

STUDENT HANDBOOK

EXCELLENCE IN AVIATION TRAINING



Contents

Welcome to Aviation Australia.....	3
About this Handbook.....	3
Message from the CEO.....	3
Our Campus's.....	4
BRISBANE.....	4
CAIRNS.....	5
MAREEBA.....	5
MELBOURNE (Essendon).....	5
PERTH (Jandakot).....	6
KUALA LUMPUR, MALAYSIA (CAE).....	6
COLOMBO, SRI LANKA (AAC).....	6
Enrolment Application Process.....	7
Induction and Orientation.....	7
Fees and Charges.....	7
Textbooks, Equipment and Materials.....	8
Policies and Procedures.....	8
Tertiary Transport Concession.....	8
Unique Student Identifier (USI).....	9
Change of Personal Details.....	9
Student ID Cards.....	9
Student Portal & Online Training.....	9
Communications.....	9
Change of Course Enrolment – Deferment, Suspension, Cancellation, Transfer.....	9
Course Attendance.....	10
Course Progress.....	10
Recognition of Prior Learning (RPL) and Credit Transfer (CT).....	10
Assessments, Examinations & Results.....	10
Learner Support.....	11
Course Completion & Certification.....	11
Code of Conduct.....	11
Discrimination, Bullying & Harassment.....	12
Smoking, Drugs & Alcohol.....	12
Uniform / Dress Standards.....	12
Personal Protective Equipment (PPE).....	12
Work Health & Safety.....	13
Emergency Procedures.....	13
Complaints & Appeals.....	14
Student Services.....	14

Welcome to Aviation Australia

Aviation Australia is a Registered Training Organisation (RTO) approved by the Australian Skills Quality Authority (ASQA) to deliver training nationally in accordance with the Australian Qualifications Framework (AQF). We are also a registered provider for international students (CRICOS) and an approved VET Student Loans Provider. The standards for holding these approvals are very rigorous, and Aviation Australia has appropriate systems in place to ensure that not only do we meet our compliance obligations, but most importantly, students receive a high-quality training product that equips them for employment in the aviation industry.

Aviation Australia is also a Part 147 Maintenance Training Organisation approved under a number of airworthiness authorities including the Australian Civil Aviation Safety Authority (CASA) and the European Aviation Safety Agency (EASA). These approvals allow us to deliver aircraft maintenance engineering training that leads to a licenced outcome with these airworthiness authorities.

About this Handbook

This handbook must be read in conjunction with Aviation Australia's Policies and Procedures and other Handbooks

This document has been prepared to provide students with information essential with studying at Aviation Australia. This handbook is aimed at ensuring that each student is aware of their obligations, rights and campus policies and procedures.

Message from the CEO

Congratulations on studying at the leading aviation training organisation in the Asia Pacific region. Aviation Australia is a Registered Training Organisation approved by the Australian Government to deliver nationally recognised training in the Aviation field. The campus has world class training facilities and was established to support the development and growth of the aerospace industries in Australia and the Asia Pacific region, with a focus on aircraft maintenance engineering, cabin crew, flight crews, management and operations.

We have well qualified and dedicated staff who offer high quality learning experiences, services and facilities. Aviation Australia graduates earn meaningful qualifications and benefit from increased job opportunities.

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,



William Horrocks
Chief Executive Officer, Aviation Australia

Copyright © 2001-2018 Aviation Australia Pty Ltd. All rights reserved.

No part of this document may be reproduced, transferred, sold, or otherwise disposed of, without the written permission of Aviation Australia.

Our Campus's

Brisbane (Head Office)	Cairns
Address: 15-25 Boronia Road, Brisbane Airport, QLD 4008 Postal: PO Box 1038, Eagle Farm QLD 4009 Phone: +61 7 3860 0900 Email: info@aviationaustralia.aero	Address: 1 Tom McDonald Drive, Cairns Airport, QLD 4870 Postal: PO Box 139, Stratford QLD 4870 Phone: +61 7 4034 8101 Email: caso@aviationaustralia.aero
Mareeba	Melbourne
Located at Mission Aviation Fellowship (MAF) Address: 37 Vicary Road, Mareeba Airport, QLD 4880 Phone: +61 7 3860 0900 (calls via Brisbane Campus)	Located in the Essendon Fields precinct, near 'Bounce' Address: Level 2, 230 Wirraway Road, Essendon Fields, VIC 3041 Phone: +61 7 3860 0900 (calls via Brisbane Campus)
Perth	Kuala Lumpur (Malaysia)
Located at Jandakot Avionics and Instruments Address: 25A Mustang Road, Jandakot Airport, WA 6000 Phone: +61 7 3860 0900 (calls via Brisbane Campus)	Located at CAE Kuala Lumpur Sgn Bhd Address: Lot PT 25B, Jalan KLIA S5, Southern Support Zone, KLIA, 64000 Sepang, Selangor Darul Ehsan, Malaysia Phone: +61 7 3860 0900 (calls via Brisbane Campus)
Colombo (Sri Lanka)	Student Services
Located at Asian Aviation Centre (AAC). Address: New Airport Road, Dehiwala, Mount Lavinia, Colombo, Sri Lanka Phone: +61 7 3860 0900 (calls via Brisbane Campus)	Email: studentservices@aviationaustralia.aero Phone: +61 7 3860 0915 / +61 7 3860 0997 Mobile: 0408 787 736

BRISBANE

Address: 15 – 25 Boronia Road, Brisbane Airport, Queensland 4008

Our Brisbane campus has been established within Brisbane's Airport precinct, located just 20 minutes from the Central Business District.

Corporate Centre

- 12 classrooms, 1 auditorium
- Hangar with operational aircraft, Store with tools and equipment
- Café

Technical Training Centre

- 17 classrooms, 2 computer rooms and Technical Library
- Workshops – Avionics, Hydraulics, Composites and General Engineering
- Hangar with operational aircraft, Store with tools and equipment
- Student kitchen facilities

Flight Safety Training Centre

- 13 classrooms, computer room and 2 Auditoriums and Boardroom
- Practical training area including door and exit trainers, escape slides, ditching pool and cabin trainer for fire training
- Student kitchen facilities and lunch room

Parking: Student parking is located in nearby Melia Street (off Boronia Road). The Aviation Australia precinct is controlled by Brisbane Airport Corporation, therefore parking outside nominated areas may attract fines. Student/customer parking is not available in the staff car park or visitor/café car parks – these areas are for short term visitors only.

Public Transport: Translink provides bus service routes that stop outside of Aviation Australia. Visit the Translink [WEBSITE](#) for information. You may be eligible for student concession, if you are currently enrolled in an eligible course.

Library & Computer Services: A technical training reference library is available where library publications may be loaned on a short-term loan basis under the approval of a staff member. 'On loan' library materials are the responsibility of the student and students will be required to pay full replacement cost of any items lost or damaged. All students will have access to computers at the discretion of Aviation Australia and in accordance with Aviation Australia's policies and procedures. Computers & internet access are not available for use other than study related use.

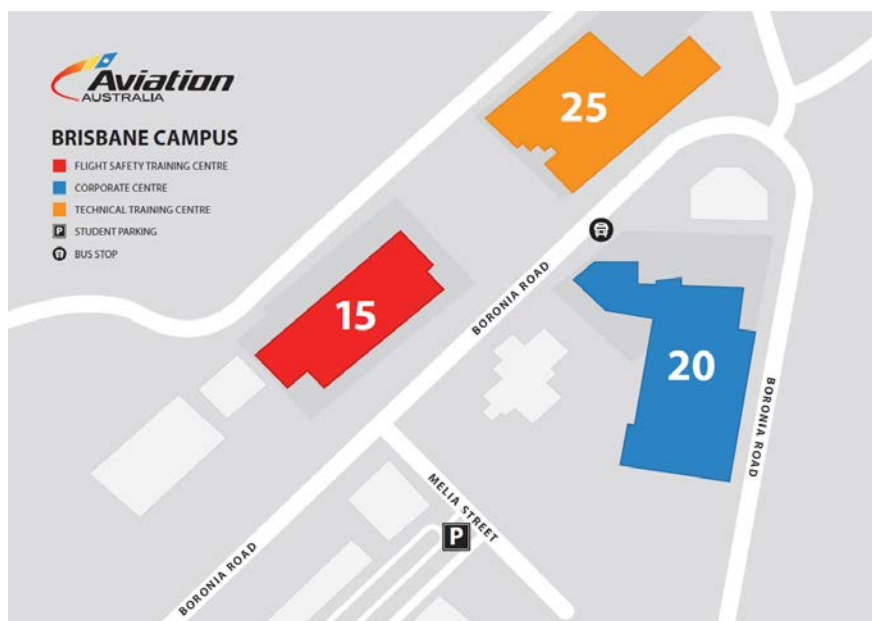
Meal facilities: There is a cafe onsite where you can purchase a range of meals and drinks (located in the Corporate building). Kitchen style facilities, with a fridge and vending machines are also available (in the Technical Training and Flight Safety Training buildings).

Prayer Room: A non-denominational prayer room facility is available to all students during business hours. Students are not permitted to bring portable heaters / cooling fans or other electrical equipment for use within the prayer room.

Personal facilities: Shower, lockers and change facilities are available in all buildings.



Location Map:



CAIRNS

Address: 1 Tom McDonald Drive, Aeroglen, Cairns Airport, Queensland 4870

Cairns Aviation Skills Centre has been established within the Cairns Airport precinct.

- 8 large classrooms and a computer room.
- Fully fitted out workshop and 4 aircraft including Falcon 10, Piper Cheyenne, Robinson R44 and a Cessna 152.



Parking: Student parking is available in the car park opposite the facility and in front of the Cobham Hangar.

Public Transport: Sunbus provides regular services from the northern beaches, south to Gordonvale. A convenient bus stop is available 200 metres from the campus (on the Captain Cook Highway).

Library & Computer Services: A technical training reference library is available where library publications may be loaned on a short-term loan basis under the approval of a staff member. 'On loan' library materials are the responsibility of the student and students will be required to pay full replacement cost of any items lost or damaged. All students will have access to computers at the discretion of Aviation Australia and in accordance with Aviation Australia's policies and procedures. Computers & internet access are not available for use other than study related use.

Meal facilities: A small kiosk is located across from the building. Onsite is a kitchen, fridge, lunch room and vending machine is available.

Personal facilities: Shower, lockers and change facilities are available in Cairns Aviation Skills Centre.

MAREEBA

Address: 37 Vicary Road, Mareeba Airport, Queensland 4880 (Located at Mission Aviation Fellowship)

Our Mareeba campus is used for our pilot training programs, and includes classrooms, simulators and aircraft for training.

Parking: There is limited parking available at the facility.

Library & Computer Services: The facility has a range of student study areas with equipment to assist students with course study.

Meal facilities: There are basic kitchen facilities for students to access.

MELBOURNE (Essendon)

Address: Level 2, 230 Wirraway Road, Essendon Fields, Victoria 3041

Our Melbourne campus is located at Essendon and is primarily used for theory-based classroom training.

Parking: There is no parking onsite, however there is a close-by parking facility.

Public Transport: Essendon Station is the closest train station, and a short bus ride to Essendon Fields stop is required. The classroom is approximately 10 minutes' walk from the bus stop. Tram number 59 stops on Matthews Avenue, which is approximately 20 minutes' walk from the tram stop.

Meal facilities: There are basic kitchen facilities for students to access.

PERTH (Jandakot)

Address: 25A Mustang Road, Jandakot Airport, Western Australia 6164 (Located at Jandakot Instruments and Avionics)

Our Perth campus is located within the Jandakot Airport precinct and shared with Jandakot Avionics and Instruments. Facilities include 2 classrooms and a basic practical training environment.

Parking: Limited parking is available at this facility. Off street parking is available, but also limited. We recommend that students car pool to training or get a lift where possible.

Meal facilities: There are basic kitchen facilities for students to access.

KUALA LUMPUR, MALAYSIA (CAE)

Address: Lot PT 25B, Jalan KLIA S5, Southern Support Zone, KLIA, 64000, Sepang, Selangor Darul Ehsan (Located with CAE Kuala Lumpur Sdn Bhd)

Facilities include classrooms and computer rooms, along with student lunch room / kitchen facilities.

COLOMBO, SRI LANKA (AAC)

Address: Asian Aviation Centre, New Airport Road Dehiwala, Mount Lavinia Ratmalana, Colombo (Located with Asian Aviation Centre)

Facilities include classrooms and computer rooms and Hangar training facilities.

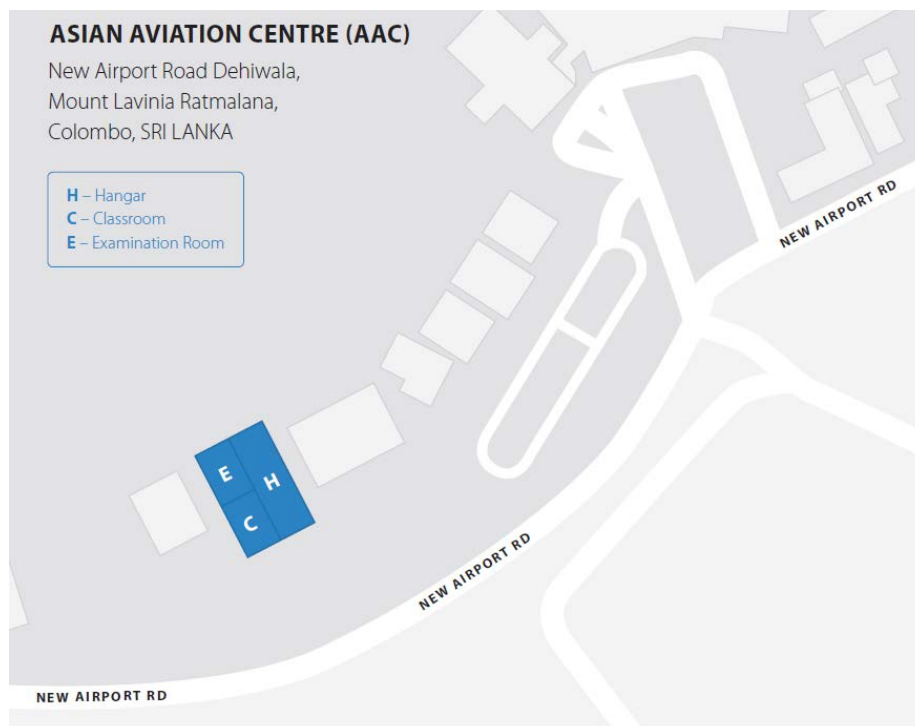
Parking: There is no parking onsite or within the secured airside area, however parking is available outside of this zone and the facility is a short walking distance.

Public Transport: Tuck-Tuck or Taxi/Uber – This is most common transport method used by students and also some staff.

Meal facilities: Traditional hot / cold meals and refreshments can be purchased on site.

Prayer Room: There is no prayer facilities onsite, however there is a mosque only a short distance away.

Location Map:



Enrolment Application Process

Students must read the Student Handbook (this document) and Policies/Procedures before enrolling – [CLICK HERE](#)

This comprehensive handbook has been prepared to provide students with information essential to induction at Aviation Australia. This handbook is aimed at ensuring that each student is aware of their obligations, rights and campus policies and procedures.

During the enrolment process, Terms and Conditions are provided for review and acceptance. Below is an overview of the steps of the application process:

Domestic Students

- Step 1** Students can enquire about a course via phone, email, website, Facebook, Instagram or face to face;
- Step 2** Student submits an enrolment application with supporting documentation and submits deposit payment (if required);
NOTE - Students must read Aviation Australia's Student Handbook and Policies and Procedures before enrolling.
- Step 3** Aviation Australia will review the application and check the student meets all entry requirements;
Aviation Australia may conduct an interview and testing for entry into the course;
- Step 4** Aviation Australia issues a Confirmation of Enrolment for successful applications;
- Step 5** Student commences study with Aviation Australia.

International Students

- Step 1** Students can enquire about a course via phone, email, website, Facebook, Instagram or face to face;
- Step 2** Student submits an enrolment application with supporting documentation;
NOTE - Students must read Aviation Australia's Student Handbook and Policies and Procedures before enrolling.
- Step 3** Aviation Australia will review the application and check the student meets all entry requirements;
Aviation Australia may conduct an interview and testing for entry into the course;
Aviation Australia will issue a 'Letter of Offer' if the enrolment application is successful;
- Step 4** Student must carefully review the 'Letter of Offer', including the 'Written Agreement';
Student must sign the 'Acceptance of Offer' and make payment of the deposit;
Student must return the signed 'Acceptance of Offer' with a deposit receipt;
- Step 5** Aviation Australia will confirm payment has been received and issue a Confirmation of Enrolment (eCOE);
- Step 6** Student uses the eCOE to apply for a visa (must be no later than 6 weeks from the course start date);
Student prepares for travel to Australia;
Student commences study with Aviation Australia.

Induction and Orientation

At the commencement of each new course students participate in an induction to provide detailed information relating to:

- Course outline, outcomes and qualifications
- Assessment procedures
- Payment of tuition fees
- Policies and Procedures
- Facilities and amenities
- Online access - Student Portal, online learning

International students on a student visa will also attend an orientation session with information such as:

- Setting up a bank account, mobile phone
- Health, wellbeing and safety in Australia
- Accommodation & tenancy information
- Overview of OSHC
- Information from the Police

Fees and Charges

Your enrolment documentation will contain details regarding applicable course fees and charges, along with any payment terms. A course deposit fee is required to secure your position on the course. Full course fees are payable as noted on your Enrolment Confirmation letter and may include the option of a Payment Plan. Fees are subject to change during your course duration.

ADDITIONAL FEES

Your Enrolment Confirmation will provide details on your course fees, and any additional fees that may be payable during your course enrolment. This may include:

Item	Fee
Student ID Card Replacement Fee	AUD \$20.00
Student Examination Re-sit Fee	AUD \$50.00
Certificate Re-Issue Fee	AUD \$50.00
<i>(subject to change - current at November 2018)</i>	

REFUNDS

➔ Refer to the **Refund Policy** available on the [WEBSITE](#)

APPRENTICES & TRAINEES

Aviation Australia has funding contracts in various states for the delivery of training and assessment in an Apprenticeship / Traineeship.

➔ Refer to the **Employer Apprentice Trainee Handbook** available on the [WEBSITE](#)

AEROSKILLS – AVIATION STRATEGY [FUNDED STUDENTS]

Aviation Australia has approved Queensland Government 'Aviation Strategy' funding for the institutional underpinning knowledge (theory) component of the Certificate IV in Aeroskills. Funding is approved on an annual basis, and positions are limited for eligible students.

Eligible students may be able to access funding through Aviation Australia from the Queensland Government for their Tuition Fees. The course fee for students includes a facility fee and a contribution fee towards the cost of tuition. The facility fee is an administration fee from Aviation Australia and is not subject to any exemptions. The contribution fee is set by the Department and is calculated per nominal hour for each Unit of Competency delivered. The Department may amend the amount of fees chargeable on an annual basis, based on the increase to the consumer price index.

Partial exemptions of Contribution Fees

Where the student falls into one or more of the below categories, student contribution fees may be reduced to 40% of the full fees:

- The student was or will be under 17 at the end of February in the year which Aviation Australia supplied training, and the participant has not completed year 12;
- The student 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 student provides Aviation Australia 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; or
- The student is an Aboriginal or Torres Strait Island person and acceptable evidence of this would be any of the criteria listed below:
 - advice from the appropriate Commonwealth Department approving the Participant's application for Abstudy;
 - a declaration from a local Aboriginal and Torres Strait Islander Group; or
 - where the Supplier has or is serviced by an Aboriginal and Torres Strait Islander Support Officer, a declaration by that officer.

Full/Other exemption of Contribution Fees on the grounds of extreme hardship or other special circumstances

Where the student falls into one or more of the below categories, student contribution fees may be reduced by up to 100% of the full fees:

- The participant was or will be under 17 at the end of February in the year which Aviation Australia supplied training, and the participant has not completed year 12;
- Where payment of the student contribution fee and/or student services fee would cause the Participant extreme financial hardship, then the Supplier may exempt the Participant from these fees;
- The exemption process should be in place at the time of the Participant's enrolment;
- Where the participant is a School-Based Apprentice or Trainee.

Textbooks, Equipment and Materials

Aviation Australia will provide all tools, workshop equipment and practical materials required for training. Students are required to supply their own:

- Basic stationary needs (note book, pen, pencil etc.);
- Uniform / clothing - Engineering students can purchase shirts if required (not mandatory);
- Appropriate footwear - see 'Work Health & Safety' for further information.

Student textbooks will be provided (if required in the course) by Aviation Australia within the course fee. Where a student may withdraw from the course, a textbook fee may apply. If a student withdraws within the first week of training and text books still remain packaged, this fee may not apply.

Policies and Procedures

Aviation Australia's Policies and Procedures are available on the website: <https://www.aviationaustralia.aero/policy-and-governance/>

Other handbooks such as the 'Life in Australia' and 'Employer / Apprentice / Trainee' handbooks are also available at the above link. These handbooks should be read in conjunction with this handbook.

Tertiary Transport Concession

Students enrolled in eligible courses may also be able to receive transport concession via Translink. Translink determines the courses that are eligible for this concession. Students will only be approved if they are currently studying. Approval cannot be provided if you have not yet commenced your study. During Induction / Orientation, we provide information on applying for a Translink 'Tertiary Transport Concession'.

➔ Website - [Translink - Tertiary Concession Fares](#)

Unique Student Identifier (USI)

The USI allows the student access to records of VET training from all providers and will stay with the student for life – this is to make it easier to find, collate and authenticate VET attainments and ensure that records are not lost. **Note** – Aviation Australia cannot issue certification without a valid USI and would be in breach of Commonwealth Law if this occurred - it is important that the student has a USI upon enrolment to ensure certificates are issued within the 30 day timeframe.

➔ Website – [Unique Student Identifier](#)

Change of Personal Details

If you change any personal details (such as name, phone number, email address or address), it is the responsibility of the student to notify Student Services of the change of details. International students on a student visa have a requirement under the visa conditions to advise Aviation Australia of changes to their personal information within 7 days of a change.

➔ Refer to the **Change of Personal Details Form** available on the [WEBSITE](#)

Student ID Cards

Student ID cards are required for all students studying onsite at Aviation Australia at all times. During your Induction / Orientation you will have your photo taken for your Student ID Card. The card will be provided to you within 10 working days. This must be kept with you whilst on campus – for class attendance scanning and examination identification.

💰 If you need to replace your Student ID card – this is a cost of **\$20.00 AUD** (*subject to change - current at November 2018*)

Student Portal & Online Training

The Student Portal contains important information about your enrolment including access to Policies & Procedures, Timetable, Online Training and information on news and events. During Induction we will assist you with accessing the Student Portal. Online training resources are separate to the Student Portal - you can access DOTS via 'Elearning' in the Student Portal (left side) menu.

Communications

Students are expected to accept responsibility for their learning with the support of Aviation Australia. This includes regularly checking emails and accessing the online Student Portal for communications, resources, policies and procedures, news and events.

Change of Course Enrolment – Deferment, Suspension, Cancellation, Transfer

Students may change their course enrolment (including a change in their enrolment status, or course) in limited circumstances. Supporting evidence must be supplied with all requests. Students should seek the advice of Aviation Australia prior to requesting to change their course.

Deferment is a short to mid-term (up to 3 months) postponement of study in a course (either prior to commencement or during study). This may have an impact on the course end date or tuition fees. This is available in compassionate and compelling circumstances only.

Suspension is a temporary short (up to 2 weeks) postponement of study in a course (during study). This does not have an impact on the course end date or tuition fees. Suspension is generally implemented by Aviation Australia for a breach in Policies and Procedures.

Cancellation is withdrawal of enrolment in a course. For international students studying on a student visa - this option is only available in compassionate and compelling circumstances if you are within the first 6 months of study with Aviation Australia.

Transfer is changing to another course / changing from another provider to/from Aviation Australia. Some courses may have limits on the number of transfer/s offered. For international students studying on a student visa - this option is not available if you are within the first 6 months of study with Aviation Australia (may only be considered in compassionate and compelling circumstances).

Compassionate and Compelling Circumstances

Changes to a course enrolment may be approved in the below circumstances (but are not limited to):

- Aviation Australia is no longer able to provide the course you are enrolled into;
- There was a delay in Immigration issuing your visa (if you applied 6 weeks or more before your course start date);
- You have tried, but failed to meet your enrolment conditions and/or entry requirements;
- Serious illness or injury, where a Medical Certificate from a qualified medical professional confirms you are unable to attend training;
- Bereavement of close family members (such as parent, grandparent);
- Major political upheaval or natural disaster in your home country requiring emergency travel that impact your studies;
- Traumatic experience - such as being the victim or, or witness to, a serious crime or accident – that has impacted your studies.

Changes to a course enrolment may not be approved in the below circumstances (but are not limited to):

- Your application for a visa was rejected;
- You have changed your mind about the course;
- You are working and your work hours impact your class schedule;
- You cannot afford to support your financial obligations – such as tuition fees and/or living expenses (accommodation or transport);
- You have been issued with a Notice of Intention to Report and you want to avoid being reported to Immigration.

➔ Refer to the **Change of Course Enrolment Policy** available on the [WEBSITE](#)

Course Attendance

Students undertaking training at Aviation Australia are expected to participate in classes for a minimum of 90% of the total course duration. For international students on a visa - this is a visa condition that you must maintain.

Class times are provided in your enrolment documentation. Full time students can access to a detailed timetable once you complete your Induction / Orientation and subscribe to your online timetable. Students must notify Aviation Australia if they are unable to attend class at any time. Where students are not able to attend, they are required to submit a **Student Absentee Form** to Student Services (with supporting documentation) for filing on their record.

If you are intending to achieve an EASA licence outcome, you must achieve a minimum 90% overall attendance and pass all Part 66 examinations with 75% or above to meet EASA requirements.

We strongly recommend you maintain the above minimum attendance to improve your chances of gaining employment. Employers frequently request information on student course progress and attendance when forwarding resumes and applications.

➔ Refer to the **Course Attendance Policy** available on the [WEBSITE](#)

Course Progress

Students undertaking training at Aviation Australia are expected to participate in classes and achieve course progression within their enrolled course. For international students on a visa - this is a visa condition that you must maintain.

If you are intending to achieve a CASA/EASA licence outcome, you must achieve a minimum 75% outcome on Part 66 examinations to meet CASA/EASA requirements.

We strongly recommend you attempt to achieve a CASA/EASA licence outcome to improve your chances of gaining employment. Employers frequently request information on student course progress and attendance when forwarding resumes and applications.

➔ Refer to the **Course Progress Policy** available on the [WEBSITE](#)

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Credit Transfer (CT) is an exemption for a Unit of Competency after having achieved it previously. To be awarded CT, students must provide valid certification with the listed Unit of Competency from a Registered Training Organisation.

Recognition of Prior Learning (RPL) involves recognition for knowledge, training and/or experience that relates to the learning outcomes.

Students must submit an enrolment application form, and Aviation Australia will provide an RPL pack for the student to complete. This includes gathering all the supporting evidence for assessment by an RPL assessor. If required, students could be invited to an interview where they will be asked to provide evidence of the skills they have.

Students need to look carefully at the information in the RPL pack, including the module/unit descriptors, and see if they believe they have already achieved the learning outcomes described. Evidence must also be supplied.

RPL assessment can only be conducted against competencies for which Aviation Australia is approved to assess. RPL may potentially reduce the time students spend completing a training program. If successful, students will be issued with the same credential as if they had undertaken the full module as an enrolled student.

➔ Refer to the **Recognition of Prior Learning Policy** available on the [WEBSITE](#)

Assessments, Examinations & Results

Students may be assessed in a number of ways including (but not limited to):

- Online multiple-choice examination
- Short answer responses
- Case studies
- Paper based essays
- Practical observations and simulated tasks
- Challenge tests

Deferment of assessments – In compassionate/compelling circumstances, a student may apply for deferment of an assessment. Applications to defer assessments must be received at least five (5) working days prior to the examination date.

Results - The results of summative examinations will be published on your Student Portal in approximately **ten working days** from the date of the assessment. In your Examination Login, you can view your results and access your Coaching Report immediately following your examination.

Re-sits - Students who are deemed 'Not Yet Competent' in an examination/assessment within their course are able to undertake a resit of the examination/assessment. Examinations require a minimum waiting period of thirty (30) days prior to re-sit - provided the student attends enough remedial training. Should the student choose not to attend remedial training, a ninety (90) day waiting period applies for re-sits as per the relevant Aviation regulations.

Examination Resit Fees will only apply for students that achieve 'Competent' for their course outcome but would like to achieve a regulatory licence outcome (CASA/EASA).

Cheating - If the student is caught cheating, the examination will be declared void and the student will not be permitted to sit any examinations for 12 months from the day of the declaration. This may also result in suspension or cancellation of the student enrolment.

Appeals - If a student is not satisfied with the result of an assessment, a re-assessment may be requested through an appeal process.

➔ Refer to the **Complaints and Appeals Policy** available on the [WEBSITE](#)

Learner Support

Students should identify on enrolment if they have any type of disability (learning or otherwise). This is to ensure the student is supported appropriately during their studies and their health, safety and wellbeing are not at risk – especially in the practical training environment.

Aviation Australia may conduct Language Literacy and Numeracy (LLN) assessments on students to assess suitability for a course and identify any learning support a student may require during studies.

LLN Support Plan If learning support has been identified, depending on the requirement, Aviation Australia may create a LLN Support Plan with the student. This may include identifying any reasonable adjustments where possible to support inclusive learning and accommodate the students needs. Students may also be able to access external support agencies such as:

- <http://auspeld.org.au/resources/>
- <http://dyslexiaassociation.org.au/what-is-dyslexia>
- <https://dsf.net.au/2015/09/01/understanding-learning-difficulties-practical-guide/>

Remedial Training Aviation Australia provides remedial training for students who may be experiencing difficulty in keeping up with the pace of the course. Remedial classes are available weekly through the Training Department. Should remedial sessions not be sufficient or if the student feels they need external learning support, Aviation Australia can put the student in contact with an external learning support provider. Please note this may come at an additional cost.

See '**Student Services**' section for information on non-study related support that Aviation Australia can provide.

Course Completion & Certification

Once you have completed the scheduled duration of the course, you may have access to online course materials (DOTS) and re-sit examinations for a time period of three (3) months after completion. This is included in your tuition fees.

This access does not include CASA/EASA resit examinations as noted in 'Assessments, Examinations and Results'. This does not apply where a student's enrolment is cancelled, transferred or deferred.

Certification will be issued within 30 days of final assessment. All tuition fees must be paid in full prior to certification being issued. Certificates will be provided via post (or face to face) – we are unable to provide copies of certificates electronically.

Re-Issue of Certifications: Aviation Australia will re-issue certification to a client if requested by the customer (such as the original document is lost or damaged). The request must be provided in writing using the 'Certification Request Form' along with photographic identification.

💰 If you need a reprint of your Certificate this is a cost of **\$50.00 AUD** (*subject to change - current at November 2018*)

➔ Refer to the **Certification Request Form** available on the [WEBSITE](#)

Code of Conduct

STAFF - All staff and representatives of Aviation Australia follow a Code of Conduct; a summary of this includes:

- Abide by the policies and practices established by this organisation;
- Comply with the requirements of all relevant regulatory and statutory requirements; this includes the National VET Regulations, Aviation Regulations and applicable work health and safety laws;
- Accept responsibility 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;
- 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 customers, students, fellow employees and the public fairly and professionally;
- Actively promote safety within Aviation Australia and the wider aviation industry.

STUDENTS - Students enrolled at Aviation Australia are to follow the 'Code of Conduct (Students)' - this sets out the expectations of students with respect to their academic and personal conduct. All students are expected to read, understand and follow this at all times while attending Aviation Australia. Failure to do this may result in suspension or cancellation of enrolment.

➔ Refer to the **Code of Conduct** available on the [WEBSITE](#)

Discrimination, Bullying & Harassment

Aviation Australia is committed to protecting the rights of both staff and students to achieve their full potential in an environment which is free from discrimination, bullying and harassment. Everyone has the right to feel safe and to have an opportunity to achieve their full potential.

A student who believes that he/she is being discriminated against should first contact a staff member or Student Services. This may result in the situation being referred to a member of Management, who may proceed to investigate the situation.

Independent counsellors can be made available to provide personal advice and support to students.

Smoking, Drugs & Alcohol

Smoking is not permitted in any area of Aviation Australia other than the designated smoking area/s.

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

➔ Refer to the **Smoking, Drugs and Alcohol Policy** available on the [WEBSITE](#)

Uniform / Dress Standards

STUDENTS FAILING TO MEET THE DRESS STANDARDS MAY NOT BE PERMITTED ENTRY TO THE TRAINING FACILITY

The dress standards listed are the minimum standard that will provide adequate protection against certain hazards in the Aviation Australia working environment. In addition to these standards, all students must follow the standards in the regulations and advisory standards which accompany the Work Health and Safety Act.

Flight Safety Training [Cabin Crew]

The minimum standard of dress is provided in the Grooming Guide and is not included in the course fees. The uniform can be purchased from a range of stores depending on the student's individual budget (allow \$100 to \$400).

➔ Refer to the **Grooming Guide** provided on enrolment

Technical Training

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

- Shorts or trousers (dark blue work wear ("King Gee" style);
- Sleeved presentable shirt (dark blue work wear ("King Gee" style - can be purchased from Aviation Australia);
- Enclosed shoes.

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 (e.g. drilling, riveting, metal-forming or any aircraft maintenance practical activity). Sun-screen should be used to provide protection for exposed skin in outdoor activities.

Personal Protective Equipment (PPE)

STUDENTS FAILING TO MEET THE PPE STANDARDS MAY NOT BE PERMITTED ENTRY TO THE TRAINING FACILITY

Prior to entry to the Hangar, all personnel are to be in possession of or have access to the below items:

➔ Shoes

All safety footwear must incorporate protective steel toecaps and have covered uppers and non-slip soles for the working environment. Safety footwear must be worn during all practical activities. Enclosed footwear must 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 as instructed. Safety glasses must carry the Australian Standards Approval.

If wearing prescription glasses; 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. If there is any doubt, then you will be required to obtain and wear a pair of safety clip-ons.

→ Hair Protection

Hair protection must 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 must be worn when working in the welding bay. The student will be responsible for providing this.

→ Ear Protection

Aviation Australia will supply ear protection for sale to students. The student may purchase his/her own ear protection elsewhere if preferred, providing that the standard of such ear protection conforms to the current Australian Standards.

Work Health & Safety

Aviation Australia is committed to achieving and maintaining the highest practicable standards of Work 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. Aviation Australia has an obligation to provide (as far as is practical):

- A safe place of work;
- Safe tools and equipment;
- On-going training in work 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. Students at Aviation Australia have the following obligations under the Work Health and Safety Act:

- Students MUST NOT act in a manner that endangers the health and safety of themselves and 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 – and also in breach of Aviation Australia's Policies & Procedures – which may result in suspension or cancellation of enrolment.

Pool Safety

A swimming pool is located within our Flight Safety Training Centre in Brisbane. This pool is used for training activities only and no student recreational swimming is permitted. Students - when under direct supervision and instruction from Aviation Australia staff - will be permitted to use this pool when completing relevant components of their course. Unauthorised access to the swimming pool facility by students is not permitted and may result in suspension or cancellation of enrolment.

WorkCover / Insurance

Employed students undertaking training at Aviation Australia are protected under their employer's 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](#).

Emergency Procedures

Emergency procedures will be covered in Induction at Aviation Australia. If you discover an emergency whilst onsite we ask our occupants to remember **RACE**:

- R** – Remove people from the immediate area (*do not obstruct exits or exit routes*)
- A** – Alert others in the vicinity of the danger, alert an AA Staff member (*Raise the alarm, dial 000*)
- C** - Confine fire and smoke or other threats (*close doors and windows if appropriate*)
- E** – Extinguish or Evacuate (*only if trained and safe to do so attempt to extinguish the fire*)

There are up to two emergency alarm tones you could hear within any Aviation Australia facility:

1 - Alert Tone – BEEP BEEP BEEP (Cairns: No Alert Tone)

When the Alert Tone is broadcast it is to inform you of a possible emergency involving the building.

- Occupants of the facility should prepare for the potential for an evacuation - follow all instructions provided by Instructors, Fire Wardens and/or delivered by the PA system.

2 - Evacuation Tone - WHOOP WHOOP WHOOP (Cairns: Air Horn – Sustained Blast)

When the evacuation tone is broadcast or when danger is present, occupants are to proceed to their nearest emergency exit.

- Fire Wardens will assist with evacuating the floor/area immediately when the Evacuation tone is broadcast. Fire Wardens can be identified by their Yellow caps.
- Remain calm and follow all instructions provided by Instructors, Fire Wardens and/or delivered by the PA system.
- Once outside the facility proceed to the nominated Assembly Area - identify the nominated Assembly Area by viewing the evacuation diagrams positioned around the building.

Assembly Area

Following an evacuation, it is important that you wait until you are accounted for otherwise you will potentially be reported to the emergency services as a missing person. Evacuation signs and diagrams are positioned around all Aviation Australia sites and they are specific to each individual building. Evacuation signs and diagrams clearly identify the floor plan of the building you are in, the exit routes for the building, the location of firefighting equipment and they also clearly identify the nominated external Assembly Area for the building. Aviation Australia encourages all students to familiarise themselves with the location of the relevant Assembly Area for the building.

Snake Safety

In the case that a snake is located within the training facility, follow the 'Snake Safety' policy steps below:

- Remain calm and assume the snake to be venomous – do not attempt to touch or pick up the snake
- Notify anyone nearby to stay away from the area – and alert someone to tell an AA staff member
- The staff member will inspect the site and make an assessment
- Someone should stand guard while a staff member notifies the appropriate snake catcher to contain the snake safely

First Aid

First Aid kits and emergency equipment are located at appropriate points throughout the campus – including a first aid room. Students who are sick or require first aid treatment should advise the nearest staff member.

Complaints & Appeals

Aviation Australia has a fair and equitable process for dealing with student complaints and 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 and appeals will be treated in confidence and a decision relayed to the student as soon as possible. Aviation Australia will maintain the students' enrolment throughout the process; however Aviation Australia reserves the right to withhold learning opportunities (such as examinations) should it be deemed the most appropriate temporary solution.

 Refer to the **Complaints and Appeals Policy** available on the [WEBSITE](#)

Student Services

The welfare of each student is very important to us. Our Students Services team provide support to all students across all campus locations.

Support Services

Our Students Services team can assist with things such as:

- Personal counselling – confidential counselling to help resolve personal problems which are affecting study;
- Educational counselling – for students having trouble reaching their goals;
- Guidance on living in Australia – including banking, mobile phones, transport, OSHC;
- Information on available external support services – such as health (doctor, dental, x-ray) and legal related.

See '**Learner Support**' section for information on study related support that Aviation Australia can provide.

Contact Details

Our Student Services team can be contacted using the below details:

Email: studentservices@aviationaustralia.aero
Phone: +61 7 3860 0915 / +61 7 3860 0997
Mobile: 0408 787 736

Lost property

Aviation Australia will not accept responsibility or liability for any personal property. Students are advised to keep personal belongings with them at all times or secure them in the personal lockers where available. If any item of personal property is lost or found it should be reported immediately to a staff member.

END OF DOCUMENT