

# Domestic Student Handbook 2022

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<p><i><b>Note:</b> Printed copies of this may not be the current version.</i></p> <p><i>Check this is the latest version before use</i></p>			

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## Introduction

Welcome to Aeropower.

Aeropower is dedicated to maintaining the highest professional standards in design, marketing and delivery of aviation training, providing effective, efficient training services to its students, and safeguarding and perpetuating the high standards of the aviation industry.

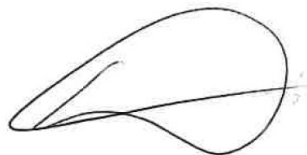
This Manual has been prepared to help you to understand what you can expect from Aeropower and what Aeropower expects from you. You are required to abide by the policies in this Manual, although they may not form part of your student contract. In addition, information in the Manual will serve as a handy reference during your studies with Aeropower.

Staff and Instructors of Aeropower aim to provide a facility and a learning environment that is both interesting and enjoyable, and conducive to the success of each individual student.

The level of satisfaction and achievement you gain from your studies will depend on how much you put into them. If you are only prepared to put in half the effort, you need to accept that you will only achieve half the results. If you are willing to invest time, effort and concentration into your studies, we will support you in fulfilling your ambitions.

If you have any questions or problems, please speak to your Instructor, the Student Welfare Officer, or the HOO.

Enjoy the journey!



Adam Roy  
Chief Commercial Officer

## Aeropower

Aeropower Pty Ltd is a safety focused and performance-based organisation that strives to create and deliver outcomes that our customers value.

Aeropower Pty Ltd is a leader in the provision of aviation services to the utility sector, specialising in the aerial patrol, surveillance, inspection and maintenance of electrical transmission line infrastructure and associated Asset Management Support services.

As a pioneer in the use of helicopters for the patrol and maintenance of electrical infrastructure, Aeropower has 30 years' experience in Australia and internationally including the provision of services such as:

- Flight Training
- Airborne patrol and inspection of electrical transmission and distribution lines
- Airborne maintenance and project services within a live line environment
- Construction of tower and electrical infrastructure
- Easement assessment, tower transfer and ferrying
- Firefighting

Aeropower has conducted more than 140,000 hours of aviation operations for Utilities in Australia, South Africa, Papua New Guinea, New Zealand, Hong Kong / China and Israel.

Aeropower is an experienced Electrical Contractor (Licensed in Queensland, Australia for the Performance of Electric Line Work) and has developed comprehensive Work Instructions / Safe Work Methods for all aspects of transmission line patrol, inspection, washing, maintenance, and construction. These have been developed and refined over 30 years in the industry and are maintained under a quality management system certified to ISO 9001 & 45001.

The Cabri G2 and Robinson R44 are also used to provide the majority of our flight training. Given the size and diversity of our fleet, we have a team of experienced full-time engineers on staff. What this means to you as a student is that aircraft are maintained at our training base and any maintenance requirements are swiftly dealt with onsite.

Aeropower Flight School is located 30 minutes north of Brisbane at Redcliffe Aerodrome. Flight training is conducted in a scenic area of South East Queensland, encompassing the Sunshine Coast, Glass House Mountains and the shores of Bribie Island. Our geographical location allows you exposure and ease of access to the various types of airspace that you will encounter during your flight training without lengthy flying times and minimal landing fees. With Aeropower's strong international base and combined experience of our flight instructors the company maintains an excellent reputation with its flying school. Involved in a breadth of operations, Aeropower not only offers the prospective student the highest standard of training, but also an insight into and involvement in a commercial and highly professional operation.

## Location

Hangar 32, Nathan Rd, Rothwell QLD 4022

## Approvals

CASR Part 141 Flight Training Organisation

ASQA Registered Training Organisation no: 2912

CRICOS Registered Training Provider no: 03250B

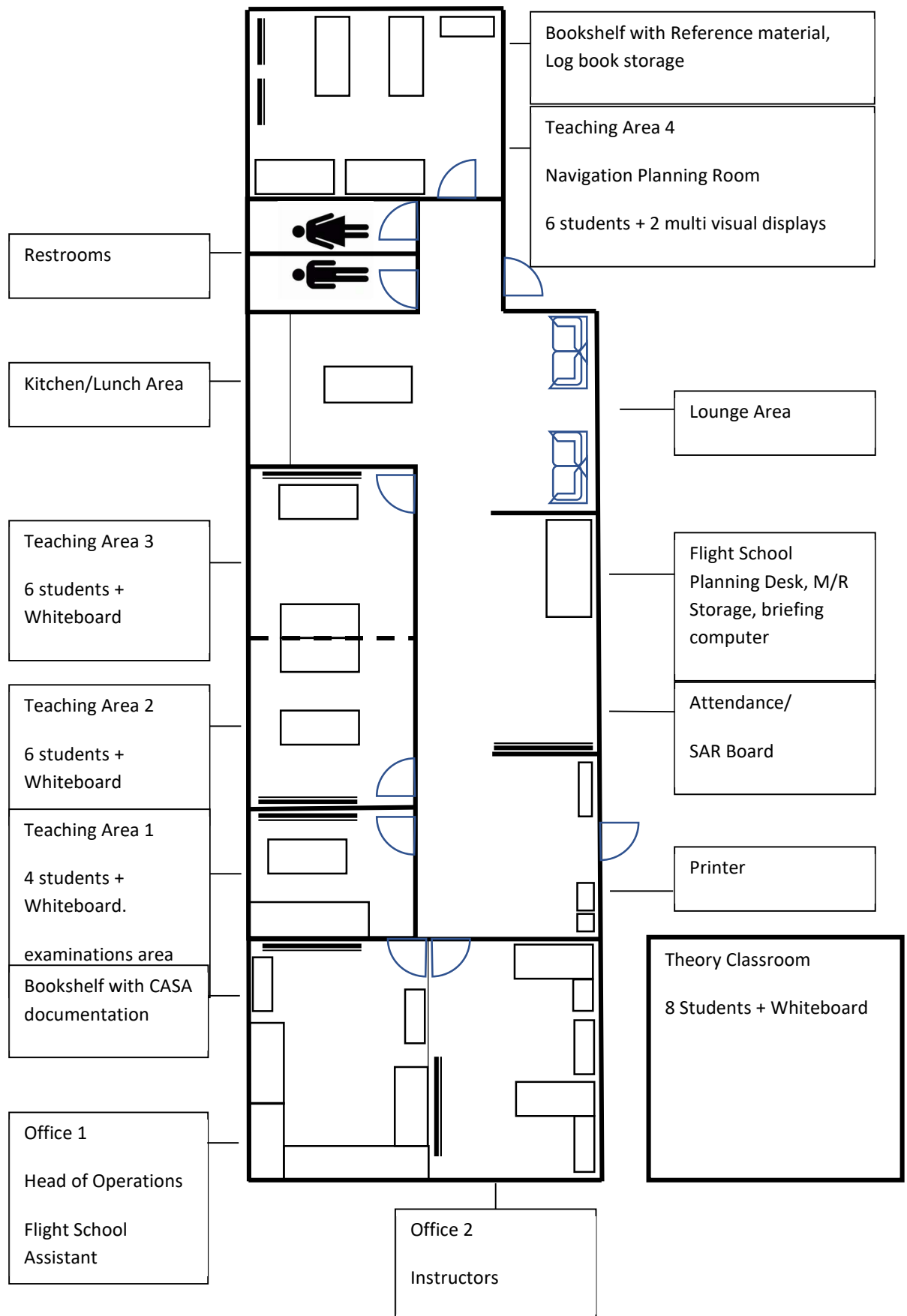
VET Student Loans Approved Course Provider no: EDU18/3346

## Fleet

The full fleet of Aeropower extends to 13 aircraft – this offers the flexibility to offer flying training in any of the following types depending on any specific experience desired by customers.

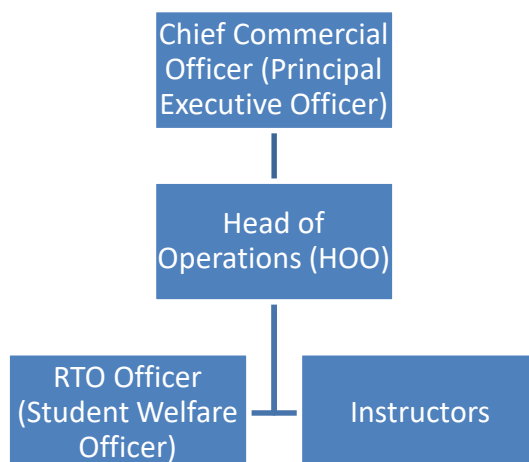
- Cabri G2
- Schweizer 300 CBI
- Robinson R44 Series
- McDonnell Douglas MD500 Series
- AS350 Squirrel

## Floor plan





## Organisational Chart



### Chief Commercial Officer (CCO)

The CCO is the executive responsible for flight training at Aeropower. Students will not generally interface with the CCO during their study.

### Head of Operations (HOO)

The HOO is the senior most flight instructor at Aeropower and is responsible to the CCO, CASA, and ASQA for the safe and compliant operation of the Aeropower flight school. Students can make an appointment to see the HOO during their study but will not generally interface with them on a day-to-day basis.

### RTO Officer

The RTO Officer is responsible to the HOO for the conduct of RTO & CRICOS related flight training activity. Additionally, the RTO Officer is the Student Welfare Officer – available for students to discuss any welfare-related issues with by appointment throughout their training. Students will have quite a bit of interaction with the RTO Officer during their training.

### Instructors

Instructors are responsible to the HOO for the safe and compliant delivery of flight training at Aeropower. Students will interface with instructors on a day-to-day basis for theory and flight support and lesson delivery.

## Programme

### AVI50319 – Diploma of Aviation (Commercial Pilot Licence – Helicopter)

The Aeropower Diploma of Aviation programme provides training from beginner level or with recognition for prior learning / aeronautical experience where relevant to CASA Commercial Pilot Licence (CPL) level. A CPL is required to work as a professional pilot and entitles pilots to fly aircraft for commercial purposes such as carrying freight or paying passengers.

The standard syllabus for this programme will usually include approximately 105hrs flight time, 4hrs flight test time and 71hrs briefing time. More information pertaining to course timetables is included later in this handbook.

### Course Content and Assessment Procedures

Student training and progress is to Industry Specific Standards incorporating the CASA syllabus and the Aviation Training Package, which specify the competencies a pilot must achieve at various stages before a final assessment and the issue of a Commercial Pilot (Helicopter) Licence.

### Delivery Methods

The two delivery modes used for this course are:

1. **Ground theory:** This involves CASA endorsed Flight Instructor supervised and supported, self-study.
2. **Practical in-flight training:** One on one instruction in-flight supports and confirms the assimilation of relevant knowledge and skills theory.

Aspects of the course require determination of underpinning knowledge through written assessments, observation of in-flight skills and the practical demonstration of appropriate flying skills. Assessment is competency based and in accordance with the National Assessment Principles incorporating the standards of the Australian Quality Training Framework (AQTF). An emphasis is placed on the student to consistently achieve a competency.

Formative assessment is conducted to determine whether the student can demonstrate the target competencies at each stage of flying training. Student pilots who are unable to demonstrate competency at a given time or who successfully appeal assessment results will be re-trained before being reassessed at a later date.

### Assessment Methods

- **Observation** – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed lesson plan for each flight sequence.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or paragraph.
- **Online exams** administered for CASA by an approved testing centre.

Note: there is no CASA approved training centre at Redcliffe Aerodrome. Travel to attend required examinations is to be organised by the student at their own expense.

**Written tests** are for:

- Pre-solo Air Law
- Pre-area Solo
- Flight Manual Test

**Computer Based Exams** set and marked by CASA are for:

- Meteorology
- Flight Rules and Air Law
- Navigation
- Aircraft General Knowledge
- Aerodynamics
- Operations, Performance and Planning
- Human Performance

**Practical Flight Tests** are conducted by CASA Approved Testing Officers / Flight Examiners. In this programme, the CPL Flight Test is conducted in this manner.

### Practical Units

- Pre-Flight Preparation
- Elementary Handling
- Hover / Taxi
- Transitions
- Circuits
- Autorotation
- Emergencies
- Practice Forced Landing
- Theory for Solo
- Solo
- Limited Power
- Advanced Transitions
- Slope Landings
- Confined Areas
- Jammed Controls
- Navigation
- Pinnacles and Ridgeline Operations
- Low Level Flight
- CPL Flight Test

### Theory Units

- Meteorology
- Flight Rules and Air Law
- Navigation
- Aircraft General Knowledge
- Aerodynamics
- Operations, Performance and Planning
- Human Performance

## Unit of Competency Outcomes

Completing the above Aeropower syllabus, will see students achieve the following units of competency:

- AVIE0006 Maintain aircraft radio communications
- AVIF0026 Implement aviation risk management processes
- AVIF0027 Implement aviation fatigue risk management processes
- AVIF0029 Implement threat and error management strategies
- AVIF0030 Manage safe flight operations
- AVIF0033 Manage aircraft passengers and cargo
- AVIF0035 Manage human factors in aviation operations
- AVIH0010 Plan a flight under visual flight rules
- AVIH4014 Navigate aircraft under visual flight rules
- AVILIC0004 Licence to operate a commercial helicopter
- AVIO0017 Manage disruptive behaviour and unlawful interference with aviation
- AVIW0029 Manage pre- and post-flight actions
- AVIW0032 Operate and manage aircraft systems
- AVIY0034 Operate in controlled airspace
- AVIY0035 Operate in Class G airspace
- AVIY0036 Operate at non-towered aerodromes
- AVIY0037 Operate at a controlled aerodrome
- AVIY0040 Apply aeronautical knowledge to aviation operations
- AVIY0041 Apply the principles of civil air law to aviation operations
- AVIY0048 Taxi helicopter
- AVIY0058 Manage aircraft fuel
- AVIY0059 Control helicopter on the ground
- AVIY0060 Control helicopter in hovering flight
- AVIY0061 Take off helicopter and approach to hover
- AVIY0062 Control helicopter in normal flight
- AVIY0063 Execute advanced helicopter manoeuvres and procedures
- AVIY0064 Manage abnormal and emergency helicopter flight situations
- AVIZ0006 Manage situational awareness in aircraft flight
- AVIY0049 Operate helicopter at low level

## Pricing Model Mechanics

A census day is a date by which enrolment may be cancelled without incurring tuition fees for the course or a part of the course.

A student may cancel their enrolment in the course or part of the course using Aeropower's procedure for withdrawal, and if a student withdraws before the census day for a course or part of a course, the student will not incur a VET student loan debt for the course or part of the course and will receive a refund for any tuition fees already paid for the course or part of the course

Tuition fees will be reasonably apportioned across a specified number of sequential fee periods and each fee period will contain at least one census day – this will be provided to each student depending

on their individual circumstances via a Fee Notice, which students will receive per fee period at least 14 days, but no more than 42 days prior to the first census date for a fee period.

### Loan Information

The maximum amount of a VET student loan available for the course is A\$80,388.00.

The amount of the loan cannot be greater than a student's remaining FEE-HELP balance.

Based on a loan fee of 20% being applied, the total VET student loan debt a student may incur if the student receives the maximum VET student loan referred to above is A\$96,465.60.

### Programme Price (Integrated Course) – Full Time – Redcliffe

Aeropower Pty Ltd - RTO 2912								
Schedule of VET tuition fees – January 2022								
Name of course: Diploma of Aviation (Commercial Pilot Licence - Helicopter) – 105 Hour / Full Time								
Training Package Code: AVI50319								
Units of Competency AVIE0006, AVIF0026, AVIF0027, AVIF0029, AVIF0030, AVIF0033, AVIF0035, AVIH0010, AVIH0014, AVILIC0004, AVIO0017, AVIW0029, AVIW0032, AVIY0034, AVIY0035, AVIY0036, AVIY0037, AVIY0040, AVIY0041, AVIY0048, AVIY0058, AVIY0059, AVIY0060, AVIY0061, AVIY0062, AVIY0063, AVIY0064, AVIZ0006, AVIY0049								
Aircraft: Standard - Cabri G2 and Robinson R44, Advanced - Robinson R44								
Delivery location: Redcliffe Aerodrome								
Delivery mode(s): On-site								
Unit of Study Number	Description	Unit of study code	Commence day	Census day	Nominal completion day	EFTSL	TUITION FEES	
							Standard	Advanced
1	Integrated Phase I	IP122	1	10	43	0.118	\$8,514.20	\$11,630.39
2	Integrated Phase II	IP222	35	43	73	0.082	\$8,809.14	\$12,054.95
3	Integrated Phase III	IP322	65	73	103	0.082	\$7,095.97	\$9,872.69
4	Integrated Phase IV	IP422	95	103	133	0.082	\$9,573.19	\$13,882.08
5	Integrated Phase V	IP522	125	133	163	0.082	\$7,859.51	\$10,722.67
6	Flight Phase I	FP122	156	163	188	0.068	\$11,387.60	\$16,161.86
7	Flight Phase II	FP222	181	188	213	0.068	\$11,779.24	\$19,498.34
8	Flight Phase III & CASA Tests	FP322	206	213	238	0.068	\$25,516.68	\$26,266.26
	<b>Total</b>				<b>34 weeks</b>	<b>0.652</b>	<b>\$90,535.53</b>	<b>\$120,089.22</b>

Programme Price (Integrated Course) – Part Time – Redcliffe

<b>Aeropower Pty Ltd - RTO 2912</b>								
<b>Schedule of VET tuition fees – June 2022</b>								
<b>Name of course:</b> Diploma of Aviation (Commercial Pilot Licence - Helicopter) – 105 Hour / Part Time								
<b>Training Package Code:</b> AVI50319								
<b>Units of Competency</b> AVIE0006, AVIF0026, AVIF0027, AVIF0029, AVIF0030, AVIF0033, AVIF0035, AVIH0010, AVIH0014, AVILIC0004, AVIO0017, AVIW0029, AVIW0032, AVIY0034, AVIY0035, AVIY0036, AVIY0037, AVIY0040, AVIY0041, AVIY0048, AVIY0058, AVIY0059, AVIY0060, AVIY0061, AVIY0062, AVIY0063, AVIY0064, AVIZ0006, AVIY0049								
<b>Aircraft:</b> <b>Standard</b> - Cabri G2 and Robinson R44, <b>Advanced</b> - Robinson R44								
<b>Delivery location:</b> Redcliffe Aerodrome								
<b>Delivery mode(s):</b> On-site								
Unit of Study Number	Description	Unit of study code	Commence day	Census day	Nominal completion day	EFTSL	TUITION FEES	
							Standard	Advanced
1	Integrated Phase I PT	IP122 PT	1	13	59	0.081	\$7,321.78	\$10,437.96
2	Integrated Phase II PT	IP222 PT	47	59	104	0.062	\$7,606.38	\$10,852.19
3	Integrated Phase III PT	IP322 PT	93	104	147	0.059	\$6,040.77	\$7,249.47
4	Integrated Phase IV PT	IP422 PT	136	147	190	0.059	\$8,517.99	\$14,424.47
5	Integrated Phase V PT	IP522 PT	179	190	233	0.059	\$7,702.26	\$7,820.88
6	Integrated Phase VI PT	IP622 PT	223	233	272	0.053	\$12,176.82	\$16,868.55
7	Integrated Phase VII PT	IP722 PT	262	272	311	0.053	\$12,459.09	\$22,975.70
8	Flight Phase I & CASA Tests PT	FP12 2PT	301	311	350	0.053	\$23,603.04	\$26,266.26
	<b>Total</b>				<b>50 weeks</b>	<b>0.479</b>	<b>\$85,428.14</b>	<b>\$116,895.47</b>

Programme Price (Integrated Course) – Full Time – Sydney

<b>Aeropower Pty Ltd - RTO 2912</b>								
<b>Schedule of VET tuition fees – January 2022</b>								
<b>Name of course:</b> Diploma of Aviation (Commercial Pilot Licence - Helicopter) – 105 Hour / Full Time								
<b>Training Package Code:</b> AVI50319								
<b>Units of Competency:</b> AVIE0006, AVIF0026, AVIF0027, AVIF0029, AVIF0030, AVIF0033, AVIF0035, AVIH0010, AVIH0014, AVILIC0004, AVIO0017, AVIW0029, AVIW0032, AVIY0034, AVIY0035, AVIY0036, AVIY0037, AVIY0040, AVIY0041, AVIY0048, AVIY0058, AVIY0059, AVIY0060, AVIY0061, AVIY0062, AVIY0063, AVIY0064, AVIZ0006, AVIY0049								
<b>Aircraft: Standard</b> - Cabri G2 and Robinson R44, <b>Advanced</b> - Robinson R44								
<b>Delivery location:</b> Banskdown Aerodrome								
<b>Delivery mode(s):</b> On-site								
Unit of Study Number	Description	Unit of study code	Commence day	Census day	Nominal completion day	EFTSL	TUITION FEES	
							Standard	Advanced
1	Integrated Phase I - Sydney	IP122S	1	10	43	0.118	\$8,913.80	\$12,029.99
2	Integrated Phase II - Sydney	IP222S	35	43	73	0.082	\$9,208.74	\$12,454.55
3	Integrated Phase III - Sydney	IP322S	65	73	103	0.082	\$7,495.57	\$10,272.29
4	Integrated Phase IV - Sydney	IP422S	95	103	133	0.082	\$10,017.19	\$14,326.08
5	Integrated Phase V - Sydney	IP522S	125	133	163	0.082	\$8,239.11	\$11,013.47
6	Flight Phase I - Sydney	FP122S	156	163	188	0.068	\$11,893.54	\$16,644.15
7	Flight Phase II - Sydney	FP222S	181	188	213	0.068	\$12,356.44	\$20,119.94
8	Flight Phase III & CASA Tests - Sydney	FP322S	206	213	238	0.068	\$26,082.68	\$26,743.46
	<b>Total</b>				<b>34 weeks</b>	<b>0.652</b>	<b>\$94,207.08</b>	<b>\$123,603.91</b>

Programme Price (Integrated Course) – Part Time – Sydney

<b>Aeropower Pty Ltd - RTO 2912</b>								
<b>Schedule of VET tuition fees – January 2022</b>								
<b>Name of course:</b> Diploma of Aviation (Commercial Pilot Licence - Helicopter) – 105 Hour / Part Time								
<b>Training Package Code:</b> AVI50319								
<b>Units of Competency:</b> AVIE0006, AVIF0026, AVIF0027, AVIF0029, AVIF0030, AVIF0033, AVIF0035, AVIH0010, AVIH0014, AVILIC0004, AVIO0017, AVIW0029, AVIW0032, AVIY0034, AVIY0035, AVIY0036, AVIY0037, AVIY0040, AVIY0041, AVIY0048, AVIY0058, AVIY0059, AVIY0060, AVIY0061, AVIY0062, AVIY0063, AVIY0064, AVIZ0006, AVIY0049								
<b>Aircraft:</b> <b>Standard</b> - Cabri G2 and Robinson R44, <b>Advanced</b> - Robinson R44								
<b>Delivery location:</b> Banskdown Aerodrome								
<b>Delivery mode(s):</b> On-site								
Unit of Study Number	Description	Unit of study code	Commence day	Census day	Nominal completion day	EFTSL	TUITION FEES	
							Standard	Advanced
1	Integrated Phase I PT - Sydney	IP122P TS	1	13	59	0.11 8	\$7,721.38	\$10,837.56
2	Integrated Phase II PT - Sydney	IP222P TS	47	59	104	0.08 2	\$8,005.98	\$11,251.79
3	Integrated Phase III PT - Sydney	IP322P TS	93	104	147	0.08 2	\$6,440.37	\$7,604.67
4	Integrated Phase IV PT - Sydney	IP422P TS	136	147	190	0.08 2	\$8,961.99	\$14,912.87
5	Integrated Phase V PT - Sydney	IP522P TS	179	190	233	0.08 2	\$8,081.86	\$8,042.88
6	Integrated Phase VI PT - Sydney	IP622P TS	223	233	272	0.06 8	\$12,560.8 2	\$17,232.55
7	Integrated Phase VII PT - Sydney	IP222P TS	262	272	311	0.06 8	\$13,036.2 9	\$23,666.10
8	Flight Phase I & CASA Tests PT - Sydney	FP122 PTS	301	311	350	0.06 8	\$24,080.2 4	\$26,743.46
	<b>Total</b>				<b>50 weeks</b>	<b>0.65 2</b>	<b>\$88,888.9 4</b>	<b>\$120,291.8 7</b>

*These Statements of Fees portrays Aeropower's flexible enrolment arrangement*

*Where 20% of a Unit of Study length falls on a part day, the Census Date for that Unit is rounded to the next highest whole day.*



If a Census date falls on a public holiday, it will be moved to the next working day as per the working day arrangement determined for the specific course / intake.

## Elective Units

Description	Unit of study code	Commence day	Census day	Nominal completion day	EFTSL	TUITION FEES	
						Standard	Advanced
Sling Rating (AVIH0069)	S1	1	1	4	0.011	\$7,022	\$8,877
Night Rating (AVIH0015, AVIY0073, AVIH0016, AVIY0033)	N1	1	2	10	0.025	\$19,137	n/a

\* Recognition of Prior Learning required – see below

## Recognition of Prior Learning Pricing

Recognition of Prior Learning (if required) is VET Student Loan-eligible. At the completion of RPL assessment, students will be provided with a tailored programme taking into account their previous learning made up of a combination of appropriate units listed in the above Schedule of VET Tuition Fees. See below details of our RPL Assessment unit of study.

Unit of Study Number	Description	Unit of study code	Commence day	Census day	Nominal completion day	EFTSL	TUITION FEES
N/A	Recognition of Prior Learning Assessment Fee	RPL	As required	As required	As required	N/A	\$330.00

## Inclusions and Exclusions

The price outlined in this programme includes the following:

- Ground school and one attempt at each of the seven CASA exams
- Aircraft hire & relevant landing fees
- Instructor hire
- Aeropower tuition materials relevant to the programme enrolled (Note: there are further non-Aeropower tuition materials required which are not included in the programme price)
- Fuel and other direct operational costs at the price applicable at time of calculation
- Training facilities
- Operational support and oversight
- Aircraft insurance and maintenance support
- Assessment costs, including those relating to CASA Approved Testing Officers (ATOs) / Flight Examiners (FEs)

Items which students will need to provide for include the following:

- An Aviation Security Identification Card (ASIC)
- Licence & CASA medical assessment / processing costs to meet the pre-requisite requirements of the programme
- Travel costs to attend CASA theory examinations
- Accommodation, living and travel expenses

Additionally, the following list of items with indicative prices outlines materials and resources that students require for the Diploma of Aviation (Commercial Pilot Licence – Helicopter) AVI50319. They are not covered by tuition fees. These items can be sourced through Aeropower prior to course start or you can bring your own equivalent items.

Item	Estimated Cost
Aeronautical Information Publication	\$72
Enroute Supplement Australia (ERSA)	\$32
Basic Calculator (we recommend Aurora DT210)	\$30
Uniform (Sky Blue King Gee Workcool2 Long Sleeve Shirt, Khaki King Gee Workcool2 Trousers, Steel Capped Boots)	\$240
Kneeboard	\$80
Logbook	\$35
Civil Aviation Advisory Publications (printed and bound) – CAAP 234-1 & CAAP 92-2	\$15
Air Law Extract (printed and bound)	\$75
CPL (H) Theory Textbook Package	\$2495
Laptop Computer or Tablet	\$400+

Note: Headsets and any other personal material not specified above such as electronic devices & software that the student may wish to utilise are not mandatory.

## Payment Options

### *Direct*

Students will pay as they go, maintaining fees of up to \$A1,500 paid up in advance at any given time during the programme. If a student's account falls below that required to conduct the following flight sequence, training will cease until such time that this is rectified.

### *VET Student Loan*

VET Student Loans commenced on 1 January 2017, replacing the VET FEE-HELP scheme. The VET Student Loans program offers greater protection for students and focuses on courses that address industry needs, creating better opportunities for employment. VET Student Loans offers income contingent loan support to eligible students studying certain diploma level and above vocational education and training qualifications. Eligible students are entitled for loans up to a capped amount.

Information for students on how to access a VET Student Loan is available at:

<https://www.employment.gov.au/information-vet-student-loans-students>

**Students must read the information at the above URL prior to enrolling**

**Note: regarding a VET Student Loan:**

- (i) it is a loan from the Commonwealth, and
- (ii) the loan will remain a personal debt until it is repaid to the Commonwealth, and
- (iii) the loan may, until the debt is repaid, reduce a student's take-home (after-tax) wage or salary and may reduce the student's borrowing capacity, and
- (iv) a student may wish to seek independent financial advice before applying for a loan
- (v) it is important for students to notify Aeropower of any change of contact details as Aeropower and/or the Department of Employment, Small Business and Training having incorrect contact details for students may affect their access to a VET Student Loan
- (vi) the Department of Employment, Small Business and Training will contact students to verify their enrolment in the course – if unable to contact students, the Department may suspend their access to a VET Student Loan
- (vii) a student does not need to take the full loan amount offered, they can elect to self-fund any portion of the training and use a smaller loan amount

## Enrolment & Admission

Aeropower will employ an objective, non-biased, merit-based and compliant enrolment and admission process to ensure students receive equal treatment and are enrolled and admitted consistently as per independent procedures.

### Application Requirements

Students seeking to apply to Aeropower's Diploma of Aviation (AVI50319) programme are required to meet CASA prescribed minimum age requirements; to be 16 years old prior to flying solo, and to be 18 years old to be eligible for the issue of a CASA CPL (H).

### Application

#### Enrolment Form / Verification

Upon deciding to pursue a training programme, prospective Aeropower Flight School students will be directed to complete an enrolment form, and provide relevant supporting evidence, which may include but is not limited to:

- Their resume
- Their Unique Student Identifier (USI)
- Proof of Citizenship / Visa
- Proof of age
- A VET Student Loans Parental Consent Form or a Centrelink Income Statement stating that the prospective student has received youth allowance on the basis that they are independent

- if the student has applied for, but not been issued with, a tax file number—a certificate from the Commissioner that the student has applied for a tax file number

*Note: we require to either sight original copies or receive an actual certified copy of official documents.*

Upon receipt of this, we will verify the information provided and liaise with students should any further / more complete evidence or information be required.

### Resume Review

Aeropower reviews all applicant resumes as part of their process for determining whether applicants are suitable for their programmes.

### LLN Assessment

Aeropower requires all prospective students to demonstrate literacy and numeracy proficiency in order to meet course suitability requirements.

Aeropower uses the Core Skills Profile for Adults (CSPA). The CSPA is a set of online assessments developed by ACER to support RTOs in measuring the literacy and numeracy skills of all learners. CSPA Reading, Numeracy & Writing assessments produce valid and reliable data through comprehensive reporting against five levels of the Australian Core Skills Framework (ACSF).

The results of assessing a student's competence in reading and numeracy will be reported:

- to the student as soon as practicable after the assessment; and
- to the Secretary in the form, manner and by the time requested by the Secretary.

### HOO Interview

Aeropower requires all prospective students to undergo an interview process with the Head of Operations (HOO) or delegate. The interview can be in person or scheduled through electronic means such as Skype.

### CASA Medical & Aviation Security Identification Card (ASIC)

Both a CASA flight crew medical, and an ASIC are required in order for students to complete their qualification. Aeropower recommends students have a Class 1 Aviation Medical prior to their first census date. An ASIC will be required before commencing flying lessons.

*Note: both medicals and ASICs can take some time to process. Allow yourself some time prior to course commencement to procure these items. Visit the CASA website [www.casa.gov.au](http://www.casa.gov.au) for more information on medicals and ASICs.*

*Note: If you think you may be ineligible for an ASIC, contact us prior to applying to enrol.*

### Admission

The Aeropower team will consider each application on its merits as per the information provided, and testing and interviewing completed. If deemed suitable, prospective students will be sent a formal letter of offer for their programme.

In circumstances where Aeropower is oversubscribed for a course intake, or where it is oversubscribed with flexible start date candidates, prospective students will be ranked in the context of the enrolment procedure outlined above in order to determine which students are offered positions.

### RPL / Credit Recognition

Recognition of prior learning (RPL) means an assessment process that assesses an individual's formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a vocational education and training (VET) qualification. Aeropower conducts a systematic RPL assessment.

**Evidence Collection:** On enrolment, you will be asked to provide evidence of former training or experience you feel is relevant to the qualification being sought. Students will need to gather any evidence they have to prove they are competent in the units of competency or qualifications sought. Examples of evidence are:

- Formal Qualifications
- Any relevant training you have received (including partially complete training)
- Endorsements / Authorisations on aircraft
- Experience (resume, reference letters, job descriptions, testimonials from employers etc.)

Evidence accepted for an RPL assessment certainly isn't confined to the list above, if a student thinks it demonstrates their competence, they should include it. If students include references or resumes within their evidence, RPL assessors should contact them.

Aeropower needs to ensure that RPL assessment is conducted in accordance with the principles of assessment and the rules of evidence.

#### Principles of Assessment:

**Validity** – The way in which RPL is assessed must be sound and in accordance with the training package. The assessment must assess what it claims to assess.

**Reliability** – Assessment decisions need to be consistent.

**Flexibility** – Aeropower needs to recognise any relevant evidence put forward by a candidate. Aeropower needs to be flexible in its ability to meet individual candidate needs.

**Fairness** – Candidates need to be fully aware of the assessment process and opportunity must be given for them to challenge the result. This is done so via the Complaints process.

**Sufficiency** – The evidence provided must be sufficient to satisfy the requirements of the unit of competency / qualification.

### **Rules of Evidence:**

Valid – Similarly to above –evidence needs to be valid against the unit of competency / qualification claimed.

Sufficient – The evidence provided must be sufficient to satisfy the requirements of the unit of competency / qualification.

Current – The evidence produced needs to be current or very recent. Evidence should be from within the past 2 years.

Authentic – The RPL assessor needs to be assured that the evidence presented is authentic.

Once candidates have gathered all of their information they will need to submit it to an RPL assessor. Candidates will need to get certified copies of each piece of evidence they submit.

**Assessment:** After candidates submit certified copies of evidence, an RPL assessor will conduct an RPL assessment of their evidence against the units of competency / qualifications claimed. A written report will be presented to candidates at the conclusion of this assessment outlining which units of competency and qualifications they are competent against and also the units of competency and qualifications they are not yet competent against and the reasons why.

### **VET Student Loans Applications**

Those students seeking to apply a VET Student Loan to part or all of an eligible programme in which they have enrolled will be required to undergo an application process as follows.

#### **Documentation Verification**

We will verify documentation provided to ensure you meet the eligibility criteria for a VET Student Loan. These criteria can be found in the VET Student Loans information booklet and/or the VET Student Loans website, both of which we link to from our website.

#### **eCAF Issue**

Students applying for a VET Student Loan to be applied to all, or part of their course must, after successfully enrolling in the course and being deemed eligible for a VET Student Loan, apply for access to a VET Student Loan. This is done via the Federal Government's eCAF system (<https://ecaf.education.gov.au>).

*Note: a cooling off period of at least 2 full business days must be observed between a student accepting their enrolment, and an eCAF being issued.*

### **Statutory Documents**

The following statutory documents will be provided to students upon Aeropower receiving their completed eCAF.

### **VET Student Loans Statement of Covered Fees**

A VET Student Loans Statement of Covered Fees outlines the tuition fees, units of study, census dates and other key information pertaining to a student's programme. For students wishing to access a VET Student Loan, it will also outline the amount of fees allocated thereto throughout the programme, and the loan fees associated therewith.

It will be provided to students via either their personal email address or postal address prior to the first census date of the course.

*NB: Students not accessing a VET student loan will still be provided with a Statement of Covered Fees annotating the fact that none of their tuition fees will be deferred to a VET student loan.*

### **Fee Notice**

A Fee Notice provides advance notice to students of units of study that they will be enrolled in in the future. It will be provided to students via either their personal email address or postal address between 14 and 42 days prior to each census date whereby they wish to utilise a VET student loan.

*Note: Fee Notices will only be provided to students for those units of study they wish to utilise a VET student loan to finance.*

## **Student Induction**

This handbook contains all the information students require by way of induction. It is important that all students read this handbook in detail prior to commencement. Within one month of commencement, students will be provided with a formal induction.

## **Student Code of Conduct**

Aeropower respects the rights of its students and understands the pressures that students face, especially those living and studying away from home. The Flight School staff are always available to advise and provide assistance to students with any problems they may have. In return, Aeropower expects its students to behave in a proper manner and respect the wishes of the Flight School staff and their classmates at all times.

In this regard, Aeropower has developed a Code of Conduct for its students. The objective of this Code of Conduct is to maintain a safe and enjoyable environment for everyone, both on the ground and in the air. Non-adherence with the Code of Conduct and/or involvement in criminal behaviour could result in the student's suspension from the Flight School and/or cancellation of their enrolment without refund. Any action by Aeropower pertaining to a student's conduct is subject to Aeropower's Complaints process. Aeropower's Code of Conduct is outlined below.

Aeropower requires that students attending the Flight School refrain from:

- deliberately disobeying a directive by an instructor or other staff member
- being rude or continually disruptive in class
- assaulting, bullying or making threats against another student, instructor or other staff member
- making sexist, racist or otherwise offensive comments



- harassing another student or staff member
- stealing from the Flight School or another student
- deliberately damaging equipment, e.g. computers, computer programs, helicopters etc.
- placing yourself, another student or an Aeropower staff member in danger by committing a dangerous, thoughtless or negligent act
- falsifying any documents issued by Aeropower, e.g. Attendance Certificate or Class Roll
- cheating

In addition to the above, there are some important **DOs** and **DONTs** students should remember while studying at Aeropower:

- **DO** be on time for classes, flight bookings and appointments with Flight School staff members
- **DO** wear appropriate clothing while attending the Flight School
- **DO** advise the Student Co-Ordinator of any change of personal details while training with the Flight School
- **DO NOT** smoke anywhere in the Flight School (including the toilets or student eating area), hangar facility or airside.
- **DO NOT** eat or drink while using Flight School computers, books or equipment
- **DO NOT** take days off from the Flight School or miss lessons or appointments with Flight School staff without first applying to do so.

## DAMP

Aeropower's Drug and Alcohol Management Policy (DAMP) is zero tolerance towards being affected by drugs and/or alcohol whilst a student is studying at Aeropower.

Aeropower's premises, aircraft and vehicles are dry and no alcohol is to be present at any time.

Aeropower reserves the right to request that students submit to random drug and alcohol testing whilst they are present at Aeropower and engaged, or likely to be engaged in, Safety Sensitive Aviation Activities (SSAA) or post an accident or incident where the student was engaged in SSAA. Whilst a student can refuse to undergo DAMP testing if requested. Such a refusal may result in cessation of training and unenrolment from the program.

## Withdrawing from the programme

Students must make formal application (email acceptable) to the HOO should they wish to withdraw from their programme.

Students may withdraw from enrolment in an approved course, or a part of an approved course, before a census day for the course, or the part of the course, without financial, administrative or other barriers to the withdrawal via application to the HOO or, in their absence, a delegate thereof. Upon applying to the HOO to withdraw, the student will receive written confirmation from Aeropower that they have been withdrawn from all requested units / courses.

If, after withdrawing a student wishes to recommence, written permission must be provided to the HOO or, in their absence, a delegate thereof. by the student beforehand.

Students withdrawing will be certified for any units of competency achieved.



*Note: Aeropower does not accept deferments or suspensions of domestic student enrolments.*

In the event that a student withdraws after any census dates for enrolled units, the following will apply with respect to tuition fees.

### **Gap Fees**

For units whereby the census date has not passed, all gap fees paid in advance with respect to these units will be refunded in full. For units whereby the census date has passed, all unused gap fees paid in advance with respect to these units will be re-credited to the student and any used gap fees will not be subject to a refund.

### **VET Student Loans**

For units where the census date has not yet passed, all tuition fees with respect to that unit will not be subject to a VET Student Loan, for units where the census date has passed, all tuition fees with respect to that unit will be deferred to the student's VET Student Loan.

*Note: where a student is not utilising a VET student loan to finance their course, their tuition fees are to be refunded as per the gap fee procedure above.*

## **Student Leave**

Domestic students applying for leave must do so in writing to the HOO who will consider each one with student progress and upcoming tuition in mind.

*Note: Students are responsible for monitoring their course progress with relation to their tuition fees, whether any census dates will pass during the period of any granted leave and whether they wish to withdraw from any units during their leave period as a result of this.*

## **Cancellation of Enrolment**

In some circumstances, Aeropower will consider cancelling a student's enrolment. If this happens, Aeropower will inform the student of a proposed cancellation in advance and provide them with 28 days to initiate grievance procedures before the cancellation takes final effect. In the event that a student accesses grievance procedure regarding their proposed cancellation, the cancellation will not take final effect until the grievance procedures are complete. Cancellation may be triggered by, but not limited to, the following factors:

- Student progress
- Student performance
- Student conduct
- Regulatory order
- Genuine safety concerns

In the event that a student's enrolment in an approved course, or part of an approved course, is cancelled – refunding, recrediting, and/or management of VET student loans will occur as follows.

## Gap Fees

For units whereby the census date has not passed, all gap fees paid in advance with respect to these units will be refunded in full. For units whereby the census date has passed, all unused gap fees paid in advance with respect to these units will be re-credited to the student and any used gap fees will not be subject to a refund.

## VET Student Loans

For units where the census date has not yet passed, all tuition fees with respect to that unit will not be subject to a VET Student Loan, for units where the census date has passed, all tuition fees with respect to that unit will be deferred to the student's VET Student Loan.

*Note: where a student is not utilising a VET student loan to finance their course, their tuition fees are to be refunded as per the gap fee procedure above.*

## Critical Incidents

Critical incidents are identified by the *National Code* as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. Critical incidents are not limited to, but could include:

- missing students
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

Non-life-threatening events could still qualify as critical incidents.

Upon the occurrence of a critical incident, the following steps are to be taken (as relevant):

1. Staff discovering the critical incident must notify the nominated critical incident contact person; the RTO Officer (or HOO in their absence)  
*NB: students discovering a critical incident must notify a staff member immediately*  
*NB: if emergency services are required, staff/students should notify them first by calling 000*
2. The RTO Officer (or HOO in their absence) is to:
  - a. Allocate (where appropriate) a staff member to be with the student involved and to provide any appropriate assistance (e.g. provide comfort, fetch clothes/toiletries, facilitate communication with their next of kin)
  - b. Write a summary of the information at hand regarding the critical incident
  - c. Disseminate said summary to the CCO, HOO and the student's file
  - d. Extract the student's next of kin information from their file and contact them regarding the incident, taking the following into consideration:
    - i. Any language barriers – which can be bridged using the TIS National Contact Centre – 131 450

- ii. Any information that can be provided regarding emergency visas for the next of kin to be with the student involved in the incident  
*NB: advice and technical information requested regarding the issue of visas must be referred by the Department of Immigration and Border Patrol*
- e. Write a summary of the conversation with the student's next of kin
- f. Disseminate said summary to the CCO, HOO and the student's file
- g. Summarise any further information regarding the incident on the students file and ensure this is kept up-to-date until the matter is finalised

The nominated critical incident contact person's details, and their alternative contact's details, will be published in prominent positions on the training school premises.

The further following services may be helpful to any staff or students involved in a critical incident:

1. Policelink 131 444
2. Lifeline 131 114

## Student Welfare

Aeropower's nominated student welfare and support representative is responsible for acting as the contact person for all student welfare and support issues. These include but aren't limited to; cultural issues, non-academic organisational issues and educational support (including attendance).

Aeropower will provide support to overseas students in adjusting to study and life in Australia by giving the overseas students information on or access to an age and culturally appropriate orientation program that provides information about:

- Support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs
- Any relevant legal services
- Emergency and health services
- The registered provider's facilities and resources
- Complaints and appeals processes
- Requirements for course attendance and progress, as appropriate
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

The nominated student welfare and support representative will in most cases provide support directly to students, there may however be occasions where external support is necessary, and this will be provided at no cost to the student. Specialist assistance organised for the student (e.g. specialist medical assistance, visa assistance, language tutoring etc) are likely to incur fees or charges that must be paid by the student.

The nominated student welfare and support representative's details are published in prominent positions on the training school premises.

## Student Accounts

Student accounts are maintained by the Aeropower accounts department based upon activity information provided by the flight school. Students are provided training account statements monthly.

Domestic students are required to keep a balance of between \$0 and \$1,500 in their training account.

Students failing to keep their account maintained within the parameters outlined in their letter of offer or any subsequent advice from Aeropower regarding their account are to be advised as such in writing and given a period to rectify the matter – this period is at the discretion of the HOO. Students failing to rectify an account within the timeframe will be suspended from training. Students with insufficient funds in the training account to progress will be suspended automatically with immediate effect until their account is rectified.

## Refund Policy

All refunds will be paid in AUD.

Requests for refund should be made in writing and forwarded to the HOO. An acknowledgement of the request will be sent immediately to the address nominated in the request, (or the last known address held on file for that student). If the refund request is approved, payment will be made either in the form of a cheque made out in Australian dollars (AUD) to the enrolled Student, or by overseas transfer. The refund will be paid directly to the person who entered into the contract with Aeropower - unless that person gives a written direction to Aeropower to pay someone else. Refund cheques will be posted to the nominated address or made available for collection from Administration. All refunds will be processed and paid within 28 days of the receipt of the written request. If the refund required an international bank transfer, relevant transfer fees will apply.

*Note: this procedure does not discharge Aeropower from its obligation to allow students to withdraw from courses or parts of courses that are VET Student Loans eligible before any census dates without incurring VET student loan debt with respect to units of study thereto.*

### *Student Rights in Refund Disputes*

In the case of a dispute over a refund, students may access Aeropower's Complaints procedure and nominate a support person to accompany them at any stage of the dispute resolution process. If necessary, Aeropower can also arrange an external mediator to help settle the dispute. This procedure and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

### *Disputes*

Aeropower handles disputes on a case-by-case basis as per the Complaints Procedure. Students who seek a refund resulting from a dispute regarding their training programme must follow the Complaints procedure.

## FEE-HELP Re-crediting

A student's FEE-HELP balance can be re-credited under Part 6 of the VET Student Loans Act.

### Applications to Aeropower

A student may apply to Aeropower for their FEE-HELP balance to be re-credited under section 68 of the VET Student Loans Act because of special circumstances. This is to be done in writing to the HOO. Applications for re-crediting under section 68 of the VET Student Loans Act must be made within 12 months after the census day for the course, or the part of the course, concerned, or within that period as extended by the Aeropower.

Special circumstances are circumstances that:

- are beyond the student's control; and
- do not make their full impact on the student until on or after the census day for a course, or the part of a course; and
- make it impracticable for the student to complete the requirements for the course, or the part of the course, during the student's enrolment in the course, or the part of the course.

Circumstances that make it impracticable for the student to complete the requirements for their course or part of the course may include:

- medical circumstances, for example, where a student's medical condition has changed to such an extent that he or she is unable to continue studying.
- family/student circumstances, for example, death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a student to continue studies.
- employment related circumstances, for example, where a student's employment status or arrangements have changed so the student is unable to continue their studies, and this change is beyond the student's control; or
- course related circumstances, for example, where the provider has changed the course or parts of a course it had offered and the student is disadvantaged by either not being able to complete the course or parts of a course, or not being given credit towards other or courses or parts of a course.

A student is unable to complete the requirements for a course or part of a course, for example, if the student is unable to:

- undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other compulsory attendance requirements in order to meet their compulsory course requirements; or
- complete the required assessable work to the required standard; or
- sit the required examinations and obtain a required mark; or
- complete any other course requirements because of their inability to meet the above.

Applications will be assessed by the HOO. Where they meet the criteria set out above, the applicant's FEE-HELP balance is to be re-credited via the HEIMS system within 28 days and the applicant will be notified in writing.

Applicants deemed not to have met the criteria above will be notified in writing that their application has not been accepted.

### **Applications to the Secretary (VET Student Loans)**

The Secretary (VET Student Loans) may re-credit a student's FEE-HELP balance in relation to special circumstances if a course provider:

- is unable to act or is being wound up or has been dissolved; or
- has failed to act and the Secretary is satisfied that the failure is unreasonable.

A student may apply to the Secretary (VET Student Loans) for their FEE-HELP balance to be re-credited under section 71 of the VET Student Loans Act as a result of:

- the provider, or a person acting on the provider's behalf, engaging in unacceptable conduct in relation to the student's application for the VET student loan; or
- the provider failing to comply with the VET Student Loans Act or an instrument under the Act and the failure has adversely affected the student;

Applications for re-crediting under section 71 of the VET Student Loans Act must be made within 5 years after the census day for the course, or the part of the course, concerned, or within that period as extended by the Secretary (VET Student Loans).

*Note: The process available to students in relation to reconsideration and review of decisions whether or not to re-credit FEE-HELP balances is the Aeropower Complaints Procedure. There is no charge for reconsideration or review of decisions, other than review by the Administrative Appeals Tribunal.*

## **Student Progress Monitoring**

Students exhibiting progression issues - failure of 50% or more of the sequences attempted in a study period (Theory, First Solo, pre-nav, PPL, or CPL) – must be allocated a turnaround strategy. The HOO may also deem students who have failed less than 50% of lessons attempted in a study period eligible for a turnaround strategy. Study periods are as per the Aeropower approved CASA flight syllabus as follows:

Study Period	Lessons
1 - Theory	7 CASA Knowledge Exams
2 - First solo	1 – 35
3 - PPL	36 – 67
4 - CPL	68 – 106

Notwithstanding the above, Students will be required to show cause as to why they should remain enrolled in the course in the case of:

- failure of the same CASA Knowledge Exam 3 times, or
- not successfully passing all 7 CPL(H) CASA Knowledge Exams within 6 months from course start date.

Turnaround strategy candidates are to be interviewed by the HOO to determine the cause/s of the issue/s to establish a turnaround strategy. Said turnaround strategy is to be tailored for the student by the HOO, documented, disseminated as appropriate and filed on the student's file. The turnaround strategy may include but is not limited to the following:

- Change of instructor
- Remedial lessons (flight, or ground) – at additional cost
- The establishment of student self-study/management goals
- Reduced course load

If the student's progression issues continue because of non-compliance with the turnaround strategy, the HOO may issue the student written notice that Aeropower intends to cancel their enrolment for not making satisfactory progress and that the student is able to access the complaints procedure within 28 working days.

If the student does not access the complaints procedure or withdraws from the complaints procedure, 29 days after being issued notice the student's enrolment will be cancelled. If the student does access the complaints procedure, and a decision supporting Aeropower is reached, the student's enrolment will be cancelled. However, where the student accesses the complaints procedure and a decision supporting the student is reached, their enrolment will continue, and a turnaround strategy revisited.

## Changes to the Organisation

### Legislative & Regulatory Requirements

Aeropower will monitor and keeping staff and clients (including learners) informed about any changes to legislative and regulatory requirements that may affect the delivery of training and assessment.

### Training Packages

Aeropower delivers qualifications and accredited courses only from currently endorsed training packages, until a training product on its scope of registration has been superseded.

Aeropower will monitor changes to training packages relevant to accredited courses delivered by Aeropower and action necessary changes as per this procedure and the AQF Framework.

Aeropower receives notifications of training package changes and products on Aeropower's scope of registration.

Where a training product has, or will become superseded Aeropower will, in its best endeavours, prepare a replacement program for the new qualification or accredited course as soon as practical, and within 12 months from its release date. The organisation will also apply for addition to its scope of registration the new qualification/accredited course where necessary (where the new product is not equivalent).



Where practical, students will be transitioned to the replacement program, dependant on the timeframe of preparedness of the replacement program and the student's progression. Aeropower will determine on a case-by-case basis whether a student should transition or not. Where students are not transitioned, such as those close to completion, they will continue studies and will have a maximum of 12 months from the date of the supersession of the training product on the National Register ([www.training.gov.au](http://www.training.gov.au)) to complete their training and be issued with certification documentation.

The superseded program will cease to be advertised through the organisation's webpage and advertising material once the qualification or course has been superseded on the National Register and no new applicants will be enrolled into the superseded program but will be enrolled into the replacement program.

Where there is no replacement qualification for a discontinued one, Aeropower will consider the best options for meeting student needs. A determining factor will be how close each student is to completion of their enrolled program. Options may include transferring students to a similar program, or ensuring that they have the potential and capacity to complete their training and assessment and be issued with certification documentation – this must occur within a period of twelve months of the discontinuation of the relevant qualification on the National Register. No new applicants will be enrolled into the discontinued product from the date of its discontinuation.

Students will be notified of changes via written correspondence, either letter or email.

### Organisational Changes

Aeropower advises students of any changes that are likely to impact their studies as soon as practical. Such changes may include changes to location, timetabling, staff, facilities, etc. Students are notified of changes formally by letter or email.

## Complaints

No student will be victimised or discriminated against for:

- seeking review or reconsideration of a decision; or
- using this (or any other) process to deal with grievances; or
- making an application for re-crediting of the student's FEE-HELP balance under Part 6 of the VET Student Loans Act.

### Procedure

#### What does Aeropower consider a complaint?

A complaint can be either a non-academic appeal or an academic appeal.

An **academic appeal** is considered to be any instance where a person seeking to enrol, student, apprentice, instructor, examiner or RPL candidate believes assessment of skills and / or knowledge has not been conducted correctly and subsequently formally appeals this assessment. Academic appeals apply regardless of the campus at which the grievance has arisen, the appellant's place of residence or mode of study.

A **non-academic appeal** is considered to be a formally submitted record of an instance where any person has witnessed or been involved in a bad experience at Aeropower. This can be related to (but



not limited to) personal information that is held in relation to the appellant, financial matters, payments, application procedures, exclusion from events and facilities, harassment, bullying, victimisation, vilification, discrimination, employee to client conflict, inciting hatred on the grounds of race / disability / sexual orientation or religious activity / belief or affiliation, maltreatment of student, misconduct, inappropriate behaviour, sexual harassment, unreasonable / poor business practice.

### How does Aeropower handle complaints?

Aeropower encourages timely resolution of grievances. All grievances should be brought to the attention of an instructor in the first instance. If no resolution is achieved the appellant may then access the following formal, three stage academic appeal process.

1. Formal grievances should be submitted in writing to the RTO Officer. The RTO Officer will assess the grievance and advise the appellant/s in writing of the outcome within 20 working days.
2. If the appellant/s is/are not satisfied with the response from the RTO Officer they may lodge a further appeal in writing to the HOO. The HOO will assess the grievance and advise the appellant/s in writing of the outcome within 20 working days.
3. If the appellant/s is/are not satisfied with the response from the HOO they may lodge a further appeal with the Dispute Resolution Branch of the Department of Justice and Attorney-General. This is a free non-legal resolution service

In writing: Level 1, Brisbane Magistrates Court, 363 George Street, Brisbane QLD 4000

Phone: 1800 017 288; or (07) 3239 6269

Fax: (07) 3239 6284

Online: Department of Justice Website

The Dispute Resolution Branch of the Department of Justice and Attorney-General is an independent external body to Aeropower.

No charge is included for accessing internal academic grievance stages. Any costs associated with access to external appeals should be free or at reasonable cost. Aeropower can assist appellants in accessing free or reasonably priced external tribunals or authorities. Appellant/s may, at any time during the appeal process, take the matter before an appropriate external tribunal or authority. If at any stage through the grievance process an appellant wishes for a third party to either assist and/or accompany the appellant, they may.

Appellants will be given a written statement of the outcome at all stages of all formally submitted grievances and/or appeals, including details of the reasons for the outcome. Appeals must contain relevant contact and personal details of all parties appealing.

Copies of all appeals received and associated correspondence and material must be placed on the relevant person/people's file and kept for a minimum of five years. Access to records relating to academic appeals is available to appellants and associated parties but said records must be accessed in a manner whereby confidentiality and privacy of records is maintained.

All formal complaints received must be reviewed by a committee, appointed by the HOO, consisting of at least:

- the HOO or RTO Officer, and the HSEQ Manager and
- One subject matter expert per technical aspect of the complaint (e.g. compliance, technical disciplines, finance etc.)

The committee shall review the complaint and provide a report to the HOO (or CCO if the HOO is on the committee) outlining any recommended changes arising from the review of the complaint. The report will be reviewed by the HOO (or CCO if the HOO is on the committee) and changes deemed appropriate will be implemented in a timely manner. The outcome of this report must be included in the written statement provided to appellant/s. Reports received by external bodies regarding complaints will be treated in the same manner as internal committee reports.

## General Student Information

### Legal Services

Legal services are available in Brisbane for matters including but not limited to; disputes (including those relating to residence leases), support for alleged criminal or civil offences, and visa/migration issues. Students can find legal services to aid in these circumstances using the local telephone directory or a search engine. Additionally, Aeropower's student welfare officer is available to assist students to procure legal assistance for these types of issues and more.

### Emergency and Health Services

Emergency health services are available at most public hospitals in Brisbane and medical assistance is available by appointment with a general practitioner. The student welfare officer is available to assist students in procuring general health care. Alternatively, students can seek details of these using the local telephone directory or a search engine.

The closest public hospital with an emergency department to Aeropower is:

Redcliffe Hospital  
Anzac Ave, Redcliffe QLD 4020  
(07) 3883 7777

Emergencies requiring immediate and/or desperate assistance from police, fire fighters, or paramedics should be sought by dialling 000.

### Travel Arrangements

It is your responsibility to make your own travel arrangements. The commencement date offered to you is the date when you are required to start your first training session at the College. Please make sure you arrive in Brisbane at least one week before this date.

### Student Accommodation in Brisbane

Aeropower can assist you to find suitable accommodation close by, by providing you with a list of our preferred student accommodation providers. In addition, we can arrange a “homestay” experience with a local family. Details of student accommodation can be sought by emailing the Student Co-Coordinator and requesting further information at [flightschool@aeropower.com.au](mailto:flightschool@aeropower.com.au)

### Public Holidays in Queensland

Queensland observes several public holidays throughout the year. A detailed list of them can be found here - <https://www.qld.gov.au/recreation/travel/holidays/public>

### Student Computer Facilities

Students may access computers in the self-study room at the Flight School. Do not download any large files including, but not limited to, movies and songs; pirated or explicit material. Students who disobey this direction will be stopped from using the computers for private use. It is recommended that you bring a laptop with internet access that can be used whilst studying, or back at your accommodation.

### Security

Please take care of your personal possessions at all times. Do not leave any valuables unattended (e.g. camera, purse, wallet, passport etc.). If you leave your bag in a classroom, make sure you take any money or valuables out first and keep them with you.

### Student Identification Cards

A Student Identification Card will enable students to obtain a range of student discounts around Brisbane, e.g. tickets to the movies etc. The card may be obtained through the Student Co-Ordinator. 2-passport sized photographs will be required for the application to be processed.