



# Domestic Student Handbook

16 Boronia Road Eagle Farm

PO Box 1038 Eagle Farm QLD 4009

07 3860 0900

[www.aviationaustralia.aero](http://www.aviationaustralia.aero)


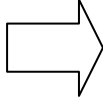

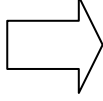
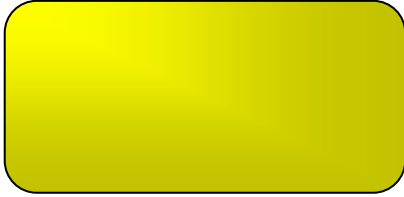
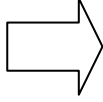

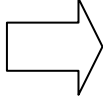

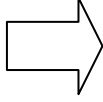

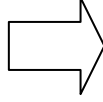
RTO Number 30770

# Contents

- Section 1: Welcome
- Section 2: Pre Arrival
- Section 3: Settling In
- Section 4: Studying at Aviation Australia

# How to use this Handbook

The information contained within this handbook has been colour-coded for your convenience in order of priority. Each page is colour-tagged according to its urgency or importance.

Colour Code		Information
		<p>“I need to know <u>IMMEDIATELY!</u>”</p>
		<p>“I need to know by <u>THE FIRST WEEK!</u>”</p>
		<p>“I need to know <u>BEFORE</u> classes begin!”</p>
		<p>“I need to know by the end of <u>WEEK 4!</u>”</p>
		<p>“I need to know by the end of <u>WEEK 6!</u>”</p>
		<p>“I need to go back and remind myself of this as I go through my study!”</p>

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# SECTION 1

## Welcome

## Contents

### [Welcome](#)

*Mr. Bill Horrocks*

*Chief Executive Officer*

### [Important Information & Emergency Contacts](#)

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Student Services Coordinator

Homestay Coordinator

Important Telephone Numbers

Emergency Police, Fire, Ambulance

DIAC

Medical Centres

Transport

Public Facilities

Location of Automatic Teller Machines

Location of Public Telephones

Post Office

### [Application Step by Step Process Model](#)

### [Things to Do:](#)

Before Leaving Home

Upon Arrival at Aviation Australia

## Welcome to Aviation Australia

Congratulations on studying at the leading aviation training organisation in the Asia Pacific region. Aviation Australia is an accredited, World class training facility established to support the development and growth of the aerospace industries in Australia and the Asia Pacific, with a particular focus on aircraft maintenance engineering, cabin crew, flight crews, management and operations.

We have well qualified and friendly staff and offer high quality learning experiences, services and facilities.

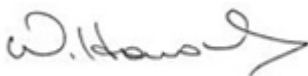
Aviation Australia students earn meaningful qualifications and benefit from increased job opportunities. We are rated as one of the best vocational training institutions in Australia for the overall education experience and graduate starting salary, and our graduates have some of the highest employment rates in Australia.

The decision to study at Aviation Australia represents a significant commitment on your part. Be assured that Aviation Australia is also making a commitment to guide, support and encourage you.

During your time at Aviation Australia, you will have many exciting opportunities to share ideas, and to participate in a rich training, cultural and social life. I hope that the experience you gain from studying at Aviation Australia will equip you with the confidence to develop your career and provide you with a qualification that will bring you many future opportunities.

Aviation Australia is delighted to be a part of your learning experience and we look forward to working with you. I wish you all the very best for your success.

Yours sincerely

A handwritten signature in black ink, appearing to read "W. Horrocks", with a long, sweeping underline.

William Horrocks  
Chief Executive Officer  
**Aviation Australia**

## Important Information and Emergency Contacts:

### Education Provider Main Contact Details - Brisbane:

16 Boronia Road Brisbane Airport Qld 4009

Tel: +61 7 3860 0900

Fax: +61 7 3860 0911

Email: [info@aviationaustralia.aero](mailto:info@aviationaustralia.aero)

Web: <http://www.aviationaustralia.aero>

### Education Provider Contact Details Cairns

Lot 1 Tom McDonald Drive, Cairns Airport

Tel: 07 4040 0000

Fax: 07 4040 0011

Email: [chris.pigott@aviationaustralia.aero](mailto:chris.pigott@aviationaustralia.aero)

Web: <http://www.aviationaustralia.aero>

### Student Services

Mary Bottos

0408 787 736

[mary.bottos@aviationaustralia.aero](mailto:mary.bottos@aviationaustralia.aero)

### Homestay Coordinator

0408 787 736

### Emergency Telephone Numbers

Police, Fire, Ambulance – **000**

### Medical Centres

#### Travellers Medical Service

Level 1, 245 Albert Street, Corner Adelaide Street, Brisbane City

**07 3211 3611**

### Legal Aid

Legal Aid Queensland

**1300 651 188**

Queensland Association of Independent Legal Services

**1800 244 504**

### Transport

Transport information regarding all Brisbane public transport.

[www.transinfo.com.au](http://www.transinfo.com.au) **131230**

Black & White **131008**

Yellow Taxi **131924**

Cairns Taxis **131008**

### Public Facilities

#### Buses Brisbane

Route No - 304 Myrtle town via Lomandra Dr to Eagle Junction - All Stops

Route No - 308 Toombul to Aviation Precinct via DFO - All Stops

For more information see;

<http://timetables.translink.com.au/timetables/>

#### Cairns Buses

Routes - 110, 111 City to Palm Cove

Routes - 112, 113, 120 City to Yorkeys Knob

[http://www.sunbus.com.au/sit\\_timetable\\_cairns.htm](http://www.sunbus.com.au/sit_timetable_cairns.htm)

### Location of Automatic Teller Machines (ATMs)

Major Shopping Centres

### Post Office

There are many Post Offices located in the Brisbane area and are often found in Major Shopping Centres. Opening hours are usually between 09:00-17:00 Monday to Friday, and 09:00-13:00 on Saturdays.

**Cairns:** ATMs and Post Offices are offered at several locations around the city including Cairns North and Smithfield Shopping Centres.

## Application Step-by-Step Process Model



### **STEP 1: Student Enquiry and Application**

(Via agent, exhibition, email, phone or fax)

### **STEP 2: Domestic Admissions (Institutional engineering only) 'Mcquaid Test'**

### **STEP 3: Student Acceptance**

Return signed forms and fees

### **STEP 4: Student Finalises Centrelink Requirements** Apply of

Austudy / Abstudy (if eligible)

### **STEP 5: Student makes Travel and/or Accommodation**

Arrangements

### **STEP 6: Student Arrives at Aviation Australia**

### **STEP 7: Domestic Student Orientation**

Registration and ID Cards

### **STEP 8: Facility Orientation**

## Things to Do



### Before Arriving

- 
- Arrange Accommodation
- Make Travel arrangements
- Purchase Uniforms/Work dress
- Make Contact with Aviation Australia, verify start times
- Important Documents:
  - This Handbook
  - Letter of Acceptance
  - Letter of Offer
  - Certified Copies of Qualifications & Certificates (RPL only)
  - ID Cards, Drivers Licence

### Upon Arrival at Aviation Australia:

- 
- Report to Administration
- Attend Student Orientation
- Attend Faculty/course specific Orientation Sessions
- Get student ID Card
- Get Textbooks
- Start Classes

# SECTION 2

## Pre-Arrival

## Pre-Arrival

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- Introducing Brisbane
- Introducing Cairns
- Introducing Aviation Australia
- How to get to Aviation Australia

### Clothing

### Keeping in Contact

### Arranging Accommodation

### Temporary Accommodation

- Hotels, Motels & Backpackers
- Apprentices and Trainees

## Introducing Brisbane



Brisbane, the capital city of the state of Queensland, has a pleasant, semi-tropical climate and is a relatively safe city in which to live, study and work. With a population of around 1.8 million people it is a vibrant international city. The city boasts inner-city beaches and parklands, world-class sporting facilities, an international airport, a cultural centre, a convention centre, museums, art galleries, a casino, shopping precincts and a multitude of cosmopolitan restaurants and coffee shops.

A wide range of international cuisines are available in Brisbane - from sushi to tacos and everything in between.

The climate of Brisbane is great for sports, beaches and other outdoor activities. The daytime temperatures range from an average of 30 degrees Celsius in summer to 14 degrees Celsius in winter.

The beaches and theme parks of the Gold Coast, a popular holiday destination, are only one hour's travel from Brisbane. The quieter beaches of the Sunshine Coast and the rainforests of nearby National Parks to the city's north take only a little longer to reach. The Botanical Gardens at Mount Coot-tha and the City Botanical Gardens are well worth a visit. Many local wildlife parks provide visitors with the opportunity to learn more about Australian native animals.

Queensland also has many natural attractions such as the Great Barrier Reef, the Whitsunday Islands, Fraser Island and the Daintree Rainforest. Students who have the time to explore further will enjoy some wonderful and unique experiences.

A good site for further information on living in Brisbane is [www.ourbrisbane.com](http://www.ourbrisbane.com)

## Introducing Cairns

Cairns is located on the coast of Far North Queensland, the city is tucked between the Great Barrier Reef in the Coral Sea and the lush rolling downs of the Atherton Tableland to the west.

Cairns is home to more than 170,000 people from all corners of the world and is renowned for its tourism attractions like the Great Barrier Reef and the Wet Tropics World Heritage rainforest.

Cairns has an estimated population of 169,615 which is growing at an average rate of 3.28 per cent per year.

There is something here for every visitor to enjoy ... adrenaline-charged adventures like diving, white water rafting and bungy jumping or more gentle pursuits like birdwatching, hiking, gourmet restaurants or just sitting under a palm tree sipping a cocktail.

Cairns offers visitors fabulous accommodation choices - everything from five star resorts to backpacker accommodation or camping grounds - along with temperate weather, sunny skies and sea breezes ... where else can you enjoy an international band one day and total isolation on a tropical island the next?

Cairns is the jewel in the crown of Australia's natural attractions ... there is something for everyone to enjoy.

A good site for further information on living in Cairns is <http://tools.cairns.com.au/about-cairns/about-cairns.php>

## Introducing Aviation Australia

Aviation Australia is an ISO 9001:2008 accredited, world class training organisation established by the Queensland State Government to support the development and growth of the aviation and aerospace industries in Queensland and the Asia-Pacific region.

The Company has strong links with major airlines, aerospace companies and universities.

In recent years it has been identified that fresh ideas were required to address industry needs, and ensure that employees were valuable and productive assets to the aviation industry. Therefore, the latest teaching methodologies and flexible learning systems have been used in developing Aviation Australia's teaching materials.

The design of Aviation Australia's training programs have allowed for future articulation to higher education. Firstly, through the range of professional development, leadership and English language courses and secondly, through Aviation Australia's partnerships with other institutions.

Aviation Australia provides training for over 60 airlines, aerospace companies and regulatory authorities from a number of countries in the Asia-Pacific and Middle-East regions. Aviation Australia's primary training centre is located at Brisbane International Airport which, in size; Australia's largest primary airport and fast becoming one of the major hubs of the Asia Pacific region. Brisbane is also the service centre for a rapidly expanding domestic and international aviation region.

Aviation Australia has also established a training centre in Cairns, Australia and has training arrangements in Brunei, China, Fiji, the Middle East and Papua New Guinea; and as required meeting client requirements in many other countries, including USA and Europe.

Aviation Australia is today recognised as the leading aviation technical training organisation in the Asia Pacific, and one of the leading aviation maintenance training colleges in the world.

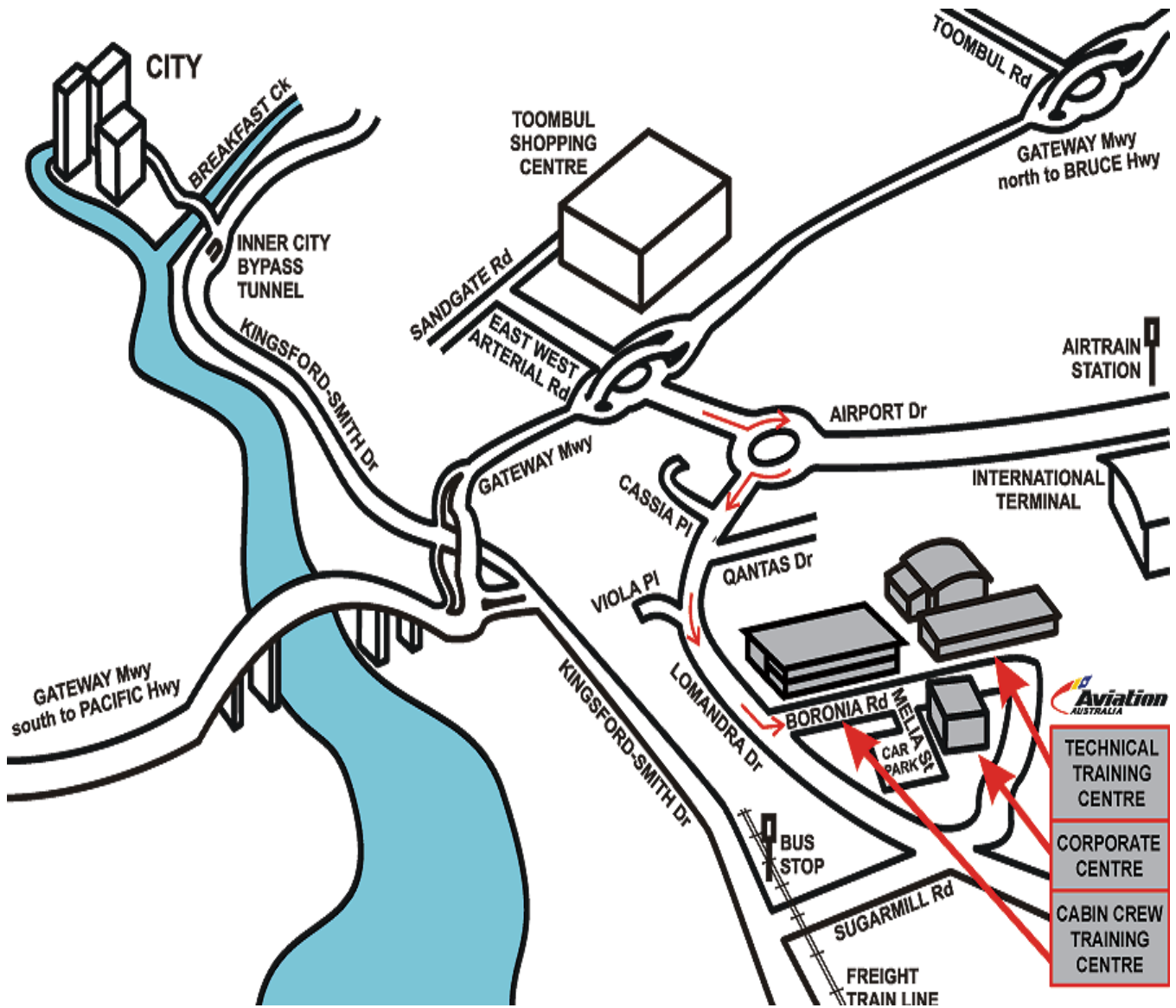
### Our Values

Aviation Australia is committed to providing the highest quality training to our students. We aim to:

- Train and equip students in the skills and knowledge relating to their chosen program.
- Support the student to successful competency and/or completion.
- Identify special needs and learning barriers and appropriately address those needs.
- Provide access and equity in the enrolment, delivery and assessment process.

Our experienced and qualified instructors are committed to your success in your studies. Using modern spacious classrooms and computer rooms equipped with the latest technology and instructional materials they endeavour to provide and maintain a professional learning support environment.

## How to get to Aviation Australia - Brisbane



## How to get to Aviation Australia - Cairns



## Clothing

On most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or “running shoes” are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring traditional dress and accessories.

Most primary and secondary school students will be required to wear a school uniform to classes and other school activities. You should check with your education provider what is included in the uniform package.

### **Engineering Dress Code**

The dress standards listed represent the minimum standard that will provide adequate protection against certain hazards in the Aviation Australia working environment. In addition to these standards, all students will abide by the standards laid down in the regulations and advisory standards which accompany the Workplace Health and Safety Act.

All jewellery and watches shall be removed while undertaking any activity which may lead to injury as a result of jewellery becoming caught or entangled.

Sun-screen shall be used to provide protection for exposed skin in outdoor activities.

As a guide, the minimum standard of dress for students at Aviation Australia is:

- i) Shorts or trousers
- ii) Sleeved presentable shirt
- iii) Classroom - Minimum enclosed shoes.
- iv) Workshops - Safety shoes which confirm to AS2210 (incorporates protective steel toecaps)

All clothing shall be clean and in good condition. Clothing worn during practical exercises shall be industrial cotton drill trousers and shirts work wear. Preferably dark blue work wear. (“King Gee” style).

**Note:** Aviation Australia work shirts available and able to be purchased through Aviation Australia tool store.

### **Cabin Crew Dress Code**

The dress standards listed represent the minimum standard that will provide adequate protection against certain hazards in the Aviation Australia working environment. In addition to these standards, all students will abide by the standards laid down in the regulations and advisory standards which accompany the Workplace Health and Safety Act.

All jewellery and watches shall be removed while undertaking any activity which may lead to injury as a result of jewellery becoming caught or entangled.

Sun-screen shall be used to provide protection for exposed skin in outdoor activities.

**Cabin Crew**

As a guide, the minimum standard of dress for students at Aviation Australia is:

- i) Black Suit - trousers or skirt for ladies
- ii) White collared and sleeved presentable shirt
- iii) Enclosed black shoes - court for ladies and dress for men
- iv) Hair should clean, neat and tidy and preferably tied back.

Students are required to bring a pair of shorts, a t-shirt and trainers to wear under overalls for practical components.

All clothing shall be clean and in good condition. Over clothing worn during practical exercises will be supplied by Aviation Australia.

**IMPORTANT**

**STUDENTS FAILING TO MEET MINIMUM  
STANDARDS OF DRESS WILL NOT  
BE PERMITTED ENTRY TO THE TRAINING FACILITY.**

## Keeping in Contact



Before you leave home, you should provide your family and friends, and your education provider in Australia, with where you will be staying when you arrive. (Do not change these details without informing them.). It is important to **ALWAYS** let someone know where you are and how to contact you by phone or by post.

The Brisbane office can be contacted by:

Tel: (07) 3860 0900

Fax:(07) 3860 0911

Location: 16 Boronia, Road Eagle Farm, Brisbane

The Cairns office can be contacted by:

Tel: (07) 4040 0000

Fax:(07) 4040 0011

Location: 1 Tom McDonald Drive, Cairns Airport QLD 4870

## Arranging Accommodation

Students under 18, without any close relatives, must reside in homestay accommodation and have an approved guardian. This will be arranged with an approved homestay provider and all details given before leaving home.

In Brisbane and Cairns there is a wide range of accommodation available to students. Types of accommodation include apartments and town houses, fully furnished share houses, and homestays where students are placed with an Australian family.

Aviation Australia recommends that for the first 2 - 4 weeks students reside in homestay accommodation. The link below is to a reputable homestay provider. If after this period students choose the option to rent or share accommodation, Aviation Australia recommends that the student does not deal directly with the landlord but goes through a reputable organisation such as Thepad.

Generally, homestay pricing ranges from \$220 to \$275 per week.

Aviation Australia has adopted the following standards in relation to student accommodation:

1. We chose accommodation providers who adhere to industry standards and ESOS obligations and
  2. We monitor and work closely with the accommodation provider to ensure they are adhering to the standards.
- [Australian Homestay Network](#)
  - [The Pad](#)

## Temporary Accommodation

### Hotels, Motels & Backpackers

If one of your parents are planning to arrive with you and stay for a few days they will usually need to stay in temporary accommodation. Most home stay families will not have the extra room to accommodate your parents.

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time.

Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

## Apprentices and Trainees

### Travel and Accommodation (For Apprentices and Trainees only Under User Choice Contract)

The Queensland Department of Education and Training provides financial assistance to apprentices and trainees who have to travel away from their usual workplace to attend training with their supervising registered training organisation, i.e. college.

Refer to the Queensland Department of Education and Training web site

<http://www.trainandemploy.qld.gov.au>

# SECTION 3

## Settling-In

## Settling-In

### Living in Brisbane

Weather and Seasons

Lifestyle

### Living in Cairns

Weather and Seasons

Lifestyle

### Permanent Accommodation

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### Types of Accommodation

Student Housing

Rentals

### Where to Look for Accommodation

### Things to Keep in Mind When Renting

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Signing a Lease

Inspection of Property

Utilities

Restrictions

Inspecting a Potential Property

Choosing a Roommate

Bills & Expenses

Food

Cleaning

Personal Habits & Individual Needs

Smoking & Drugs

Music & Television

Personality Traits & Communication

Housekeeping

Kitchen Stoves & Ovens

Refrigerators

Disposal of Rubbish

Cleaning Kitchens

Cleaning the Bathroom

Cleaning Floors

Cleaning Products

Maintenance, Fixtures & Fittings

Smoke Alarms

Pest Control

### Where can I get help?

#### Services

Emergencies - Dial 000

Police

Fire

Ambulance

State Emergency Service

Lifeline

Poisons Information Line

Emergency Translation

#### Medical Facilities in Brisbane

Medical Centres

Hospitals

X-ray

Pathology

Pharmacies

#### Medical Facilities in Cairns

Medical Centres

Hospitals

X-ray

Pathology

Pharmacies

#### Laws and Safety in Australia

Public Transport Safety

Buses

Trains and

Taxis

## Living in Brisbane

The Brisbane City Council governs an area of 1,220 square kilometres with a population of 882,259. The Brisbane metropolitan, or Greater Brisbane Area, takes in the Brisbane City Council local government area as well as surrounding shires and parts of surrounding cities. The Greater Brisbane Area covers 4,643 square kilometres and has a population of 1,626,865 people.

### Weather and Seasons

The weather in Brisbane is comfortable and sub-tropical. The city of Brisbane enjoys a very enviable climate of brilliant hot summers and clear mild winters. This makes Brisbane is ideal for visitors all year round.

### Lifestyle

You'll find the atmosphere is refreshingly welcoming and friendly. While Brisbane offers all the excitement of a big city, the pace is a little less frantic as residents and visitors alike soak up the outdoor lifestyle. Brisbane is a great place to enjoy the outdoors.

## Living in Cairns

It is the international and domestic gateway to Australia's Tropical North Queensland with a population of about 170,000 and is truly a multicultural city. Direct flights connect Cairns airport with Singapore; Hong Kong; Japan; Guam; Port Moresby & Auckland plus all Australian state capital cities and some regional centres thus making it one of the busiest airports in the country. Cairns airport is just 10 minutes from the city centre.

Cairns is the major city covered in this web site. Port Douglas, Cairns beaches (all 8 of them) and the Towns of the Atherton Tableland and the Cape York communities is covered in the Regional Information.

### Weather and Seasons

The tropical climate of Cairns provides for hot and humid summers and mild, dry winters. Luckily Cairns has some of the best beaches in the world because the temperature during the wet season can get very hot. With an average annual maximum temperature of 29°C and 62% humidity, Cairns is one of the most balmy cities in Australia.

### Lifestyle

Cairns in Queensland, Australia is regarded as one of Australia's most amazing tropical cities and most impressive tropical regions. Cairns is today one of Australia's most popular vacation and holiday destinations and also one the Australia's fastest growing cities.

## Permanent Accommodation

### Choosing Where to Live

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

## Types of Accommodation

### Student Housing

Student housing provides appropriate and affordable accommodation to eligible students who are aged 18 or over and enrolled in any Australian educational facility. Many different arrangements are available; either having your own bedroom or sharing, bedrooms normally have their own ensuite and sharing the living area and kitchen.

- [The Pad](#)

### Rentals

Students may wish to rent a house or apartments. There are also options where you may rent a room through a rent share arrangement.

## Where to Look for Accommodation

The following is a list of places where you can go to find advertisements for accommodation:

- Newspaper classifieds
  - The Courier-Mail
  - The Sunday Mail
  - The Australian
  - Brisbane News
  - Gold Coast Bulletin
  - Cairns Post
  - Cairns Bulletin
- Real Estate Agent windows & websites
  - <http://www.rs.realestate.com.au/share>
  - <http://www.domain.com.au/Public/ChooseRegions.aspx?mode=share&state=QLD>
- Local shopping centre noticeboards

### Travel and Accommodation (For Apprentices and Trainees only Under User Choice Contract)

The Queensland Department of Education and Training provides financial assistance to apprentices and trainees who have to travel away from their usual workplace to attend training with their supervising registered training organisation, i.e. college.

Refer to the Queensland Department of Education and Training web site

<http://www.trainandemploy.qld.gov.au>

## Things to Keep in Mind When Renting



### Security Deposits/Bond

The owner or agent of an owner who has the right to rent you a property is called the landlord. A landlord will ask you for money before you move into an apartment. This is called a security deposit or bond, and may amount to more than AU\$1,000 dollars. The bond is usually set at four weeks' rent. A bond/security deposit is an amount of money that is supposed to guarantee that the tenant will care for the dwelling. If the tenant does not care for the property or clean it before leaving, the landlord has a legal right to keep the security deposit. Otherwise, the landlord must return the security deposit within a month after the tenant leaves.

A rental bond is money paid by the tenant in case they breach the tenancy agreement. It is not compulsory for a rental bond to be taken. If one is paid, it must be lodged with the RTA within 10 days of receipt by the lessor/agent with a completed [bond lodgement \(form 2\)](#).

No more than four weeks rent (two weeks for moveable dwellings) can be charged as a rental bond, if the weekly rent is \$700 or less. There is no limit if the weekly rent exceeds \$700. Where rent is subsidised by an employer, the maximum bond is the greater of \$400 or the equivalent of two weeks (moveable dwellings) or four weeks rent (general dwellings). Lessors/agents cannot charge a rental bond fee to cover the costs of complying with the *Residential Tenancies and Rooming Accommodation Act 2008*.

### Signing a Lease

In most cases, the landlord will require the tenant to sign a lease. A lease is a written agreement between a tenant and a landlord that describes the responsibilities of each party. This is a binding legal document that commits the student to a specific period of residency in the unit. Usually for a minimum of 6 months.

### Inspection of Property

Most landlords will inspect the property with you on commencement of your tenancy. This is done with a list of furniture and fittings in each room of the property so that the two of you can agree on the condition of the property at the commencement of the tenancy. You should note, on this document anything you notice during the inspection that is not already listed, and keep a copy that has been signed by both of you. Once you are the tenant, the condition of these things will be your responsibility. This will be done again at the end of your tenancy and the final condition of the property may determine the return of your full security deposit.

If this inspection is not suggested, you might suggest it yourself as a means of ensuring fair treatment for all parties involved.

### Utilities

Unless someone is already living in the dwelling, the new tenant must start utility services, such as telephone, electricity, and gas. This requires contacting each individual company and arranging for the services to be connected from a specified date. The companies providing these utilities also require a small security deposit. In some cities instead of making numerous calls to different companies, there may be a utility provider company. If someone has vacated the property before you, contacting these utility companies for connection of services will ensure all previous accounts have been finalised and paid for by the previous tenant.

{'Utility One' will help you by arranging your Phone, Electricity, Gas, Internet and Pay TV - at no cost. For more information visit: [www.utilityone.com.au](http://www.utilityone.com.au) or phone 131 819. You can get the process started straight away by clicking the '*Connect me NOW*' icon on their homepage.}

## Restrictions

The lease may contain restrictions, such as not permitting animals or children in the dwelling. Ask the landlord about his/her particular requirements. Make sure that you know and understand these restrictions before signing the lease. If you do not obey the restrictions on the lease, the landlord can ask you to leave.

## Inspecting a Potential Property

It's a good idea to take notes of each property you inspect. As well as the address, rent, and agent take notes of the details:

- Are there laundry facilities?
- Is there a telephone line already connected?
- Do the light fittings work?
- Is the oven/ stove, gas or electrical?
- Does the toilet and shower all work?
- Is there damp or mould on the walls?
- Is there painting required?
- Is the place furnished? What kind of furniture?
- What kind of heating/cooling is there?
- Is there an insect/ pest problem?
- Is it close to transport, shops, and campus?
- Will the area be noisy? Is it on a busy road?
- Is there good security?
- Will the landlord carry out any repairs before you move in?
- How are repairs made once you live there, and who pays for which repairs?
- Will you be allowed to have pets?

## Choosing a Roommate

The task of choosing a roommate needs to be taken **very seriously**. The person or persons with whom you decide to live can affect the quality and productiveness of your international student experience in Australia. When the moment comes for you to make your decision concerning roommates, remember these tips: *don't panic, take your time, and don't compromise on important principles.*

## Bills & Expenses

Do you and your roommates expect to share the costs of buying toilet paper, washing powder for clothes and dishes, cleaning supplies etc. which is used by everyone?

If you are answering an advertisement for a roommate; what does the rental price cover? Does it include utilities, or are they split equally when the accounts are due? Who will pay them and how will you all know that they have been paid?

***A small notebook which is signed by everyone who hands over their share of the costs and signed by the person the money is given to, is a good idea.***

## Food

Do you and your roommates expect to share the costs of buying food and share in the preparation?

Do you have specific food needs (allergies, preparation needs)?

If your needs are for halal and your roommates are not, can you agree on respecting and upholding each other's needs?

## Cleaning

Who will clean what? How often?

Decide exactly what "clean and tidy" means to you.

Will you hire a cleaning company to keep things under control?

## Personal Habits & Individual Needs

How much privacy do you need?

What hours do you usually sleep? Study? Relax? Socialise? Shower? Wash Clothing?

## Smoking & Drugs

Do you prefer to have a smoker or non-smoker as a roommate?

Is a smoker alright as long as they smoke outside the residence?

(Many rental agreements will forbid smoking inside the premises)

Clarify your stance on the use of alcohol and/or illicit substances.

## Music & Television

What are your musical likes and dislikes?

Do you watch TV everyday or just once in a while?

Do you like to study with or without music/TV?

## Personality Traits & Communication

How do you perceive yourself?

How do others perceive you?

Do you enjoy being around a lot of people - or just a few friends?

Are you more comfortable by yourself?

What about overnight visitors?

When conflicts arise, how do you go about resolving them?

How do you behave when you're happy - angry? What are the things that bother you most?

***Please keep in mind that not everyone can be trusted! Follow your instincts and do not room with someone you do not trust.***

## Housekeeping

Some international students who come to Australia have never had the need to do their own shopping, cooking, and housecleaning. If these activities are new to you, you will need to understand that in Australia unless you choose to hire someone from a home services company to do some of these things for you; these are the responsibility of each individual and are a sign of personal independence and becoming an adult.

Most Australians, especially landlords and rental agencies, believe it is **very important** for one's living environment to be kept clean. Our concern for cleanliness is evident when you visit the supermarket, where many varieties of cleaning products are sold.

## Kitchen Stoves & Ovens

Kitchen stoves may be either electric or gas. It is important to keep the burners and oven of an electric range clean so that they may operate safely and efficiently. Tenants should clean electric stove burners after each use to prevent food from hardening on them. The electric oven should also be cleaned periodically with an oven-cleaning product unless it is a "self-cleaning" oven, for which you should follow directions carefully.

## Refrigerators

Refrigerators should be defrosted periodically, when ice or frost in or around the freezing unit becomes evident. To defrost a refrigerator, one should turn it off, empty it, and allow the water from the melting frost to drip into a pan or the tray beneath the freezer. This may take overnight, but can be done more rapidly if one puts a pan of hot water in the freezer. When the ice has melted, one should empty the tray of water into the sink. It is not a good idea to use sharp instruments to chip off the ice as they may damage the freezer and your eyes. A solution of baking soda and water can be used to clean the inside of the refrigerator. Some refrigerators automatically defrost themselves. The cooling grills on the back of a refrigerator should be vacuumed periodically to remove dust build-up, to enable the unit to refrigerate more efficiently. A refrigerator that does not work efficiently will cost you more on your electric utility bill.

## Disposal of Rubbish

Because insects such as ants and flies can be a problem, it is important for tenants to empty their rubbish every one to two days into the **wheelie bins** provided outside your accommodation. You will then put the wheelie bin/s out on the footpath once a week to be collected by council rubbish trucks. The landlord will inform the tenant about the way to dispose of garbage particularly with regards to **recycling and the days your rubbish is collected**.

## Cleaning Kitchens

Grease and oil from cooking collects on cabinet and refrigerator tops and walls, especially if occupants fry foods often. These areas should be cleaned often in order to avoid unpleasant odours and fire hazards.

## Cleaning the Bathroom

Sinks, showers, and tubs may be cleaned with bathroom cleaning products from the supermarket. If a sink does not drain properly, ask the landlord or manager to look at it. Toilet bowls should be cleaned with a special toilet cleaning solution. A plunger may also be used for toilets that do not flush properly. Do not put any items or paper other than toilet paper in the toilet as this may block the pipes. If it is obvious that mis-use of the unit has caused the need for repair, the landlord will charge you for the cost of repair or cleaning.

## Cleaning Floors

Different types of floors will require different kinds of care. A landlord can recommend the way he/she prefers to have the floors cleaned. In apartments, the managers often maintain vacuum cleaners for tenant use. You can also buy vacuum cleaners at department stores. Upon leaving a dwelling, the occupant is usually expected to have the carpet professionally cleaned. The landlord can inform the tenant about proper cleaning procedures.

## Cleaning Products

Grocery stores and supermarkets stock many different products for cleaning. It is important to read labels carefully in order to understand proper uses and dangers of the products. **(Warning: Keep all cleaning products out of reach of children and do not mix products!)**

## Maintenance & Fixtures & Fittings

You will be expected to replace light globes and keep fittings in your accommodation clean. If repairs or maintenance are required for example; a blocked toilet, the landlord should be consulted at the time. Generally, repairs will be the responsibility of the owner/landlord, unless caused by misuse of the item by the tenant or their visitors.

## Smoke Alarms

Smoke alarms are devices that detect smoke and sound an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire. When you go to sleep, your sense of smell also goes to sleep. If there is a fire, toxic fumes may overcome you before you wake up. For your protection, a smoke alarm must be installed in your home.

### Only working smoke alarms save lives!

- Once a month you should check the battery by pressing the test button on the smoke alarm. If you cannot reach the button easily, use a broom handle to press the test button
- Keep them clean. Dust and debris can interfere with their operation, so vacuum over and around your smoke alarm regularly
- Replace the batteries yearly. Pick a public holiday or your birthday and replace the batteries each year on that day.
- When the battery is low the smoke alarm will sound a short 'BEEP' every minute or so. This is to alert you the battery is low and needs replacing.
- Smoke alarms must never be painted
- If cooking and smoke sets off the alarm, do not disable it. Turn on the range fan, open a window or wave a towel near the alarm
- Do not remove the batteries from your smoke alarm or cover your smoke alarm to prevent it from operating.



(Source: Metropolitan Fire Brigade, Melbourne)

## Pest Control

The Act says that the lessor, agent or provider must maintain the premises in good repair and in a state fit for you to live in. You must keep the place clean and not damage the premises.

If you follow your responsibilities under the Act and do not cause a pest problem (e.g. by keeping a pet on the premises), then, regardless of what is written in your agreement, your lessor, agent or provider will be responsible for pest control, as well as carpet cleaning.

If you have a pet in the premises during the tenancy, you will need to do pest control or have professional pest control carried out. Keep any receipts as evidence. If there is a dispute about pest control, these documents can show that you have taken reasonable steps to reduce any pest control problem.

## Where Can I Get Help?

The Residential Tenancies Authority administers the [\*Residential Tenancies and Rooming Accommodation Act 2008\*](#) (the Act) and is responsible to the Minister for Community Services and Housing and Minister for Women. It is a self-funding statutory authority, which operates on income generated from interest earned on bonds held.

The Act applies to people renting flats, houses, caravans, units, townhouses, mobile homes and houseboats in private, public and community-managed rental accommodation. The Act also covers residents and providers of supported accommodation such as hostels, aged care and boarding houses.

The Tenants' Union provides a range of **tenancy information and advocacy services** to tenants including: a telephone advice service, tenancy publications, community education activities, tenancy law training, and research on tenancy issues, policy development and tenancy law reform campaigns.

The Tenants Union of QLD

<http://tuq.org.au/wp/>

## Services



### Emergencies - Dial 000

The Triple Zero (**000**) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in **life threatening or emergency situations only**. Emergency 000 lines should not be used for general medical assistance.



### Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a **non-emergency situation** contact **Policelink** on **131 444**.

### Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call **000** no matter how small or large the fire may be.

### Ambulance

Ambulances provide immediate medical attention and **emergency transportation to hospital**. Dial **000**

### State Emergency Service

The State Emergency Service (**SES**) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a **FLOOD** or **STORM** dial **132 500**.

### Lifeline

Lifeline's **13 11 14** service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

### Poisons Information Line

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a Doctor or referral to hospital. The Australia-wide **Poisons Information Centres** have a common telephone number: **131 126**.

## Free Counselling Advise

ORGANISATION	PHONE NUMBER
Emergency Services	000
Policelink	131 444
Crisis Care	1800 177 135
Victims Counselling and Support Service	1300 139 703
Department of Immigration & Citizenship	131 8 80
Translating and Interpreting Service	131 4 50
Lifeline	131 114
Salvation Army	1300 363 622
Rape Crisis Line	1800 657 501
Crime Stoppers	1800 333 000
Queensland Health = 13 HEALTH	13 43 25 84
Alcoholics Anonymous Helpline	07 3255 9162
Alcohol Tobacco and Other Drugs	1800 177 833
Cancer Helpline	131 120
Gambling Helpline	1800 002 210
Quit Line	131 848
Domestic Violence Mensline	1800 600 636
Men's Line	1300 789 978

## Medical Facilities in Brisbane

### Medical Centres

**Toombul Medical Centre**

Shop 99 Toombul Shopping Centre  
Cnr Sandgate Road  
Toombul QLD 4012  
Tel: 07) 3266 5277  
Fax: 07) 3266 2866

**Kedron Park 7 Day Medical Centre**

Cnr Gympie and Brookfield Road  
Kedron QLD 4031  
Tel: 07) 3857 6288  
Fax: 07) 3357 5963

**Junction Road Family Practice**

318 Junction Road  
Clayfield QLD 4011  
Tel: 07) 3857 2799

**Brisbane Northside Emergency**

Tel: 07) 3326 3320  
Fax: 07) 3326 3326

### Hospitals

**Mater Private Hospital**

Annerley Road Campus  
Holy Spirit Hospital  
South Brisbane  
Tel: 07)3163 8914

**Brisbane Private Hospital**

259 Wickham Tce  
Brisbane QLD 4000  
Tel: 07) 3834 6111

**Royal Brisbane and Women's Hospital**

Corner Butterfield St and Bowen Bridge Road  
Herston, QLD 4029  
Tel: 07) 3636 8111

**Princess Alexandra Hospital**

199 Ipswich Road  
Woolloongabba QLD 4102  
Tel: 07) 3240 2111  
[marketing&communications@health.qld.gov.au](mailto:marketing&communications@health.qld.gov.au)

**The Wesley Hospital**

451 Coronation Drive  
Auchenflower WLD 4066  
Tel: 07) 3232 7000  
Fax: 07) 3371 6834

**Holy Spirit Northside Private Hospital**

627 Rode Road  
Locked Bag 1515  
Chermside QLD 4032  
Tel: 07) 3326 3000  
Fax: 07) 3326 3100

**St Andrew's War Memorial Hospital**

North Street  
Spring Hill QLD  
Tel: 07) 3834 4455

**Dental****The Airport Dental Clinic - AIDER**

Lomandra Drive and Da Vinci Boulevard.  
Tel: 07) 3103 2060  
www.theaider.org

**Close Dental**

795 Sandgate Road  
Clayfield QLD 4011  
Tel: 07) 3862 1702  
Fax: 07) 3862 4511

**Devie Smile**

1386 Sandgate and Rode Road  
Tel: 07) 3256 9566

**Kedron Dental Centre**

17 Kitchener Road  
Kedron QLD 4031  
Tel: 07) 3359 1201

**Stafford Dental Studio**

3/285 Stafford Road  
Stafford QLD 4053  
Tel: 07) 3352 7177  
Fax: 07) 3352 7930

**Dental Surgery**

93 Broughton Road  
Kedron QLD 4031  
Tel: 07) 3357 3376  
Fax: 07) 3357 3376

**X-Ray****Savage Xray**

16 Doggett Street  
Fortitude Valley QLD 4006  
Tel: 07 3854 1088

**X Radiology Australia**

Ground Floor,  
601 Coronation Drive (Cnr Booth Street)  
Toowong QLD 4066  
Tel: 1300 13 9729

## Pathology

### **Sullivan Nicolaides Pathology**

Tel: 1800 777 877

### **QML Pathology**

Tel: (07) 3121 4444 (24 hours)

## Pharmacies

### **Terry White**

Tel: (07) 3238 0222

### **Discount Chemist**

<http://www.discountchemist.com.au/>

## Medical Facilities in Cairns

### **Medical Centres**

#### **Cairns 24 Hour Medical Centre** (Bulk bill all Medicare card holders)

Cnr. Grafton & Florence Streets

Cairns City

Tel: 07) 4052 1119

<http://www.doctors-4u.com/cairns/alpha.htm>

### **Hospitals**

#### **Cairns Base Hospital**

The Esplanade

Cairns, QLD 4870

Tel: 07)4226 6401

#### **Cairns Private Hospital**

1 Upward Street

Cairns, QLD 4870

Tel: 07)4052 5200

### **Dental**

#### **The Dentists Cairns Dental Group**

318 Mulgrave Road

Cairns, QLD 4870

Tel: 07) 4044 0444

#### **Ashton Dental Cairns**

361-363 Sheridan Street

North Cairns, QLD 4870

Tel: 07) 4051 7333

**Cairns Family & Cosmetic Dental Group**

Stockland Shopping Centre  
537 Mulgrave Road  
Earlville, Cairns QLD 4870  
Tel: 07) 4054 4338

[http://www.yellowpages.com.au/find/dentists/cairns-qld?s\\_kwid=TC\[6101\]cairns%20dental||S\[p\]8161953166](http://www.yellowpages.com.au/find/dentists/cairns-qld?s_kwid=TC[6101]cairns%20dental||S[p]8161953166)

## X-Ray

**North Queensland X-Ray Services**

126 Mulgrave Road  
Cairns, QLD 4870  
Tel: 07) 4041 3188

**Queensland X-Ray**

3/144 Lake Street  
Cairns, QLD 4879  
Tel: 07) 4046 7800

## Pathology

**Sullivan Nicolaides Pathology**

1/21 McLeod Street  
Cairns, QLD 4870  
Tel: 07) 4031 8600

<http://www.snp.com.au/home.aspx>

**QML Pathology**

Cairns Day Surgery Bldg.  
Cnr Florence & Grafton Streets  
Cairns City, QLD 4870  
Tel: 07) 4046 1505

## Pharmacies

**Terry White Chemist**

Cairns Central Shopping Centre  
Shop 112, 1-21 McLeod Street  
Cairns City, QLD 4870  
Tel: 07) 4031 8855

**Calanna Pharmacy**

355 Sheridan Street  
North Cairns, QLD 4870  
Tel: 07) 4031 4222

<http://www.truelocal.com.au/find/pharmacy/qld/cairns-region/>

## Laws and Safety in Australia

### Personal Safety:

When you are out and about it is important to be alert and aware of your personal safety.

If you are **going out at night** remember:

- Think ahead - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member?
- Never hitch-hike.
- Make sure that you stay with your party and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.
- Keep away from trouble - if you see any trouble or suspect that it might be about to start - move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- If you are socialising in a public place never leave your drink unattended. Read about Drink Spiking under 'Alcohol, Smoking and Drugs'.

If you are **out and about**:

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching
- always keep your briefcase or bag in view and close to your body
- Be discrete with your cash or mobile phones
- When going to your car or home, have your keys in your hand and easily accessible
- Consider carrying a personal attack alarm
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

(Source: Australian Federal Police)

## Public Transport Safety

Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise the safety of travellers including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance.

### Buses

Waiting for a **bus**:

- Avoid isolated bus stops
- Stand away from the curb until the bus arrives
- Don't open your purse or wallet while boarding the bus - have your money/pass already in hand
- At night, wait in well lit areas and near other people
- Check timetables to avoid long waits.



Riding on the **bus**:

- Sit as close to the bus driver as possible
- Stay alert and be aware of the people around you
- If someone bothers you, change seats and tell the driver
- Keep your purse/packages close by your side. Keep your wallet inside a front coat pocket
- Check your purse/wallet if someone is jostling, crowding or pushing you
- If you see any suspicious activity, inform the driver



### Trains

Many of the same safety tips when travelling by bus apply for **trains**. In addition:

- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras
- Carriages nearest the drivers are always left open and lit
- Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person you may feel more comfortable to move to another carriage with other people or closer to the driver.



## Taxis

Travelling by taxi is generally quite a safe method of public transport. To increase your confidence when travelling by taxi, consider the following suggestions:

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi;
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms Yellow Cab No.436"
- Stay alert to your surroundings and limit your conversation to general topics
- If you don't want your home address known, stop a few houses away from your destination



If the driver harasses you when travelling in a taxi your options include:

- Ask the driver to stop. You may choose to make up an excuse to do so;
- Leave the taxi when it stops at a traffic sign or lights
- Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop
- Read out the fleet number and advise the driver you will report him/her if they don't stop

(Source: Queensland Police Service)

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# SECTION 4

## Studying at

# Aviation Australia

## Studying at Aviation Australia

### To Begin

- Arrive Early
- What to Do First
- Student Orientation
- Emergency Evacuation Procedures
- Aviation Australia “Code of Practice”
- Student ‘Code of Conduct
- Academic
- Attendance

### Policies and Procedures

- Complaints & Grievances
- General Complaints/Disputes
- Appeals
- External Recourse
- Academic Progress
- Attendance
- Disciplinary Action - Misconduct
- Withdrawal
- Refund & Cancellation Policy
- Paying Fees
- Discrimination
- Smoking
- Drugs and Alcohol
- Recognition of Qualifications
- Recognition of Prior Learning

- Emergency Procedures
- Current Address Details
- ID Cards
- Textbooks
- Tutoring

### Student Support Services

- Student Services Office Personnel
- Pastoral Care Personnel
- Academic Skills Assistance Personnel

### Campus & Facilities

- List of Facilities

### Academic Expectations

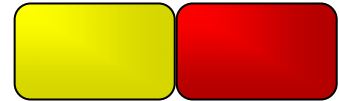
- Assessment
- Reports
- Results and Awards
- Study Skills
- Student Graduation

### Library Services

### Computer Labs

### Health & Safety on Campus

## To Begin



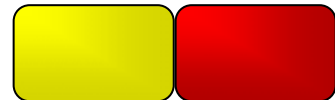
### Arrive Early

Australian Australia will provide a Student Orientation before the commencement of classes. Staff who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. Although the manual will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, its staff and its services.

Arriving early to attend orientation gives you the chance to;

- See and talk Class Co-ordinator.
- Meet and get advice from your Academic or Course Advisor
- Find your way around the campus
  - Library
  - Computer rooms and facilities
  - Recreation and eating areas
  - Classrooms
- Meet other students who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
- Find your way around the public transport/ City/ to and from your accommodation.
- Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

## What to Do First

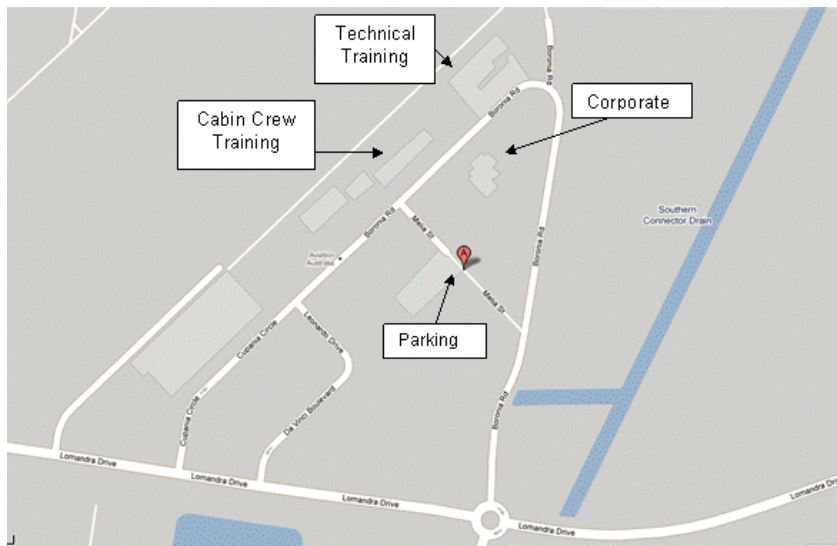


Firstly, Welcome to Aviation Australia!

If you're a Cabin Crew Student, the Cabin Crew Training Centre is located at building number 15, Boronia Road. If you are studying our Aircraft Maintenance Engineer Programme in Brisbane, the Technical Training Centre is at building number 25, Boronia Road. (See the map below for more details.) If you are studying our Aircraft Maintenance Engineer Programme in Cairns, the Cairns Aviation Skills Centre at 1 Tom McDonald Drive, Cairns Airport. Please report to your required building 15 minutes prior to the requested arrival time as you will need to sign in to gain access to the facilities.

Upon arrival you'll be greeted in reception by one of our friendly staff members and then you'll be off to learn more about Aviation Australia and orientation for your course.

Remember in Brisbane, parking is available opposite the Cabin Crew Training Centre on Melia Street and the Public Bus Station is situated outside the Technical Training Centre. We look forward to seeing you!



Parking for the Cairns Aviation Skills Centre



## Student Orientation

### Engineering students - Engineering Course

All engineering students are required to attend a one day orientation.

During induction the following will be discussed:

- Results and Awards
- Qualifications
- Course timetabling
- Instructor and class mentor access
- Fees and Charges
- RPL
- Course assessment

**Cabin Crew** Orientation is conducted on the first day of our 8 week course.

Induction covers such things as grooming, course timetable, tour of facilities, location of shops eg. (DFO /Toombul etc), powerpoint presentation on course, ex-student graduation videos and then complete a English comprehension test.

## Emergency Evacuation Procedures

In the event of an Emergency Procedure being required:

Please follow direction from Authorities and the Emergency Procedures:

### Example of Evacuation:

The **Aviation Australia's Fire System** has two integral alarms; an alert alarm and an evacuation alarm. The alert is described as a "beeping" square wave alarm, while the evacuation is described as a "whooping" triangular wave alarm.

### **WARNING**

**Only personnel who are proficient in the use of Fire Fighting appliances should attempt to use them in a situation**

### Example of Lockdown:

An **Emergency Lockdown** will be implemented when necessary to ensure that the occupants of buildings are protected from an external threat, including but not limited to; Aggressive or Violent / Hostage Incidents, Dangerous Animals, Armed Robbery, Civil Disturbance or Severe Storms.

## Aviation Australia 'Code of Practice'

### 1. Purpose

Aviation Australia has developed a Code of Practices and Procedures which establishes our commitment to the maintenance of the highest professional standards in the provision of vocational education and training, assessment and other client services

A detailed quality system has been established to ensure consistency in administration, delivery and assessment.

The objects for which the ORGANISATION is established are:

- Training and equipping students in the skills and knowledge relating to their chosen program.
- To support the student to successful competency and/or completion.
- To identify special needs and learning barriers and appropriately address those needs.
- To provide access and equity in the enrolment, delivery and assessment process.

### 2. Statement of Intention and Compliance

As a registered Training organisation, Aviation Australia has agreed to operate within the Principles and Standards of the Australian Quality Training Framework. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

### 3. Management and Administrative Practices

Aviation Australia has policies and management strategies, which ensure sound financial and administrative practices.

Management guarantees the organisation's sound financial position and safeguards student's fees until used for training and assessment.

Administration and client records are managed securely and confidentially. A client's personal records are available for perusal by the client on request.

All documentation, records and relevant administrative details are maintained in hard copy format within lockable storage areas and also electronically. This electronic storage base is backed up weekly. Backup copies are stored at a separate site in the event of loss or damage.

We have a Withdrawal and Refund policy, which is fair and equitable (see 'Refund Policy' for procedures).

Aviation Australia, as required by the AQTF, has in place adequate insurance for public liability and professional indemnity. Aviation Australia does not have personal and accident insurance for students. "It is recommended that students obtain personal and accident insurance coverage".

### 4. Training and Assessment Standards

Aviation Australia has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered.

Assessment will meet the National Assessment Principles detailed in the Australian Quality Training Framework (including Recognition for Prior Learning and Credit Transfer - see RPL/RCC Policy).

Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students.

### 5. Legislative Requirements

Aviation Australia will meet all the legislative requirements of the State and Federal Governments. In particular Workplace Health and Safety, Workplace Relations and Vocational Placement Standards (if applicable) will be met at all times.

All Qualifications and Statements of Attainment will be issued within 21 days of course completion.

## 6. Access and Equity and Recruitment

All students are recruited in an ethical, responsible and equitable manner adhering to Equal Opportunity Legislation whilst remaining consistent with the requirements of the training program.

Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation. (See Access and Equity Policy)

Appropriate qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards or outcomes of the course, based on the applicant's qualifications, competencies and special learning needs. (See Language Literacy and Numeracy Policy)

Students should make themselves aware of the current Civil Aviation Safety Authority (CASA) pre-requisites required to hold an Aircraft Maintenance Engineer licence prior to commencing training.

Visit <http://www.casa.gov.au> or contact CASA on 131 757

## 7. Marketing and Advertising

Aviation Australia will market their vocational education and training with integrity, accuracy, and professionalism, avoiding vague and ambiguous statements.

In the provision of information no false or misleading comparisons will be drawn with any other training organisation or training product.

## 8. Client Service

Aviation Australia has sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of student assessment results. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Refund Policy, Complaint and Appeal Policies, an Access and Equity Policy, student welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients (see Language Literacy and Numeracy Policy).

Our student information will ensure that all fees and charges are known to students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

## 9. Student Information and Assistance

Aviation Australia will make available accurate, relevant and up-to-date information to all students by means of Aviation Australia Web-site and /or during the interview process prior to commencement. This will include but not be limited to:

- Aviation Australia's 'Code Of Practice',
- Aviation Australia's 'Refund Policy' (where applicable),
- Aviation Australia's 'Complaints Procedure',
- Aviation Australia's 'Appeal Procedure',
- Aviation Australia's 'Access and Equity Policy',
- Aviation Australia's 'RPL/RCC Policy',
- Details relating to total fees, costs and charges (where applicable),
- Award(s) to be issued on completion or partial completion of the course,
- Competencies to be achieved by students,
- Admission procedures and criteria,

- Assessment procedures,
- Student support services, and
- Facilities and equipment.
- User Choice Contract
- Travel and Accommodation (Under User Choice Contract)

Where necessary, arrangements will be made for those students requiring language, literacy and/or numeracy support programs.

Aviation Australia recognises special needs that some students may have because of their individual background and experience. They may progress at a different level, and may encounter different learning barriers than others. Aviation Australia shall endeavour to provide and maintain a professional learning support environment, wherein the student can progress at a pace consistent with their own expectations.

Aviation Australia will take every opportunity to ensure that this information is disseminated, understood and valued by all staff and students.

#### **10. Complaints and Appeals**

Aviation Australia has a fair and equitable process for dealing with student's Complaints and/or appeals. In the event that Complaints cannot be resolved internally, we will advise the student of the appropriate body where they can seek further assistance.

All written Complaints/appeals will be treated "in confidence" and a decision relayed to the student as soon as possible. See separate Complaint and Appeal Procedure for further details.

#### **11. Quality Management Focus**

Aviation Australia has a commitment to providing a quality service and a focus on continuous improvement.

Aviation Australia values feedback from students, staff and employers the results of which are analysed and incorporated into future programs.

Aviation Australia in meeting the requirements of the Australian Quality Training Framework and associated legislative and regulatory requirements undertakes and maintains a continuous monitoring and review process of all activities and associated processes by means of a scheduled audit program.

#### **12. International Students**

Aviation Australia will be bound to the Education Services for Overseas Students Act 2000. (ESOS).

#### **13. Sanction**

Aviation Australia will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.

## Student 'Code of Conduct'

Aviation Australia places the utmost importance on developing its students to attain the highest level of professional development.

To achieve these standards it is important that students accept responsibility for their personal conduct and maintain a high level of personal, professional and technical discipline.

- Abide by the policies and practices established by this organisation;
- Comply with the regulatory requirements of DET/CASA;
- Accept responsibility for their own actions, to act professionally, and give the highest standards of service to students and the public;
- Strive to improve their knowledge, skills and quality of their work for the benefit of Aviation Australia and students;
- Act in a way that will promote cooperation and good relations among their work environment;
- Work efficiently and effectively with integrity and objectivity and strive to find and use more efficient, economical and effective ways of performing their job;
- Treat, Aviation Australia staff, students, and the public fairly and professionally;
- Avoid real or apparent conflict of interests;
- Act in a way that will enhance the integrity, reputation and image of Aviation Australia, and
- Actively promote safety within Aviation Australia and the wider aviation industry.

**Note: All mobile phones, computers or other electronic devices must be turned off whilst in class.  
Check with the instructor regarding the use of electronic translators.**

## Academic

Students are expected to perform academically in order to maintain enrolment. It is a requirement that students meet course requirements, including satisfactory academic achievement. If you are not showing appropriate progress, assistance is available.

### Doing homework

- Your class teacher will ask you to do homework. Sometimes this may be to read and prepare something. Sometimes it will be a written follow-up to some work in class. It is important that you do the homework for the class to work effectively. If you feel your teacher is setting too much or too little homework - then tell them!

### Mobile Phones

Mobile phones should be switched off during class. Urgent messages may be left at Reception and can be passed to you in your break time. However, in the event of an emergency, messages will be passed on immediately. It is unfair to your fellow students if you receive phone calls in the middle of class.

### Meal/Coffee Breaks

Your timetable will show the time of your lunch and any other breaks. Please note that food or drink is not to be taken into the classroom. Students are required to vacate classrooms during the lunch break, unless special permission has been given by a teacher to stay and complete Aviation Australia study.

### Smoking Restrictions

Legislation related to cigarette smoking prohibits smoking in "enclosed places". There is no smoking within the College building. Smokers may be fined if they fail to comply with the direction to stop smoking.

### ID Cards

The College will provide you with a student identification card (ID card) at orientation and it is only valid with a current enrolment. Student ID cards are compulsory for all students enrolled and are included in your course fees.

Your student ID card is needed as identification for entry into Aviation Australia. You may also be able to get student discounts for movies, etc, if you are a full-time student. You must keep your identification card in a safe place. If you lose your ID card it will cost \$20 to replace.

## Attendance

Students undertaking training at Aviation Australia are expected to participate in classes for a minimum of **80 per cent** of the total course duration. This figure does not include incidental sick leave. However if a student is to be absent for more than 10 per cent of the course due to extended illness or sickness, documented medical evidence from a medical practitioner must be provided upon return to Aviation Australia. Students absent from Aviation Australia are required to:

- provide legitimate proof of absence;
- provide a medical certificate if the absence is on account of sickness for any period.

The Student will inform the instructor at the beginning of the session should any medical condition or personal issue affect any of the following:

- maintaining attendance above 80%
- marked absent if:
  - late for class - morning and after all breaks
  - sleeping in class
  - leave the class and don't return in a timely manner
- informing the school via email or a phone call if I am going to be away for any length of time. **Must** contact the college if absent for 3 or more days
- providing a medical certificate for all illnesses
- making academic progress
- completing all homework
- actively participating in class

Apprentices and Trainees under a Queensland government funded contract are bound by the requirement set by the Queensland Department of Education and Training. If apprentices or trainees are absent from Aviation Australia, they are required to:

- provide legitimate proof of absence
- provide a medical certificate if the absence is on account of sickness for any period of more than 3 days;
- where (iii)(a) and/or (iii)(b) are not satisfied, the matter will be referred to the Regional Office of the Department of Education and Training for student disciplinary action.

### Punctuality / Attendance

Students are required to be seated in the classroom prior to the commencement of class. You need to consider the needs of the other students and the teacher. Students will be marked absent if they are more than 10 minutes late of the commencement time for the morning class only. Student will be marked absent for more than 5 minutes late after every subsequent break in the teaching day. (The school acknowledges that there may be unforeseen circumstances, for example traffic accidents, which may prevent you from arriving on time. This will be taken into consideration when marking absences)

**Engineering Training Hours:** unless specified Brisbane will commence at 0730 hrs and finish at 1415 hrs daily and Cairns will commence 0830 and finish at 1515. Students must notify Aviation Australia if unable to commence training at the prescribed time.

**Cabin Crew Training Hours;** unless specified will commence at 0800 hrs and finish at 1500 hrs daily. Students must notify Aviation Australia if unable to commence training at the prescribed time.

### Graduation

- On successful completion of your course of training, Aviation Australia will make available a Graduation Ceremony to allow your family and friends to join you in an occasion to mark the completion of your course of training.
- Please note that students with any outstanding fees, library books or locker keys will not be able to attend any graduation ceremonies until all these matters are clear. Additionally students under active suspension will not be able to attend any graduation until this suspension is lifted.

## Policies & Procedures

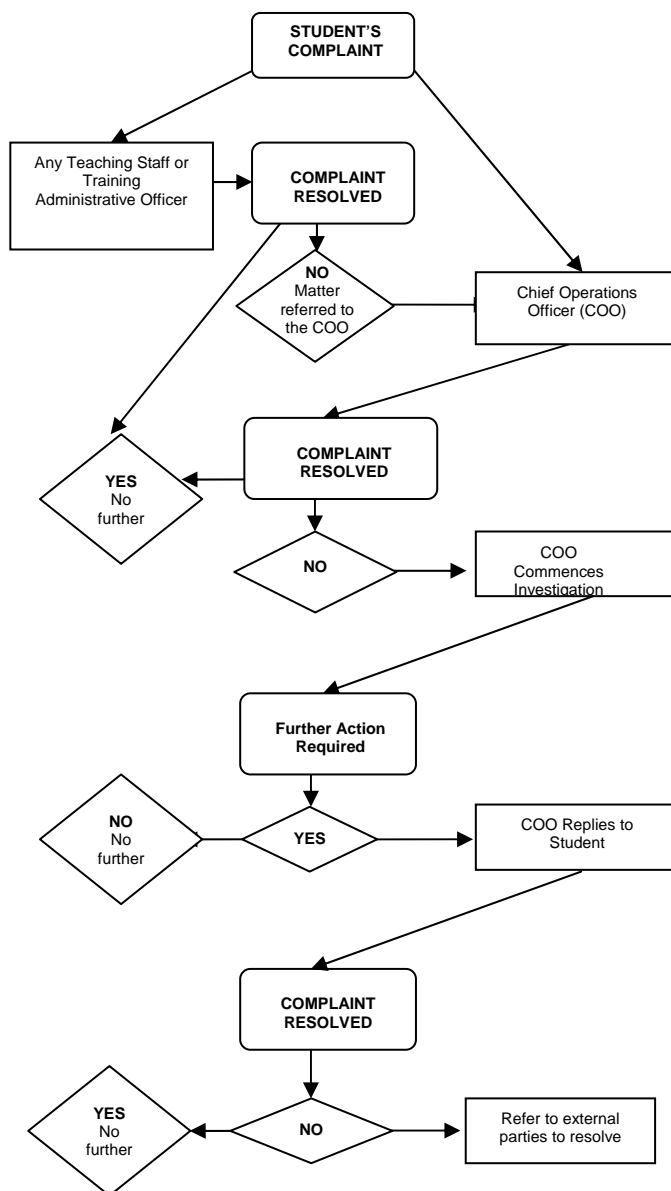


### Complaints & Grievances

Aviation Australia has a procedure for dealing with student's Complaints and/or appeals. In the event that Complaints cannot be resolved internally, we will advise the student of the appropriate body where they can seek further assistance.

You can make a verbal Complaint to any Teaching staff, the Senior English Instructor, to the Training Administrative Officer or the Chief Operations Officer.

You can submit a written complaint to the Training Administrative Officer who will submit details of the complaint to the responsible manager, the Chief Operations Officer and the Quality Assurance Manager. All written Complaints/appeals will be treated "in confidence" and a decision relayed to the student as soon as possible. If appropriate and necessary, details of the complaint may be forwarded onto other instructors.



## General Complaints/Disputes

Complaints of a general nature (including issues that involve another student), may be directed initially to any Aviation Australia staff member. Complaints involving a member of the Aviation Australia staff should be lodged with the Chief Operations Officer.

An Aviation Australia representative shall reply to the student within 30 days of receipt of the complaint.

## Appeals

Any student, who has grounds for believing that they have been unfairly assessed in either an academic or administrative decision, may appeal the outcome. Appeals must be submitted within 10 working days of the date the decision was formally presented to the student in writing; with the exception of International students having up to 20 working days from to date on a "Letter of Notification" to access Aviation Australia's appeal process. In the first instance such concerns should be raised with the relevant staff member. If still unsatisfied following discussion, the student may lodge a formal appeal in writing to the Chief Operations Officer seeking a resolution. Students are entitled to have a representative accompany them to any or all meetings.

## External Recourse

If the complaint is not resolved by internal processes, Aviation Australia will provide arrangements for independent mediation to resolve the dispute through the Dispute Resolution Branch, **Department of Justice and Attorney-General**.

The Brisbane centre is located on the 13th Floor, Central Courts Building, 170 North Quay, QLD 4000. Contact details: Tel: +61 7 3239 6269; Fax: +61 7 3239 6284.

Freecall in Queensland outside of Brisbane 1800 017 288

**Small Claims Tribunal:** if your dispute involves student fees or other charges

Small Claims Tribunal

07 3247 4578

**Anti Discrimination Tribunal:** If your problem relates to how you have been treated by your college or institute in regards to your sex, pregnancy, age, race, impairment, religion, political belief or lawful sexual orientation.

Anti Discrimination Tribunal

07 3239 6408

## Disciplinary action

Domestic Student Attendance and Academic Progress Requirements.

**Misconduct** - any act or omission by a student that:

- Is prohibited by references within Aviation Australia's policies and procedures; or
- Is prejudicial to the orderly conduct of the business of Aviation Australia; or
- Directly and adversely affects Aviation Australia or any member or student within Aviation Australia.

**Acts of Misconduct** may include, but are not limited to:

- Disruption of teaching, tutorials, lectures, periods of instruction or other learning-based activities;
- Destruction, defacing, damage to or inappropriate use of Aviation Australia property;
- Theft of Aviation Australia's property or personal property;
- Assault and/or physical obstruction;
- Oral, written and/or physical intimidation, including (but not limited to) stalking;
- Where there is adverse or disruptive behaviour as a result of being under the influence of alcohol or illegal substances (drugs);
- Being in possession of illegal substances; and
- Any other behaviour which significantly obstructs or interferes with the business of Aviation Australia.

**Academic misconduct** (Cheating) in assessment tasks (including examinations, assignments and practicals) include, but are not limited to:

- Communicating in an examination, or other test, with other candidates, or bringing into the examination room any textbook, notebook, memorandum, other written material or mechanical or electronic device (including mobile phones), or any other item not authorised by the Examiner or the Examinations Invigilator supervising the examination;
- Writing an examination answer, or consulting any person or materials, for an examination answer, inside the confines of the examination room;
- Attempting to read other students' work in an examination;
- Where individual work is required, making available notes, papers or answers related to the content of an examination or assignment (in whatever form) to others;
- Where individual work is required, receiving answers, notes or papers related to the content of an examination or assignment (in whatever form) from another student, or another source; and
- Not following the directions of the Examiner or the Examinations Invigilator supervising the examination, including seating location and movement about the examination room.

**Possible action which may occur:**

The student may be reprimanded for cheating but no further penalty shall be applied;

The original assessment item shall be awarded no marks and the student shall be required to repeat and resubmit the assessment item, or undertake an equivalent assessment item, which will be marked on its merits;

The original assessment item shall be awarded no marks and the student shall not be permitted to resubmit the assessment item; or

The student shall be awarded a grade of Fail for the subject containing the assessment item.

If in the opinion of the relevant Manager the student's actions constitute a sufficiently serious breach of this Policy, or if the student is judged to be a serious, repeat offender against this Policy, the Manager in consultation with the General Manager Operations may determine that the student should be excluded from the subject or from the course for a period of time of up to one year from the date of the incident.

Students studying under the guidelines of Aviation competent authorities if observed during an examination to be cheating or in possession of material pertaining to the examination papers and associated authorized documentation will be disqualified, and that student's examination cancelled. The offending student will not be permitted to sit any examination for at least twelve (12) months after the date of the incident.

**Cheating will not be tolerated by Aviation Australia.**

## Withdrawal

Student withdrawal from studies may be in the form of:

**Deferral:** postponement of commencement of a course

**Suspension:** temporary postponement of enrolment during course

**Cancellation:** cessation of enrolment in course

### Student initiated deferral, suspension or cancellation

Students wishing to defer, suspend or cancel enrolment must meet one of the following conditions:

- Unavailability of a course;
- Visa delay;
- Compassionate and compelling circumstances - these are generally beyond the control of the student and have an impact on the student's course progress or wellbeing. These could include but are not limited to;
  - Serious illness or injury, where medical certificate states that the student was or will be unable to attend classes,
  - Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided),
  - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies, or
  - Traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Supporting documents must be provided upon application e.g. Medical certificates; police reports etc and kept on the student's file.

### Deferral prior to commencement

- Students may request a deferral prior to course commencement. Request must be in writing (AA Form A0-32a) and addressed to Domestic Sales Co-ordinator. A revised Letter of to be sent.

### **Suspending your enrolment**

Students wishing to suspend their enrolment must complete an AA Form A0-31 or withdrawal section of AA Form A0-17 and sign appropriate areas with all supporting documentation attached.

Students who are considering withdrawal from Aviation Australia should immediately consult the Student Services Co-ordinator, who may be able to provide guidance for more advantageous alternatives.

Applications must be in writing (AA Form A0-32b) and submitted at least 14 days prior to suspension date. The maximum suspension period is eighteen (18) months. Approval will only be given in the limited circumstances described above. The student will receive notification in writing of the result of the request.

### **Cancelling your enrolment**

Students wishing to cancel their enrolment must complete AA Form A0-31 or withdrawal section of AA Form A0-17 and sign appropriate areas with all supporting documentation attached. The student will receive notification in writing of the result of the request.

### **Aviation Australia initiated deferral, suspension or cancellation**

Where suspension or cancellation is initiated by Aviation Australia, students will receive a letter of notification of Intent to Defer, Suspend or cancel Enrolment. This notice will clearly identify that a student will be given 20 working days to submit an appeal on AA Form A0-30, "Appeal Action Form". When the appeals process is initiated, Aviation Australia will maintain the student's enrolment until the internal appeals process is complete. Aviation Australia reserves the right to not provide learning opportunities during this process should it be deemed appropriate.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or provider-imposed suspension of enrolment due to misbehaviour, the period of suspension of enrolment (as entered in PRISMS) should not be included in attendance monitoring calculations.

## Refund & Cancellation Policy

Aviation Australia applies the following procedure regarding payment of refunds of tuition fees to fee-paying international students. For claiming a refund, contact Training Administration and complete AA Form A0-32 Request for Refund

**All students** studying at Aviation Australia are eligible to claim a refund under the following conditions:

A student cancels their enrolment due to a serious medical condition affecting them or a member of their immediate family. In this case the student's fees can be transferred to enrol them on an alternate course conducted by Aviation Australia, or a full refund less the administration fee will be processed.

A student cancels their enrolment due to bereavement. In this case the student's fees can be transferred to enrol them on an alternate course conducted by Aviation Australia, or a full refund can be processed.

Aviation Australia is unable to provide a course offered. In this case the student's fees can be transferred to enrol them on an alternate course conducted by Aviation Australia, or a full refund can be processed.

### Specific Refund Conditions for **Institutional Certificate IV Students**

A student cancels enrolment before delivery of the course has commenced. In this case the student's deposit and fees can be transferred to enrolment on an alternate course conducted by Aviation Australia, or a full refund can be processed.

A student withdraws from training before the scheduled completion of the course. In this case the student's fees can be transferred to enrolment on an alternate course conducted by Aviation Australia, or a pro rata refund can be processed. The calculation would be based on the course commencement date and the date of the notification of withdrawal of the student as per AA Form A0-17.

The student is to notify the Training Administration of their withdrawal from the course.

The withdrawal and refund section of the induction form A0-17 is to be completed with all information and forwarded to the finance department for processing. In this situation, AA Form A0-17 eliminates the need for AA Form A0-32 Refund Request to be completed.

Conditions of payment of refund for Certificate IV students:

- Refunds will be paid in AUD
- Refunds will be issued via a cheque unless otherwise requested
- Refunds will be processed within 7 days from date of cancellation.

### Specific refund conditions for **Domestic Engineering Apprentices/Trainees**:

An apprentice or trainee cancels enrolment before delivery of the unit of competency has commenced. In this case a full refund can be processed.

An apprentice or trainee withdraws from a unit of competency that has already commenced delivery. In this case the apprentice or trainee is eligible to claim a pro rata refund. The refund would be calculated based on the module commencement date and the date of notification of withdrawal of the apprentice or trainee.

The student is to notify the Training Administration of their withdrawal from the unit of competency.

If a refund is required, Training Administration is then to follow procedure using AA Form A0-32 so a refund can be processed.

Conditions of payment of refund for Domestic Engineering Apprentices/Trainees students:

- Refunds will be paid in AUD
- Refunds will be issued via a cheque unless otherwise requested
- Refunds will be processed within 7 days

Specific refund conditions for fee paying **Domestic Engineering Student**:

A student cancels their enrolment earlier than fourteen (14) days before the commencement of their nominated course. In this case the student's fees can be transferred to enrolment on an alternate course conducted by Aviation Australia, or refund less the course deposit.

A student cancels their enrolment within fourteen (14) days of commencement of their nominated course. In this case the student is not eligible for a refund.

Conditions for payment of refunds for domestic fee paying students:

- Refunds will be paid in AUD
- Refunds will be issued via a cheque unless otherwise requested
- Refunds will be processed within 7 days.

Specific refund conditions for fee paying **Domestic Cabin Crew student**:

A student cancels their enrolment earlier than fourteen (14) days before the commencement of their nominated course. In this case the student's fees can be transferred to enrolment on an alternate course conducted by Aviation Australia, or a full refund less the administration fee and course deposit which would be non refundable in this case.

A student cancels their enrolment within fourteen (14) days of commencement of their nominated course. In this case the student is not eligible for a refund of any course fees.

Conditions for payment of refunds for domestic cabin crew fee paying students:

- Refunds will be paid in AUD
- Refunds will be issued via a cheque unless otherwise requested
- Refunds will be processed within 7 days

### **Administration Charge**

In all instances of a refund where an administration charge is mentioned, the amount deducted will be **AUD500**.

### **Dispute Resolution Procedure**

If you disagree with the way Aviation Australia has calculated the refund, you may lodge an appeal. This must be in writing and addressed to:

#### **Fee Refund Appeal**

Aviation Australia

PO Box 1038

Eagle Farm

Qld 4009

This internal appeal procedure does not limit your right to seek other legal remedies outside of Aviation Australia. You have the right to take further action under Australia's consumer protection laws. *Refer AA POL 10, "Refund"*.

### **Change of Personal Details**

If a change of name or address is effected after enrolment, it is the responsibility of the student to notify Training Administration of the change of details.

## Paying Fees

### Tuition Fees

Tuition fees are the student's contribution to the cost of tuition. The Department of Education and Training require Aviation Australia to charge and collect a tuition fee for each student in a training program with an outcome of Australian Qualification Framework level III or above. The tuition fee is calculated as per the latest costing found under the Training and Employment web-site -

<http://www.trainandemploy.qld.gov.au>

### Student Services

Students support services provided by Aviation Australia include:

- Student counselling
- Library services
- Course information service
- Disability support service

### Student Facilities Fees

Aviation Australia provides state of the art training facilities. A 'Student Facilities Fee' applies to assist Aviation Australia in providing the best possible aviation training environment, facilities and equipment to support the learning process.

Disclaimer: Apprentices under User Choice Contract are exempt of the "Student Facilities Fee".

### Student Resources

Aviation Australia will provide all student text books, handouts, tools, workshop equipment and practical materials required for training. Students will be required to provide all of their own basic stationary needs (i.e. note books, pens, pencils etc).

### Fee Payment by Instalments

Students may apply to Aviation Australia for special consideration in the payment of fees. This procedure allows approved students to pay fees by instalments at an agreed rate.

It should be noted that students who are allowed to pay by instalments over an agreed period of time and who default in their payments may have their results withheld, or their enrolment cancelled and/or be subject to legal action to recover the fees owing. Students who default in their payments and are permitted to remain on the course may be asked to complete the balance of payment in full before continuing.

### Fee for Service Students

Positions available to prospective students on Pre-Trade courses are always limited by the allocation of government funding. An option exists for students unsuccessful in gaining government assistance to access training by paying a 'Set Fee' for the course.

It should be noted that the 'Set Fee' that is charged by Aviation Australia is the total cost of the course without any funding assistance from the government. This 'Set Fee' is subject to change, and can be obtained from the Administration on request.

Students must still be assessed through the normal selection process prior to acceptance on a course. A position will not be offered until the student is assessed as suitable and the 'Set Fee' has been paid.

### Changes to Fees and Charges

All Aviation Australia fees and charges are subject to change without notice.

## CABIN CREW

### Payment of Tuition Fees

Payment of 100% of the course tuition fee is required to be received by Aviation Australia upon acceptance of an offer of enrolment. This can be paid by credit card, cheque or as an electronic transfer into Aviation Australia's bank account.

Failure to pay the course tuition fees by the due dates shown on the invoices will make the student ineligible to commence or continue training.

## Fees and Charges Concessions

### Exemptions

Provision exists for partial and full exemptions so as not to financially disadvantage students. A student will be exempt from paying 60% of the tuition fee if it can be shown that they fall into one or more of the following exemption categories:

- The Participant was or will be under 17 at the end of February in the year in which the Supplier provides training, and the Participant has not completed year 12
- The Participant holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card..
- The Participant issues the Supplier with an official form under Commonwealth law confirming that the Participant, his or her partner or the person of whom the Participant is a dependant, is entitled to concessions under a health care card or pensioner concession card.
- The Participant is an Aboriginal or Torres Strait Island person and acceptable evidence of this would be any of the criteria listed below:
  - i) advice from the Commonwealth Department of Education, Employment and Workplace Relations approving the Participant's application for an Abstudy Allowance
  - ii) a declaration from a local Aboriginal and Torres Strait Islander Group
  - iii) where the supplier has or is serviced by an Aboriginal and Torres Strait Islander Support Officer, a declaration by that officer.

### Total Exemption

A student may be totally exempt from paying the tuition fee if it can be shown that:

- payment would cause the student financial hardship (forgoing the essentials of life ), and
- the participant is a School Based Apprentice or Trainee

The decision to allow exemptions is at the discretion of Aviation Australia. The internal appeals process of Aviation Australia will manage any appeal to a decision regarding fee exemption.

### Study Assistance

Pre-Trade courses currently conducted by Aviation Australia are approved for Austudy/Abstudy.

All other courses are not approved for Austudy/Abstudy.

## Discrimination

Aviation Australia is committed to protecting the rights of both staff and students to achieve their full potential in an environment which values cultural diversity and is free from racial discrimination or harassment. Such an environment is one which positive actions are taken to:

- Discourage racial discrimination and harassment in its structures and its learning environment.
- Affirm and value cultural diversity.

The Queensland Anti-Discrimination Act 1992 makes it unlawful to discriminate on the grounds of:

- gender
- race
- age
- sexual preference
- physical or intellectual impairment
- marital status
- pregnancy
- trade activity

A student who believes that he/she is being discriminated against should contact the Technical Training Manager.

*Refer AA POL 04, "Discrimination".*

### Sexual Harassment

Aviation Australia is committed to providing a safe and equitable learning environment for students.

Aviation Australia Sexual Harassment policy outlines the procedures for all persons who are involved in a complaint of sexual harassment. The policy aims for an efficient and fair process of resolution. All students may obtain a copy of the policy from Training Administration.

### What You Can Do If You Believe You Are Being Sexually Harassed

No student is expected to put up with sexual harassment. Independent counsellors will be made available to provide personal advice and support in dealing with the feelings caused by the harassment and the referral. Sexual harassment counsellors can also provide advice about the options available for resolving the problem.

In the first instance, concerns should be reported to a member of Training Administration who will immediately notify a member of Senior Management, who will proceed to investigate the claim.

All have the right to feel safe as students at Aviation Australia, and to have an unhindered opportunity to achieve their full potential. Students should not allow sexual harassment to interfere with their studies or their life at Aviation Australia. Remember there are personnel available to help, and the law is supportive.

*Refer AA POL 03, "Sexual Harassment"*

## Smoking

Government policy prohibits smoking inside buildings. Smoking is prohibited on the tarmac area and within prescribed distances of parked aircraft, refuelling installations and vehicles. Smoking is not permitted in any area of Aviation Australia other than the designated smoking area.

*Refer AA POL 12, "Smoking"*

## Drugs and Alcohol

The use of non-medically prescribed drugs by students or staff of Aviation Australia is strictly prohibited. The aviation industry employs zero tolerance in relation to the non-medical use of drugs.

Many aviation companies perform drug testing prior to any offer to prospective employees.

Persons thought to be under the influence of drugs will not be permitted to work on aircraft or any other projects and will be denied access to all Aviation Australia facilities.

Persons found using and/or dealing in drugs whilst attending Aviation Australia will be reported to the appropriate authorities and may be removed from course.

The consumption of alcohol by students and/or staff during working hours is not permitted at Aviation Australia. Exceptions are made for occasional afternoon social activities, which are sponsored by Aviation Australia and supervised by Aviation Australia staff.

Under-aged drinking is not permitted at any time under any circumstances.

Persons found to be under the influence of alcohol will not be permitted to work on aircraft or any other projects and will be denied access to all Aviation Australia workshop facilities.

*Refer AA POL 13, "Drugs and Alcohol"*

## Recognition of Qualifications and Statements of Attainment

Aviation Australia, as a Registered Training Organisation, accepts and recognises credentials issued by another Registered Training Organisation based in any State/territory of Australia.

The credential may be a Statement of Attainment for specific modules or unit of competency, or it may be a complete qualification such as certificate or diploma.

The body issuing the credential must be a registered training organisation with a State/Territory Recognition Authority.

*Refer AA POL 08, "National Recognition".*

## Recognition of Prior Learning (RPL)

RPL is a process that allows the *competencies* a student possesses to be recognised, regardless of how they were obtained. These may include skills gained on the job, or from other life experiences that do not necessarily include formal training. RPL assessment can only be conducted against competencies for which Aviation Australia is approved to assess.

Initially, students should seek information on the process through Training Administration. They should fill in an RPL application form for assessment by an RPL assessor/teacher. If required, students could be invited to an interview where they will be asked to provide evidence of the skills they have. If successful, students will be issued with the same credential as if they had undertaken the full module as an enrolled student.

RPL may potentially reduce the time students spend completing a training program. Students need to look carefully at the module/unit descriptors and see if they believe they have already achieved the learning outcomes described. If so, they should consider applying for RPL in the selected module or unit of competency.

### Distinguishing between RPL and Credit Transfer

RPL involves a person being granted exemption for a module on the grounds of training or other experience that corresponds to the learning outcomes of the module and which do not come under existing credit transfer arrangements. This could involve considerable resources in assessing these studies or life experience.

Credit Transfer involves a person being granted exemption for the module after having previously studied another module with the same learning outcomes on the grounds of formal pre-determined credit transfer arrangements

In an RPL process, Aviation Australia is responsible for conducting the assessment, whereas the credit transfer/RCC process relies on the assessment having already been done and recorded in some form of credential by another Registered Training Organisation.

*Refer AA POL 09, "RPL/Credit Transfer"*

## Emergency Procedures

In the event of a fire, bomb threat, or other emergency students will be required to vacate all classroom and work areas and assemble at the nearest designated assembly point. Details are contained in fire evacuation plans posted throughout the facility.

The Aviation Australia Building Warden will then take account of all students and staff at the assembly point. No person is permitted to re-enter the building until the "all clear" is given.

## Current Address Details

If a student changes their name or address after enrolment, they **MUST** inform Aviation Australia Training Administration with 7 days of the change. Student data must be updated in DOTS by students.

## ID Cards

Students eligible for identification cards are issued during orientation at Aviation Australia.

Note: replace fee for the loss of a identification card **AUD20**

## Textbooks

Student workbooks for each course module, and textbooks for the entire course, will be provided by Aviation Australia.

Aviation Australia will provide all tools, workshop equipment and practical materials required for training.

Students will be required to provide all of their own basic stationery needs (i.e. note books, pens, pencils etc).

## Tutoring

Additional tuition may be provided to students whose language or study skills are not progressing at the same level as other students

## Student Support Services



Aviation Australia  
PO Box 1038  
EAGLE FARM QLD 4009  
Telephone - 07 3860 0900

### Student Services

Mary Bottos  
0408 787 736

[mary.bottos@aviationaustralia.aero](mailto:mary.bottos@aviationaustralia.aero)

### Academic Skills Assistance

#### Key Personnel:

#### English Language

Harsha Patel - English Language Academic Manager

[harsha.patel@aviationaustralia.aero](mailto:harsha.patel@aviationaustralia.aero)

#### Engineering Brisbane

Colin Jameson - Business Manager Technical Training

[colin.jameson@aviationaustralia.aero](mailto:colin.jameson@aviationaustralia.aero)

#### Engineering Cairns

Chris Pigott - Business Manager Cairns Aviation Skills Centre

[Chris.pigott@aviationaustralia.aero](mailto:Chris.pigott@aviationaustralia.aero)

#### Cabin Crew

Laurance Beraldo - Business Manager Flight Safety Training

[laurance.beraldo@aviationaustralia.aero](mailto:laurance.beraldo@aviationaustralia.aero)

## Campus & Facilities



### List of Facilities

#### Technical Training Centre

Our 5000 square metre purpose built technical training centre incorporates:

- 17 classrooms (maximum capacity: 12-20 as room sizes may vary)
- A library
- Computer Rooms
- Workshops-Avionics, Hydraulics, Engines, Composites and General Engineering
- Hangar with operational aircraft
- A dedicated stores facility housing various tools and equipment

#### Cabin Crew Training Centre

Our 5200 square metre purpose built facility incorporates:

- 13 classrooms (maximum capacity: 25)
- A computer room
- Various practical training areas such as door and exit trainers, escape slides for various aircraft types, a ditching pool as well a cabin trainer for fire training purposes
- A large corporate boardroom as well as other smaller meeting rooms
- A large auditorium equipped with a state of the art multi-media system

A canteen is located on site for lunches, light snacks, tea and coffee. Catering can be arranged on request.

#### Cairns Aviation Skills Centre

The Cairns Aviation Skills Centre (CASC) is located at 1 Tom McDonald Drive, within the general aviation area of the Cairns International Airport. The facility has 1300 square metres of floor space on two levels. The centre consists of three large classrooms, a conference room, library/computer lab, a lunch room/kitchen area, an instructor prep room, and two offices, as well as a spacious lobby and reception area. The CASC also maintains a hangar which houses a Cessna 402B and a Piper Navajo which act as a work area for student practical tasks.

## Academic Expectations



### Assessment

Students will be informed at the commencement of their course of the types of assessment they must complete during the course.

#### **Theory assessments:**

The results of summative assessments (final module exams) will be advised in writing, in approximately **five** working days of the date of the assessment.

Aircraft engineering theory pass mark to enable progression for a trade outcome through an apprenticeship is set at 50%

Aircraft engineering theory pass mark to credit an outcome towards licensing set at 75%. (CASA regulatory requirement)

Cabin Crew theory pass mark is set at 100%.

#### **Practical assessments:**

Students at Aviation Australia are assessed in a Competency Based Training mode and must satisfactorily complete all assessment items inline with the course program. Aviation Australia employs strict examination and failure management policies which are published to all students during the induction process.

#### **Deferment of assessments**

Where extenuating circumstances exist, a student may apply to the relevant Business Manager for a short deferment of an assessment. Applications to defer assessments must be received at least three working days prior to the examination date.

#### **Assessment Re-sits**

##### **Engineering**

Students unsuccessful in completing a summative assessment may re-sit that assessment after 30 calendar days has elapsed, provided that structured remediation training has been conducted. Should the student choose not to take part in remediation, the student must wait until 90 calendar days has elapsed before re-sitting the assessment.

Notwithstanding the previous paragraph, Institutional Aeroskills students into their final month of training with outstanding examinations shall be granted an opportunity to re-sit examinations should the 30 day examination period be outside the limit. This shall only be granted if the student has satisfactorily demonstrated positive progress during the remediation process.

##### **Cabin Crew**

Students unsuccessful in completing a summative assessment may re-sit that assessment after structured remediation training has been conducted. When the student is confident of passing the supplementary assessment/examination, they are to be schedule for a re-sit.

Students are provided results upon completion of each assessment.

## Assessment Appeals

If a student is not satisfied with the result (marks) for any final assessment, a re-assessment may be requested through an appeal process. Grounds for appeal:

- Inequitable assessment when compared with other students
- The student believes an error has occurred in the calculation of the grade;
- The student believes the assessment did not comply with course learning outcomes;
- Situations where non-academic factors have affected assessment.
- The student believes the assessment did not comply with examination procedures on assessment (i.e. an error in process has occurred).

*Refer TSOP 90-20, "Assessment Appeal"*

## Reports

Students will receive a Term Report which includes the following:

- With a Attendance Percentage
- All course results
- Student progress with Instructor comments on student's progress.

## Results and Awards

### Institutional Certificate IV in Aeroskills Students

On successful completion of an Institutional pre-trade course, graduates shall receive a "Statement of Results", annotated with subjects of training successfully completed and the competencies under which subjects of training were delivered.

On withdrawal from a course prior to completion, the student will receive a "Statement of Results", annotated with subjects of training successfully completed and the competencies under which subjects of training were delivered.

For the issue of the "Statement of Results" the following matters are satisfied:

- is satisfied the student attains the skills and knowledge required for its issue; or
- recognises the student as having the skills and knowledge required for its issue;
- the student has paid all fees payable by the student to the Organisation

**Note:** Aviation Australia will reissue Statement of Results to a client if requested by that client. Aviation Australia charges a fee of **AUD200** for the replacement. Please provide your request in writing, attention: Training Services.

### Apprentices/Trainees

On successful completion of an Apprenticeship/Traineeship, graduates shall receive a nationally recognised "Aeroskills" qualification accompanied by a document listing all of the subjects completed, and competencies achieved, during the course. Examples of qualifications are as follows:

- Certificate II in Aeroskills
- Cert II in Aircraft Line Maintenance
- Certificate IV in Aeroskills - Avionics
- Certificate IV in Aeroskills - Mechanical
- Certificate IV in Aeroskills - Structures

The qualification "Certificate" under the AQF shall be issued within 21 days after the following matters are satisfied.

- is satisfied the student attains the skills and knowledge required for its issue; or
- recognises the student as having the skills and knowledge required for its issue;

If an Apprentice/Trainee withdraws or their contract is cancelled a "Statement of Attainment" will be issued within 14 days from notification.

**Note:** Aviation Australia will reissue Qualifications or Statement of Attainments to a client if requested by that client. Aviation Australia charges a fee of **AUD200** for the replacement.

Please provide your request in writing, attention: Training Services.

### Cabin Crew

On successful completion of nationally recognised accredited courses, graduates shall receive a "Qualification" under the AQF to be issued within 21 days after both of the following matters are satisfied.

Aviation Australia:

- is satisfied the student attains the skills and knowledge required for its issue; or
- recognises the student as having the skills and knowledge required for its issue;
- the student has paid all fees payable by the student to the organisation

Cabin Crew: Successful completion of the approved training program will be awarded:

- Certificate II in Aviation (Flight Operations)
- Certificate in Responsible Service of Alcohol
- Senior First Aid Certificate

On withdrawal from a course prior to completion, the student will receive a "Statement of Results", annotated with subjects of training successfully completed and the competencies under which subjects of training were delivered.

The cost of initial copies of results and awards are included in the student fees.

**Note:** Aviation Australia will reissue Qualifications or Statement of Attainments to a client if requested by that client. Aviation Australia charges a fee of **AUD200** for the replacement.

Please provide your request in writing, attention: Training Administration.

## Study Skills

Aviation Australia has provided the following information to help students study and manage their time effectively.

Information on the following topics is included:

- Time Management
- Effective Study Habits and Tips
- Note Taking
- Exam Preparation
- Problem Solving

## Time Management

Time Management is setting and following a schedule of study in order to organize and prioritise your studies in the context of competing activities of work, family, etc.

Time is the most valuable resource a student has. It is also one of the most wasted of resources. The schedule you develop should guide you in how to allocate the available time in the most productive manner. Sticking to your schedule can be tough. Don't dribble away valuable time. Avoiding study is the easiest thing in the world. It's up to you to follow the schedule you prepared. A good deal of your success in high school or college depends on this simple truth.

### Guidelines:

- Monitor your time
- Reflect on how you spend your time
- Be aware of when you are wasting your time
- Know when you are productive

### Knowing how you spend your time should aid you in planning and predicting project completion:

- Have a "To Do" list. Write down things you have to do, then decide what to do at the moment, what to schedule for later, what to get someone else to do, and what to put off for a later time period.
- Have a daily/weekly planner. Write down appointments, classes, and meetings on a chronological log book or chart. Always know what's ahead for the day, always go to sleep knowing you're prepared for tomorrow.
- Have a long term planner. Use a monthly chart so that you can always plan ahead. Long term planners also serve to remind you to plan your free time constructively.

### Planning for an effective study schedule:

Allow sufficient time for sleep, a well-balanced diet, and leisure activities

- Prioritise assignments
- Prepare for discussion/recitation courses before class
- Schedule time to go over lecture material immediately after class;
- Remember: Forgetting is greatest within 24 hours without review
- Schedule fifty minute blocks of study
- Choose a place free from distractions to study
- Plan to use "dead time"
- Schedule as much study time as possible during daylight hours

- Schedule a weekly review
- Be careful not to become a slave to your schedule

The satisfaction of "crossing off" the completed task can yield a sense of accomplishment, and even a little sense of reward!

## Effective Study Habits and Tips

**You can prepare yourself to succeed in your studies. Take responsibility for yourself**

Responsibility is recognition that in order to succeed you can make decisions about your priorities, your time, and your resources

**Centre yourself around your values and principles**

Don't let friends and acquaintances dictate what you consider important

**Put first things first**

Follow up on the priorities you have set for yourself, and don't let others or other interests, distract you from your goals

**Discover your key productivity periods and places**

Morning, afternoon, evening; study spaces where you can be the most focused and productive. Prioritise these for your most difficult study challenges

**Consider yourself in a win-win situation**

You win by doing your best and contributing your best to a class, whether for yourself, your fellow students, and even for your teachers and instructors. If you are content with your performance, a grade becomes an external check on your performance, which may not coincide with your internally arrived at benefits

**First understand others, and then attempt to be understood**

When you have an issue with an instructor, for example, a questionable grade, an assignment deadline extension, put yourself in the instructor's place. Now ask yourself how you can best make your argument given his/her situation

**Look for better solutions to problems**

For example, if you don't understand the course material, don't just re-read the material. Try something else! Consult with the professor, a tutor, an academic advisor, a classmate, a study group, or your school's study skills centre.

## Other Study Habits

- Decide what to study (reasonable task) and how long or how many (chapters, pages, problems, etc.). Set and stick to deadlines.
- Do difficult tasks first. For procrastination, start off with an easy, interesting aspect of the project.
- Have special places to study. Take into consideration lighting, temperature, and availability of materials.
- Study 50 minutes, and then take a 10 minute break. Stretch, relax, have an energy snack.
- Allow longer, "massed" time periods for organizing relationships and concepts, outlining, and writing papers. Use shorter, "spaced" time intervals for rote memorization, review, and self-testing. Use odd moments for recall/review.
- If you get tired or bored, switch task/activity, subject, or environment. Stop studying when you are no longer being productive.
- Do rote memory tasks and review, especially details, just before you fall asleep.
- Study with a friend. Quiz each other, compare notes and predicted test questions.

## Note Taking

### The five's of note taking:

- **RECORDING.** Get down the main ideas and facts.
- **REDUCING.** To reduce is to summarize. Pick out key terms and concepts. You can make from your notes what students sometimes call "cram sheets." These are sheets that list, usually in outline form, the bare bones of a course. You will use them in reviewing by using the key ideas as cues for reciting the details of what you have in your notes. On each page of notes you take, allow room to write down these cues.
- **RECITING.** Review lecture notes as soon after the lecture as possible. But you will also want to review your notes before an exam and from time to time during the semester to keep them fresh in your mind. Do so in your own words. That way you will know that you understand.
- **REFLECTING.** Something that many students don't grasp is that ideas from college courses are meant to be thought about. It is easy to fall into the trap of reciting ideas by rote. One of the main purposes of a college education is to help you think. Then too, if you reflect about what you are learning, you won't be surprised when ideas turn up on examinations in an unexpected form.
- **REVIEWING.** One of the real secrets of successful studying is knowing when, how, and what to review. But however you do it, reviewing is essential. Even the accomplished performer--the pianist or the stage performer--knows that a review, no matter how well he or she may know the material, is essential to a professional performance.

## Tips for Test Taking

When you take a test, you are demonstrating your ability to understand course material, or perform certain tasks.

The test forms the basis of evaluation or judgement for your course of study.

There are many environmental conditions, including your own attitudes and conditions, which influence how you perform during tests.

These suggestions may help:

### 1.

- Come prepared; arrive early for tests
- Bring all the materials you will need such as pencils and pens, a calculator, a dictionary, and a watch.
- This will help you focus on the task at hand

### 2.

- Stay relaxed and confident.
- Remind yourself that you are well-prepared and are going to do well.
- Don't let yourself become anxious; if you feel anxious before or during a test, take several slow, deep breaths to relax.
- Don't talk to other students before a test; anxiety is contagious.

### 3.

- Be comfortable but alert.
- Choose a good spot to take the test.
- Make sure you have enough room to work.
- Maintain an upright posture in your seat.

### 4.

- Preview the test (if it is not timed).
- Spend 10% of your test time reading through the test carefully.
- Mark key terms and decide how to budget your time.
- As you read the questions, jot down brief notes indicating ideas you can use later in your answers.

### 5.

- When taking a multiple choice test, know when to guess.
- First eliminate answers you know are wrong.
- Always guess when there is no penalty for guessing or you can eliminate options.
- Don't guess if you have no basis for your choice and if you are penalized for guessing.
- Since your first choice is usually correct, don't change your answers unless you are sure of the correction.

6.

- Reserve 10% of your test time for review.
- Review your test.
- Resist the urge to leave as soon as you have completed all the items.
- Make sure you have answered all the questions.
- Proofread your writing for spelling, grammar, and punctuation.
- Check your math answers for careless mistakes (e.g. misplaced decimals). Match your actual answers for math problems against quick estimates.

7.

- Analyse your test results.
- Each test can further prepare you for the next test.
- Use your tests to review when studying for final exams.

8.

- Decide on and adopt which study strategies worked best for you.
- Identify those that didn't work well and replace them.

## How to Solve Problems

- **Don't** fear the problem. Calm down. Negative thinking is no way to solve a problem. A cool calm mind thinks better than a worried mind.
- **Study** and analyse the problem. Get advice. Get the right facts. Get the issues clear. Don't allow your mind to be cluttered.
- **Concentrate** on the solution. Far too many people over dwell on the problem and give no thought to a solution. Don't blame yourself or others or circumstances. Many of the biggest problems are cured by simple solutions.
- **Proceed** from the known to the unknown. Use your knowledge of how you solved previous problems to help you with this one.
- **Select** a solution that is good for others as well as for yourself. Will it build better relationships and benefit all concerned?
- **Act**. The sooner you act, the sooner the problem will be solved. Act, even if a little risk is necessary.

## Student Graduation



	Engineering	Cabin Crew
What must students achieve in order to graduate?	To achieve the Statement of Results, students must financially compliant pass and complete all examinations.  Students fail to complete some subjects are entitled to Statement of Results of modules completed.	The student must pass all examinations (Stages 1 - 6) including First Aid and Security courses during the 8 weeks.  Students fail to complete some subjects are entitled to Statement of Attainment of modules completed.
What documentation do students receive upon successful completion of course?	Statement of Results	Certificate II in Aviation (Flight Operations) Senior First Aid Dangerous Goods Responsible Service of Alcohol Aircrew Security Response
Dress Code	Smart Casual	The dress code is the same for every day, Black suit, Tie or scarf worn, clean and pressed white shirt or blouse
Invitation/RSVP	An invitation will be sent out 3 months prior the grad date, RSVP close 2 weeks prior to the grad date	An invitation will be sent out 12 weeks prior the grad date, RSVP close 1 weeks prior to the grad date
Permitted number of guests	4	4

## Library Services



A technical reference library is available to all students where library publications may be accessed on a short-term loan basis through Training Administration. 'On loan' library materials are the responsibility of the student, and students will be required to pay the full replacement cost of any items lost or damaged whilst in their charge.

## Computer Labs

All students will have access to computers at the discretion of Aviation Australia and in accordance with Aviation Australia's system of training. Computers are not available for the compilation of assignments or internet access unless forming a component of training.

Engineering students have access to electronic study guides and the examination system throughout their course of training. Post International Engineering students with outstanding examinations will on application gain access to specific electronic online study guides and the examinations, free of charge for an additional 3 months upon completion of their scheduled training course. At the completion of the three month period, access will stop, and standards fees are charged for further access unless extenuating circumstances apply. This is evaluated on case by case basis.

Institutional students indentured as apprentices or trainees will re-gain access for any outstanding or additional training requirements.

## Health & Safety on Campus

Aviation Australia is committed to achieving and maintaining the highest practicable standards of Workplace Health and Safety for its staff, students, contractors and visitors.

Aviation Australia accepts its responsibility to provide the resources, direction and support to achieve this commitment.

Senior Management have the responsibility to be aware of and enforce the provisions of all relevant Acts, Regulations, Aviation Australia Policy and Procedures and such local rules and work procedures as may be formulated within their areas of responsibility.

Aviation Australia has an obligation to provide as far as is practical:

- A safe place of work.
- Safe systems of work.
- Safe tools and equipment.
- Ongoing training in workplace health and safety.
- Safe, positive supervision at all levels.
- Periodic inspections of all Aviation Australia physical assets and activities.
- The investigation of all incidents, the reporting of all hazards and the implementation of all practicable control measures to protect people and property.
- To encourage staff and students to implement sound health and safety principles in all their activities.

Aviation Australia requires all staff, students, contractors and visitors to act responsibly and to comply with statutory requirements and all safety Policies, Standards and Guidelines.

## General Requirement

Students at Aviation Australia have the following obligations under Sections 1A and 36 of the Workplace Health and Safety (WHS) Act (1995):

- Students MUST NOT act in a manner that endangers the health and safety of themselves or others at Aviation Australia.
- Students MUST follow safety directions given by members of Aviation Australia staff.
- Students MUST NOT wilfully or recklessly interfere with anything provided in the interests of health and safety at Aviation Australia.

Students failing to comply with these legal requirements are in breach of the WHS Act and may face fines and/or disciplinary action.

## Personal Protection

### ENGINEERING

All students are responsible to purchase their own Safety Equipment prior to the commencement of the course. The following page lists stores that stock Safety Equipment.

#### Shoes

All safety shoes shall conform to AS2210. (All safety footwear shall incorporate protective steel toecaps complying with the relevant requirements of this standard). Protective shoes shall have covered uppers and non-slip soles for the working environment and shall be worn during all practical activities. Enclosed footwear shall be worn at all other times. (No bare feet, sandals, thongs or scuffs).

#### Eye Protection

Eye protection, in the form of safety glasses or safety clip-ons (if you wear non-safety prescription glasses) is to be provided and worn by each student when required.

Safety glasses must carry the Australian Standards Approval for the Code AS1337 "Industrial Eye Protection".

If wearing prescription glasses then safety clip-ons must be worn, unless the lenses are industrially hardened or made of CR39. Your optometrist will be able to advise you on this. However, if there is any doubt then you will be required to obtain and wear a pair of safety clip-ons.

#### Hair Protection

Hair protection shall be worn, when working around moving machinery and /or when working in designated hair protection areas. The hair protection should be in the form of a peak cap especially designed for industrial use. It should also come with a snood capable of fully containing the hair, or a separate hair net may be worn. A cap of fire resistant material shall be worn when working in the welding bay. The student will be responsible for providing this protection.

#### Ear Protection

Ear protection will be available for students, however it is recommended that students purchase his/her own. Ear protection must conform to the current Australian Standards.

## Workcover / Insurance

### Employed Students:

Employed students undertaking training at Aviation Australia are protected under their employers Workcover arrangements.

For current information about how to lodge a worker's compensation claim, your entitlements and rehabilitation contact Workcover Queensland on 1300 362 128 or visit their website at <http://www.workcover.qld.gov.au/>

### Unemployed Students:

Unemployed students undertaking training at Aviation Australia are protected under a 10 million dollar Public Liability insurance policy held by Aviation Australia.

### Work Experience

Work experience conducted outside the normal training program is not covered under Aviation Australia Insurance. Students wishing to gain work experience under their own accord must acquire their own personal insurance cover.

*Refer AA POL 11, "Workplace Health and Safety"*

## CABIN CREW

### Practical Environment

All protective clothing and equipment required during practical phases of the training shall be made available to students.

### Workcover / Insurance

#### Employed Students:

Employed students undertaking training at Aviation Australia are protected under their employers Workcover arrangements.

For current information about how to lodge a worker's compensation claim, your entitlements and rehabilitation contact Workcover Queensland on 1300 362 128 or visit their website at <http://www.workcover.qld.gov.au/>

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