a passport from UK, USA, Canada, NZ or Republic of Ireland

## **FLIGHT TRAINING AT AAPA**

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- 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), 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.

## **FLIGHT TRAINING AT AAPA**

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### **Overseas Student Health Cover (OSHC)**

International students wishing to study in Australia must apply for OSHC before applying for a student visa. Such cover will include visits to doctors, some hospital treatment, ambulance cover and some prescription medicines.

Your OSHC must cover for the full period of your visa. If students enter Australia before their OSHC begins, they are in breach of their visa conditions.

AAPA will organise OSHC for overseas students.

### **Confirmation of Enrolment (CoE)**

The CoE is an official document issued to overseas students to confirm that you have been accepted a place in a course. You will need CoE to apply for your student visa. AAPA will issue you the CoE once we have verified your enrolment documents and you have accepted our Letter of Offer and Student / Training Agreement.

### **Student Transfer Policy and Procedures**

This policy applies to international students on a Student Visa who want to transfer from one training provider to another. A student may apply to transfer to another provider after they have completed six months of their principal course.

AAPA will not knowingly enrol students from another provider before they have completed six months of their principal course. In the case of a package of courses for example, Cert III, Cert IV and finally Diploma, the principal course of study is

## **FLIGHT TRAINING AT AAPA**

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the highest course – the Diploma. The only exceptions are for the circumstances below:

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered.
- The original provider has provided a written letter of release
- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his/her principal course.
- Where the student is government sponsored and this transfer would be approved with formal advice and approval from the government sponsor who has stated that he/she consider the change to be in the student's best interest.

For more details, please refer to the "Student Transfer Policy and Procedure" which can be obtained from the FCNWP.

## **FLIGHT TRAINING AT AAPA**

### **GENERAL ENTRY REQUIREMENTS**

Prior to enrolling on any of our courses, all students must meet the minimum requirements on age, education, English Language, possess a Class 1 Medical, have an Aviation Security Identification Card (ASIC) and have a Unique Student Identifier (USI).

#### **Age Requirements**

Age 18 years or older

## **FLIGHT TRAINING AT AAPA**

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### **Educational Requirements**

Due to the complexity of ground theory subjects, we require students to have academic competency equal to the successful completion of Senior Secondary School Mathematics and Physics.

### **English Language Requirements**

All students must be able to read, write and understand the English competently. Note that CASA requires at least an ICAO English Level 4 to obtain a CPL. Evidence of English proficiency is also requirement for obtaining a Student Visa unless exempted.

### **Medical Requirements**

All students must have a medical and eye examination conducted by a Civil Aviation Safety Authority (CASA) Designated Medical Examiner (DAME) and Designated Aviation Ophthalmologist (DAO). The type of medical examination required (ie Class 1 or Class 2) is dependent on the course (see table below):

Course	Class 1 Medical	Class 2 Medical
Recreational Pilot Licence (RPL)		X
Private Pilot Licence (PPL)		X
Diploma of Aviation (Commercial Pilot Licence - Aeroplane)	X	
Diploma of Aviation (Instrument Rating)	X	

Note: Students doing the RPL and PPL courses, who intend to progress to higher level courses are recommended to get the Class 1 Medical from the start.

You are also required to keep it current for the duration of your training. To obtain this Class 1 Aviation Medical, you will need to make an appointment with a DAME



## FLIGHT TRAINING AT AAPA

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and DAO at least a month before starting your course. A full list of approved medical examiners can be found at this website:

<https://www.casa.gov.au/licences-and-certification/aviation-medicine/search-medical-examiner-or-eye-examiner>

If you do happen to arrive at the campus without a valid aviation medical, please inform the Chief Flying Instructor immediately.

### **The Designated Aviation Medical Examiner (DAME) in Wagga Wagga is:**

**Dr Pia G BJORKLUND** (*female*)

4 Shaw Street, WAGGA WAGGA NSW 2650

Ph: (61) 02 0488 284 544

### **The Designated Aviation Ophthalmologist (DAO) in Wagga Wagga is:**

**Dr Christopher P. Bailey** (*male*)

Suite 4, Docker Street, WAGGA WAGGA NSW 2650 Australia

Ph: (61) 02 6925 3122

### **Aviation Reference Number (ARN)**

One of the first things you can do is to apply for your Aviation Reference Number (ARN). This will be your pilot licence number and should be quoted whenever you communicate with CASA. You will need an ARN if you hold or intend to hold any licence from CASA. There is no cost involved and to apply you need to provide certified proof of identification. Please go to the link to apply:

## FLIGHT TRAINING AT AAPA

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<https://www.casa.gov.au/standard-page/individual-aviation-reference-number-application>

### **Aviation Security Identification Card (ASIC)**

After you have applied for your ARN, the next step is to apply for ASIC. This is needed 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 ARN and ASIC on time may result in delay in your flight training.

### **CASA Medical Record System (MRS)**

MRS allows class 1, 2 and 3 medical certificate holders to complete an online medical questionnaire, make payment and obtain their printed certificate from the Designated Aviation Medical Examiner (DAME) where CASA's medical standards have been met. The system retains all information entered making it easier at future examinations.

Aviation medicals are conducted within MRS. Students to make the appointment with the DAME and complete their online medical application prior to the appointment. To register on the MRS, please go to <https://mrs.casa.gov.au/Applicant>

AAPA will assist international students for the registration.

## FLIGHT TRAINING AT AAPA

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### **Unique Student Identifier (USI)**

The USI is a reference number made up of ten numbers and letters that give you access to your training records and transcripts online, anytime and anywhere. If you are a new or continuing student undertaking nationally recognized training, you need a USI in order to receive your qualification or statement of attainment.

To apply for your own USI or to find an existing USI that you had forgotten, please go to this link - <https://www.usi.gov.au/students>

### **Drug and Alcohol Management Plan (DAMP)**

All students at AAPA will be subject to a DAMP test before employment or prior to commencing your training. Students will also be rested after an accident / incident, after return to work from rehabilitation and also if there is reasonable ground to believe that you are adversely affected by drugs or alcohol whilst on training. After the initial testing, all students will be subjected to random testing by both CASA and AAPA.

### **Insurance Cover**

While the Academy is insured for liabilities caused by its negligence, you have to be responsible for your own insurance to cover all the other risks of loss or damage to property and bodily injuries. Therefore, you are recommended to purchase private medical insurance before course commencement to cover the duration of the Course.

## **FLIGHT TRAINING AT AAPA**

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### **FEES**

#### **Additional Payment**

Each course has a set amount of theory hours, flying hours and resources allocated to complete each unit of study. A breakdown of the hours is included in each student's Letter of Offer or Agreement. If you exceed the allocated hours or if you require additional training then you are required to pay for the extra hours. This includes students who require additional sittings for the CASA examinations and Flight Tests.

Additionally if you do not attend scheduled/planned training flights and do not cancel your flight, you will be liable for any aircraft and instructor costs incurred. Payment will be required before any further bookings are made for you.

AAPA also reserves the right to impose a fuel levy on the course fee if the average fuel cost during the training period under consideration has increased by more than 15% from the prevailing rate at the time of enrolment. The fuel levy is recoverable at each milestone payment.

#### **Payment Schedule**

Payment for your course must be made according to the instalment plan detailed in your letter of offer / agreement. Please note that if your fees are not paid in time, you will not be permitted to fly until they are paid. If you are unsure about the payment schedule, please contact any of the Management staff.

## FLIGHT TRAINING AT AAPA

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### Payment Method

While AAPA accepts various payment methods, our preferred method is by bank transfer. Please enter your name and student ID when paying by bank transfer.

Bank Name	Wespac Bank	Account Number	899917
	Australia		
BSB Number	032002	Swift Code	WPACAU2s
Account Name	Australian Airline Pilot Academy		

### Cancellation, withdrawal and refund

AAPA is committed to providing a fair and transparent policy and procedure when dealing with students and prospective students in regards to fees charged, protection of fees and refunds where warranted. Please refer to our Fees, Charges and Refund Policy and Procedure.

AAPA will ensure that students receive a refund of fees for services not provided. AAPA will also ensure that the contractual and financial relationship between the student and AAPA is full and properly documented, and that copies of the documentation are made available to the student when requested.

### INDUCTION

On the course start day, students will be inducted into the course and operations at AAPA. It is compulsory to attend induction as it covers important information about safety and VET provider regulations. It is also a great opportunity for students to meet trainers, key personnel and familiar themselves with the campus,

## **FLIGHT TRAINING AT AAPA**

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support services and the coming course. Our professional staff can answer your questions, provide you information about support services available to assist in your life and study in Wagga Wagga, legal services, emergency and health services, facilities and resources, complaints and appeals processes, guide and support you throughout the course.

The following subjects are covered during induction:

- Issuance of uniforms and resources
- A welcome address from the AAPA Executive Chairman or in his absence, the Chief Pilot/Head of Operations
- Brief on the use of IT systems and other related matters
- Tour of the building including fire safety and evacuation procedures
- Brief on the qualifications and other RTO aspects
- Brief on Harassment, Discrimination and Workplace Bullying (HDB), regulatory compliance and AAPA Code of Conduct
- Brief on our safety culture and other safety management system
- Operations brief – integrated training syllabus, FCNWP, CBT, CPMS and rostering
- Theory training – use of synthetic trainers and operating procedures

Following the induction is a 2-weeks Ground School (GS). During the first week of GS, you will be given training on:

- Document brief – Jepps, CAO, CAR, CASR< FCOM, MOS, POH, FCOM
- Documentation – T/O&L, W&B, Ipad, DFL/AML

## **FLIGHT TRAINING AT AAPA**

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- Flight Radio Operators Licence (FROL)
- Ground lessons One

DAMP Testing will be carried out on the second day.

During the second week of Ground School, you will sit for the FROL Exam and commence on flight training.

### **ADDITIONAL SUPPORT**

AAPA determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learners to meet the requirements of the training product as specified in training packages or VET accredited course.

### **LLN SUPPORT (LANGUAGE, LITERACY AND NUMERACY)**

AAPA requires learners to conduct a self-assessment as part of the enrolment process. In addition, AAPA interviews candidates before they are formally enrolled into the course to assess their ACF core skills face to face. Any gap identified depending on the level of the students and the skill level required for the qualification, AAPA takes various strategies. Considering the high level of standards required for commercial pilots by CASA, syllabus and course assessment cannot be adjusted as for licensing requirements. In the case the LLN skills are too low for the course, AAPA refers the students to

*Skills for Education and Employment (SEE).*

This programme provides LLN training to eligible job seekers with the expectations that such improvements will enable them to participate more

## **FLIGHT TRAINING AT AAPA**

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effectively in training or in the labour force. More detailed information can be found on <https://www.education.gov.au/skills-education-and-employment>.

### *Reading Writing Hotline – 1300 6555 06*

The Reading Writing Hotline is Australia's national telephone adult literacy and numeracy referral service. It is funded by the Australian Government Department of Education and managed by TAFE NSW. When you call the Hotline to talk about your literacy or numeracy problems, they will be able to suggest a class in your area. They have a list of courses that are run throughout Australia at places such as TAFE, community centres or community libraries.

By attending the additional training, students may achieve the LLN skills required for the course. Course fees are determined by each training provider.

## **TECHNICAL SUPPORT**

AAPA requires learners to conduct a self-assessment as part of the enrolment process to assess their technical skills. At the beginning of the course, AAPA offers tutorial in the computer lab on how to use the computer based training system and how to assess and track the course progression in Learner App. Any difficulty in learning the new skills and technology identified will be addressed individually in the tutorial. Throughout the course, any issues raised or reported for technical difficulty or any system upgrading or change will be accompanied by a tutorial in the computer lab so students can keep up to date of their skills on the use of the new technology.



## **FLIGHT TRAINING AT AAPA**

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### **COURSE DESCRIPTION**

The following information contains the general description of the courses AAPA is currently offering to students.

#### **AVI30116 - CERTIFICATE III IN AVIATION (CABIN CREW)**

This qualification reflects the roles of cabin crew personnel performing normal and emergency cabin crew duties in support of commercial or Defence aviation operations. Flight crew duties include applying technical and non-technical aviation skills and knowledge to cabin service and cargo operations. Please refer to this link for details - <https://training.gov.au/Training/Details/AVI30116>

Estimated Duration: 32 weeks part time

Location of training: AAPA, 138 Don Kendell Drive, Wagga Wagga Airport, Forest Hill NSW 2651

#### **PRIVATE PILOT LICENCE (PPL)**

PPL is a licence that allows a holder to pilot an aircraft as pilot-in-command or co-pilot when the aircraft is being operated in a private operation or the holder is receiving flying training. AAPA's PPL is a CASA approved 10 weeks full-time intensive course. The duration of the course may increase due to weather and student's performance. Please contact the RTO Manager for more details.

Location of training: AAPA, 138 Don Kendell Drive, Wagga Wagga Airport, Forest Hill NSW 2651

Expected modes of delivery: Blended, face to face and online module

## **FLIGHT TRAINING AT AAPA**

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### **AVI50219 - DIPLOMA OF AVIATION (COMMERCIAL PILOT LICENCE - AEROPLANE)**

A general qualification for the aviation industry, it provides students with the skills and knowledge to work as a professional commercial aeroplane pilot. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 5. This qualification has been structured to align with applicable aviation licensing and regulatory requirements. Please refer to this link for details - <https://training.gov.au/Training/Details/AVI50219>

It is a 34 weeks full time integrated training which includes both theory and flight training. The duration of the course may increase due to weather and student's performance.

Expected modes of delivery: Blended, face to face and online module

Location of training: 138 Don Kendell Drive, Wagga Wagga Airport, Forest Hill NSW 2651

### **AVI50519 - DIPLOMA OF AVIATION (INSTRUMENT RATING)**

A specialist qualification for the aviation industry, this course is designed for those who possess a Commercial Pilot Licence – Aeroplane issued by CASA. Pilots with this rating are able to fly at night and in poor visibility conditions such as cloud and rain. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 5. Qualifications should be structured to align with licensing and regulatory requirements applicable to Instrument Flight Operations. Please refer to this link for details - <https://training.gov.au/Training/Details/AVI50519>

The course is 8 weeks full time and includes both theory and flight training. The duration of the course may increase due to weather and student's performance.

## **FLIGHT TRAINING AT AAPA**

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Location of training: Don Kendell Drive, Wagga Wagga Airport, Forest Hill NSW 2651

Expected modes of delivery: Blended, face to face and online module

### **THE COMMERCIAL PILOT LICENCE AB INITIO**

The Commercial Pilot Licence (CPL) Ab Initio course that we offer includes Multi Engine Command Instrument Rating and is a Civil Aviation Safety Authority (CASA) approved under Part 141 and Part 142.

It is specially designed for students who would like to take this intensive course and fast track their qualifications. It combines the CPL and IR training together and speed up the completion of the two courses. Students will be arranged for interviews before the formal enrolments to assess their suitability for the integrated course.

Estimated Duration: 34 weeks full time. The duration of the course may increase due to weather and student's performance.

Location of training: Don Kendell Drive, Wagga Wagga Airport, Forest Hill NSW 2651

Expected modes of delivery: Blended, face to face and online module

### **MULTI-CREW COOPERATION (MCC)**

AAPA offers MCC as a non-accredited course. MCC training is based on the CASA Part 61 Manual of Standards and covers units of knowledge and practical skills that are used when pilots operate as part of a multi-crew.

AAPA's MCC consists of 25 hours of theoretical lessons, 6 hours computer based training and 20 hours on a SAAB 340 full flight simulator. It combines classroom

## **FLIGHT TRAINING AT AAPA**

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and simulator activity to introduce you to working in a multi-crew environment and promote the non-technical skills that will contribute greatly to your aviation safety. The course is aimed at pilots working towards an Air Transport Pilot Licence (ATPL) and all pilots who want to operate a multi-crew aircraft. .

Location of training: Don Kendell Drive, Wagga Wagga Airport, Forest Hill NSW 2651

Expected modes of delivery: Blended, face to face and online module

### **AIR TRANSPORT PILOT LICENCE (ATPL)**

This 8-week theory course is for students wishing to progress further from the CPL stage. A pass in the ATPL theory exam grants the student a 'frozen ATPL'. Students may subsequently apply for the full ATPL after they have gained the required flying experience in their flying career.

Location of training: Don Kendell Drive, Wagga Wagga Airport, Forest Hill NSW 2651

### **GCAA APPROVED INTEGRATED ATPL (A)**

The aim of the 59-weeks GCAA approved ATPL (A) integrated course is to train pilots to the level of proficiency necessary to enable them to operate as a co-pilot on multi-crew, multi-engine aeroplanes in commercial air transport operations. It is an ab-initio course. Please refer to the course flyer for more details - <http://www.aapa.net.au/pdf/Programmes/AAPA%20GCAA%20Programme.pdf>

### **CAAV APPROVED INTEGRATED ATPL (A)**

The CAAV approved integrated ATPL (A) course is composed of 750 hours classroom theory training and 238 (VFT) / 250.5 (FTC/VinA) hours flight training.

## **FLIGHT TRAINING AT AAPA**

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After the completion of the course, students will obtain the CASA issued Frozen ATPL (A) with Instrument Rating – Multi Engine Aeroplane (IR-MEA) and MCC and are able to seamlessly convert to CAAV issued licences. Please refer to the course flyer for more details - <http://www.aapa.net.au/pdf/Programmes/VNA%20Brochure%2020181201.pdf>

### **REX PILOT CADET PROGRAMME**

This 34-weeks full-time intensive programme is only offered to selected applicants by Rex. Duration may vary depending on weather and Cadet's performance. All suitable applicants will undergo rigorous selection procedures to qualify for Rex Cadet training at AAPA. The aim of the programme is to provide potential pilots with assistance in flight training and employment within the Rex Group upon satisfactory completion of training. Please click on <http://rex.com.au/cadetpilot/Default.aspx> for details.

### **RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER**

AAPA offers recognition of prior learning and credit transfer to the prospective students according to Clause 1.12 and Clause 3.5 of the Standards for RTOs 2015. If you believe you have previous and current experience or have completed one or more units that AAPA offers for the course that you wish to enrol, please refer to our policies on Recognition of Prior Learning and National Recognition Policy available upon request from RTO Manager for more details.

### **STUDENT MANAGEMENT SYSTEM**

AAPA is currently using the following student management systems to better manage student data, communication, scheduling and to meet compliance

## **FLIGHT TRAINING AT AAPA**

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obligations. Each student, upon the confirmation of enrolment, will be allocated a username and password to logon to the systems. On the Induction Day, all students are guided through the use of the systems.

### **Wisenet**

AAPA subscribed to a learning management system that enable student to view their course enrolment, unit enrolments and course progress on their portal. Students are also able to view and update their personal details.

### **Computer Based Training (CBT)**

Enrolled students are given a pre-learning CBT material to give them a head start before the course commencement date. The CBT is also used for student theory test. A test is assigned to students while course progressing at different stages and result will be available to view in the portal immediately after taking the test. Students must logon to complete the test and acknowledge the authenticity of the work. Any breach of the Plagiarism and Cheating Policy may result in repeating the entire unit, suspension from the course and possible cancellation of the course which will affect the student's visa.

### **Cadet Program Management System (CPMS)**

This system is developed to track each cadet sortie, allocated hours, rostered date, flight hours, flight date and status. Assessment record and records of AAPA and CASA theory examinations are also maintained in the system as well as record of weather and other external disruptions to the planned sorties.

### **Flight Crew Notices Page (FCNWP)**

This is another system developed where cadet can view their roster and have access to the lesson plans and records, manuals, forms, notices, student handbook, various policies and procedures and general information and references.

## **FLIGHT TRAINING AT AAPA**

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### **STUDENT ID CARD**

All students will be issued with a unique student ID card with their photo and student ID number to access to computer lab and other campus facilities. Students are required to bring their student ID card to attend all the tests. Failing to do so may result in the delay or cancel of the exams.

### **AAPA's OBLIGATIONS**

Students can expect AAPA to:

1. Treat all students with respect, fairly and without discrimination regardless of religious, cultural, racial, age and sexual differences.
2. Provide fair, transparent and efficient complaints, grievances and appeals procedures.
3. Provide high quality learning experiences to help you achieve your potential.
4. Provide a safe and healthy learning environment.
5. Treat personal information confidentially and ensure it is only released with the student's consent or when legally required

### **LEARNER'S OBLIGATIONS**

Students are expected to:

1. Take responsibility for managing their learning.
2. Know your roster and when you are scheduled to attend theory and fly
3. Behave at all times in a professional manner with honesty and integrity
4. Abide by the Academy Code of Conduct, policies and procedures
5. Respect all Academy's staff, property and facilities

## **FLIGHT TRAINING AT AAPA**

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6. Respect the diversity of all students and staff.
7. Make prompt payment of fees when due.
8. Inform the Academy promptly of any change in circumstances eg contact details, next of kin, etc



## STUDENT WAREFARE

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### STUDENT WELFARE

We understand that sometimes students may need advice and guidance relating to their study such as fees, exams, assessments and results, etc or they may need specific assistance such as visa matters, accommodation, financial assistance, health issues, counselling, etc. AAPA will endeavour to support you with information, advice and guidance or refer you to services.

The Campus Supervisor is the first point of contacts for students. She may refer you to the relevant staff or to an external service as appropriate. Counselling services are provided in accordance with confidentiality policy.

Counselling services includes but not restricted to:

- Appeals/conflict resolution
- Stress management

- Access and equity issues
- Client welfare and support
- Academic advice
- Financial concerns
- Legal services
- Religious support

## STUDENT WAREFARE

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### 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.

Yes 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
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#### 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.

## OTHER INFORMATION

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### 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.

## OTHER INFORMATION

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### FINANCIAL SERVICES

Below are some of the major banks in the main Wagga Wagga City Centre that can cater to all your financial needs.

<u>ANZ Bank</u>	<u>Commonwealth Bank</u>	<u>Westpac Bank</u>
98-100 Baylis Street WAGGA WAGGA NSW 2650 Phone: 13 13 14	40 - 42 Fitzmaurice St, WAGGA WAGGA NSW 2650 Phone: 13 1998 any time	Cnr Bayliss St & Morgan St Wagga Wagga, NSW 2650 Phone: 02 6922 0122

### CONSUMER RIGHTS

NSW Fair Trading is the government body protecting consumers rights. To lodge complaints or find information about how you are protected by the government office, please visit <http://www.fairtrading.nsw.gov.au>.

### 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.

## OTHER INFORMATION

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### Medical Care

<p><u>Wagga Wagga Medical Centre</u>          4 Baylis Street Wagga Wagga NSW 2650          Phone: (61) 02 6921 4053; Fax: (61) 02 6921 1127  <a href="http://www.waggamedicalcentre.com.au">http://www.waggamedicalcentre.com.au</a>          Trading Hours:          Monday - Friday: 8:30 am to 5:30 pm          Saturday morning: 8:30 am to 12:00 noon</p>	<p><u>Koorungal Medical Centre</u>          295 Lake Albert Road Koorungal NSW 2650          Phone: (61) 02 6922 6855  <a href="http://www.kmcwagga.com.au">http://www.kmcwagga.com.au</a>          Monday - Friday: 8:30 am to 6:00 pm          Saturday: 9:00 am to 12:00 noon</p>
<p><u>Wagga Wagga Base Hospital</u>          Docker Street Wagga Wagga NSW 2650          Phone: (61) 02 5943 1000; Fax: (61) 02 6921 5632</p>	

### Dental Care

<p><u>Orthodontics Wagga Wagga</u>          81 Fox Street Wagga Wagga NSW 2650          Phone: (61) 02 6921 2343</p>	<p><u>Koorungal Dental</u>          27B/269-293, Lake Albert Street,          Koorungal Mall Wagga Wagga NSW 2650          Phone: (61) 02 9159 6921</p>
<p><u>D N Coates Dental Practice</u>          73 Berry Street Wagga Wagga NSW 2650          Phone: (61) 02 6921 3368</p>	<p><u>The Esplanade Dental Surgery</u>          24 The Esplanade Wagga Wagga NSW 2650          Phone: (61) 02 6921 6035</p>

## OTHER INFORMATION

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### Pharmacies and chemists

<p><u>Blooms The Chemist</u> Shop 61, Wagga Wagga Marketplace, Forsyth Street, Wagga Wagga NSW 2650 Phone: (61) 02 6931 7840 Fax: (02) 6931 7843 <a href="http://www.blooms.net.au">www.blooms.net.au</a></p>	<p><u>Wagga Wagga Pharmacy</u> 46 Baylis Street, Wagga Wagga NSW 2650 Phone: (61) 02 6921 4652</p>
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## **DISPUTE RESOLUTION**

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### **RESOLVING PROBLEMS**

In the course of your training, there could be occasions where the situations or environment is not to your satisfaction. This could range from trivial matters like lights not working to more serious issues like the feeling of being victimised or unfairly treated by the instructors. It could also be on academic matters for example your progress, assessment or outcomes.

AAPA is committed to providing a high quality educational experience for all our students and will address all student complaints confidentially in an efficient, effective, fair and timely manner. Complainants will not be victimised or discriminated against. Students are expected to continue their training while a grievance process is underway, if practical.

At induction students are briefed in regards how to lodge an informal and formal complaint and the process for appeal. Students are also encouraged to read the Complaints and Appeals Policy and Procedure.

Should you feel the need to raise a matter of importance to AAPA's most senior management, you could drop an email to AAPA Executive Chairman, Chris Hine, at [chris.hine@rex.com.au](mailto:chris.hine@rex.com.au)

### **STUDENT EXIT PROCEDURES**

#### **Clearance process**

## **DISPUTE RESOLUTION**

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Upon completion of training and before you leave AAPA, please make appointment with the Campus Supervisor for the return of resources / items issued including ensuring all financial matters are settled. Please download the AAPA Clearance Checklist from the FCNWP which has to be completed and handed over to the Campus Supervisor.

### **Exit Survey**

As part of AAPA's continuous improvement process, it is important that we receive feedback from our students. All Students will receive a "Student Feedback Survey" form at the end of their training. Information gained from the survey is treated as confidential and is intended to improve on our services and training

### **Graduation**

A Graduation Ceremony is usually held once a year for all students who completed their training. Students will be invited to the graduation ceremony and Certificates with award will be issued to the students. Certificates may also be mailed or handed to students before they leave. Details of the graduation are notified through the Notice Board. Student must wear uniform while attending the ceremony.



## STUDENT WAREFARE

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### CODE OF CONDUCT

AAPA is very demanding on disciplinary standards and expects all students to uphold the same level of discipline and professional conduct that is to be expected of professional pilots of established airlines. Consequently students should not have the mistaken impression that more latitude will be given just because they are only 'students.'

All students at AAPA must read, be familiar with and abide by the AAPA's Code of Conduct which is attached in the Appendix.

In addition, all cadets must also abide by the major policies of the Rex Group and in particular the following policies which could result in severe consequences if violated:

- Harassment, Discrimination and Workplace Bullying
- Social Media Policy
- Closed Circuit Television Policy
- IT Communications Policy

These policies are made available at <http://notices.aapa.net.au/notices.htm>