



Airflite Flying College

Airflite Aviation Pty Ltd – RTO 52904

Student Handbook

Commercial – in – Confidence
All Rights Reserved
Airflite Pty Ltd and Airflite Aviation Pty Ltd ©

Table of Contents

1.0	Welcome	5
1.1	Handbook Disclaimer.....	6
1.2	Declaration and Acknowledgement	6
2.0	Student Information.....	6
2.1	Third Party Engagements	7
2.2	Student Study and Training Program Information Guide.....	7
2.3	Students under 18	8
3.0	Airflite Aviation Pty Ltd	8
4.0	Learn to Fly at Airflite Flying College	8
4.1	Pilot Aptitude Assessment.....	8
4.2	English Language	10
4.3	Academic Suitability	11
4.4	Aviation Reference Number	11
4.5	Aviation Medical.....	11
4.6	Unique Student Identifier (USI)	12
4.7	Aviation Security Identity Card	12
5.0	Enrolment Process	12
6.0	Induction and Orientation	13
6.1	Induction.....	13
6.2	Orientation	13
7.0	Airflite Flying College Rules to Succeed	14
7.1	Health and Safety	14
7.2	First Aid.....	14
7.3	Emergency Evacuation Procedures	15
7.4	Privacy	15
7.5	Accessing your records	15
7.6	Feedback.....	15
8.0	Student Services and Support	16
9.0	Your Rights and Responsibilities	16
9.1	Student Engagement in Training Process	16
9.2	Transition of Training Program.....	17
9.3	Complaints.....	17
9.4	Dress Code.....	17
9.5	Resources.....	18
9.6	Customer Service and Communication	18
10.0	Training Program Tuition Fees	19
10.1	Payment Options for Training Program Tuition Fees	19
10.2	Study Loans.....	19
10.3	Payment Methodology Options	20
11.0	Additional Training Program Fees	20
11.1	Training Program Attendance Protocol.....	20
11.2	Additional Training Fees	20
11.3	Additional Fee Summary	20
11.4	Re-Print of a Certificate	23
11.5	RPL Fees.....	23

12.0 VET Student Loans (VSL)	23
12.1 Eligibility for VSL	24
12.2 How do I apply for a VSL at Airflite Flying College?	24
12.3 Summary of VSL Procedure	26
12.4 Repaying Vet Student Loans	27
12.5 Eligible Vet Student Loans Courses	27
13.0 Protection of Training Program Tuition Fees	28
14.0 Training Program Tuition Fees Refund Policy	28
14.1 Refunds and Cancellation by Students	28
14.2 Refund and Review/Re-Crediting a VSL Balance	29
14.3 Cancellation or Re-scheduling of Training Program by Airflite Flying College	29
14.4 Refund Disclaimer	30
15.0 Assessments and Appeals	30
15.1 What is Assessment?	30
15.2 How do you provide evidence?	31
16.0 Student Code of Conduct	31
16.1 Student Conduct	32
16.2 Student Responsibilities	32
16.3 Conditions of Enrolment	32
16.4 Integrity in Academic Work	32
16.5 Integrity of Assessments	33
16.6 Equity, Respect and Safety	33
16.7 Airflite Flying College Resources	34
16.8 Airflite Flying College Reputation	34
17.0 Student Policies	35
17.1 Student Misconduct Policy	35
17.2 Student Equal Opportunity, Anti-Discrimination and Harassment Policy	37
17.3 Drug and Alcohol Management and Policy	40
17.4 Personal Information Policy	41
17.5 Student Dress Code Policy	42
17.6 Student Flight Cancellation Policy	44
18.0 Attendance	48
18.1 Non-Attendance	48
19.0 Monitoring Training Program Progress	49
19.1 Performance Guidelines and Monitored Progress	49
19.2 Intervention Strategy	50
19.3 Remedial Action	51
19.1 Appeal	51
20.0 Students Rights	52
20.1 Withdrawal, Termination of Enrolment or Cancellation	52
20.2 Complaints and Appeals Policy and Procedure	57
21.0 Learning Resources and Technology	61
22.0 Accommodation	61
22.1 Boarding or Homestay	61

22.2	Private Rental	62
23.0	Useful Website Links	63
24.0	How to get here	64
24.1	Location	64
24.2	Where to park.....	64
24.3	Sports and Recreational Facilities.....	65
24.4	Moorabbin Airport Campus Location	66
24.5	Shopping and Recreational Facilities.....	67
24.6	How to contact us.....	68

1.0 Welcome

Welcome to Airflite Aviation,

We at Airflite Aviation are thrilled that you have chosen us to support you in reaching your aviation goals - whether it be as a career or as a hobby, we know you will have a fantastic learning experience here with us!

Not only will you develop the skills and knowledge that you require, but you will also have the opportunity to make lifelong friends and either grow/or start your own network of aviation connections.

We take pride in everything that we do here at Airflite Aviation, and our number one aim is to make your experience here with us one to remember! Unlike many flying schools, our core instructional team are employed as full time professional Flight Instructors, not casual or employed by other third party flying organisations. This means your training team is consistent, regular and committed to helping you succeed. All our Instructors are highly experienced and motivated professional pilots with one aim, to foster quality pilot training under the Airflite Aviation Pty Ltd doctrine.

Airflite Aviation conducts its nationally recognised training via Airflite Flying College, an integrated college that is a Registered Training Organisation (RTO No: 52904) under the Australian Skills Quality Authority (ASQA) and a CASA, CASR Part 141 and 142 flight training provider. These two regulatory organisations govern the standard and extent of the training provided to you.

As a result you will be informed of the requirements under both systems throughout your time here with us. The terminology we use to encompass our various training activities is a collective term '*Training Program*' and is defined as an approved vocational activity (i.e. unit of competency, course or qualification) registered on the RTO'S Scope of Registration or CASR Part 141/142 accreditation.

This Handbook will provide you with an overall picture of what you need to know as a student enrolled within Airflite Flying College and it will also point you in the right direction to find further information as required.

We cannot wait to see you take to the skies!!

Airflite Flying College Team

1.1 Handbook Disclaimer

The information contained within this Student Handbook is current at the time of printing/publishing.

Changes to Airflite Aviation's Policy's or legislation may impact on the accuracy and currency of the information included, as such Airflite Aviation reserve the right to vary or update this information without notice.

Airflite Aviation advises that you contact us, should you need any further information, or you have any queries or concerns relating to changed information or updates.

1.2 Declaration and Acknowledgement

As part of your enrolment, all you and all students are required to complete the Airflite Flying College Enrolment Form which will require personal details from you which will be used by Airflite Aviation during your tenure at Airflite Flying College. This information is stringently protected under the Airflite Flying College's Privacy Policy.

An integral part of your enrolment is a formal and binding declaration by you (or your guardian if you are under 18 years of age) that you consent to several conditions that in brief, relate to:

- Information provided by you is true and correct;
- Acknowledgement and commitment to Airflite Aviation's Policies governing Airflite Flying College activities; and
- Privacy and the use of your personal information.

2.0 Student Information

To enable you to make an informed decision about learning to fly or enhance your career at Airflite Flying College, this Handbook endeavours to provide you with all the information you need. A snapshot of what is covered is outlined below:

- Details of Airflite Flying College.
- Outline of the Training Programs being delivered.
- Airflite Flying College's policies and what is expected of students.
- Details of the Airflite Flying College's complaints and Appeals process, including how to access the process and the rights of students to complain or make an appeal at any time.
- The mechanisms which are in place to protect students against the negative effects of the closure of Airflite Flying College or any third-party delivering on its behalf, and what steps will be taken if such an event occurs.



- All relevant fee information, including which fees are payable to Airflite Flying College and when they are due, as well as which fees will be paid by a third-party if applicable.
- Details of Airflite Flying College's refund policy including how to access it and the right which a student has to a refund in the case that Airflite Flying College terminates the Training Program early or fails to provide the agreed services.
- The student's consumer rights, including the right to a cooling-off period if one applies.
- The methods which will be used to inform enrolled students of any changes in agreed services, regulation or legislation which may affect the participation of the student in their chosen Training Program. and
- The privacy policy of Airflite Flying College's is consistent with the Australian Privacy Principles.

2.1 Third Party Engagements

Airflite Flying College may engage a range of third parties from time to time in order to support the delivery of its services. Third party means any party that provides services on behalf of Airflite Flying College including training, assessment, related educational and support services and/or any activities related to students on behalf of Airflite Flying College. It does not include services such as student counselling or mediation support.

Airflite Flying College is responsible for all services delivered under its registration, regardless of where these are conducted or by a third party. This responsibility applies to all Airflite Flying College RTO obligations, including:

- Providing data;
- Cooperating with ASQA;
- Complying with advertising and marketing standards;
- Informing and updating students with relevant information;
- Dealing with complaints and appeals;
- Collecting fees; and
- Recordkeeping.

2.2 Student Study and Training Program Information Guide

Specific Information about an Airflite Flying College Training Program can be found in the Student Study and Training Program Information Guide for each Training Program. These guides can be accessed through the website or by request to the Airflite Flying College Administrator and include information such as:

- Any pre-existing skills, knowledge, or work experience which it is expected for you to have on commencement of the Training Program.
- Any entry requirements for the Training Program which are imposed by the approved training package, industry regulation, or Airflite Flying College.
- Any materials, equipment, textbooks, or other resources which a student must have or acquire in order to successfully complete the Training Program.

- Any work placement arrangements which are required to successfully complete the Training Program.
- The name and contact details of any third-party which will be providing training, assessment, or other educational support services on behalf of Airflite Flying College, if any.
- The obligation which Airflite Flying College has to ensure that training and assessment is compliant with the Standards, and to issue Australian Qualifications Framework (AQF) documentation to any student who successfully meets the requirements of the Training Program
- The code, title and currency of the Training Package as published on training.gov.au.

2.3 Students under 18

Pre-enrolment information may be collected from under 18's but will be subject to formal parental or guardian approval that will be obtained as a countersignature on ARTOFORM: 2000 *Enrolment Form*.

3.0 Airflite Aviation Pty Ltd

Airflite Aviation Pty Ltd is a fully owned subsidiary of the corporate body Airflite Pty Ltd and as such Airflite Aviation Pty Ltd has direct access to the greater corporate resources in aircraft, personnel, facilities and a fully functional quality and safety system.

Airflite Aviation Pty Ltd was founded in 2005 and holds CASR Part 141 and 142 approval for flying training and pilot rating training under the CASR regulatory framework via its integrated flight training organisation Airflite Flying College.

Airflite Aviation Pty Ltd also hold accreditation from the Australian Skills Quality Authority (ASQA) to conduct training operations (within its scope of registration) as a Registered Training Organisation via Airflite Flying College at its two primary locations:

- 15 and 35 Eagle Drive Jandakot Airport, WA 6164, and
- 55 Grange Road, Cheltenham (adjacent to Moorabbin Airport), VIC 3192.

4.0 Learn to Fly at Airflite Flying College

Prior to enrolling in any of the Airflite Flying College Training Programs, you must meet the pre-enrolment process criteria which involves pilot aptitude assessment, English language and Language Literacy and Numeracy (LLN) assessment, possess a class 1 medical certificate, have applied for an aviation reference number, have a unique student identifier and have an Aviation Security Identity Card. We have strict expectations and policies that ensure students are prepared to commence their Training Program and able to progress through the Training Program without undue delays.

4.1 Pilot Aptitude Assessment

All applicants enrolling in a Training Program Airflite Flying College must complete the Pilot Aptitude Assessment process before they are accepted into the Training Program.

The purpose of the Pilot Aptitude Assessment is to assist a student in deciding if becoming a pilot is the right career choice and endeavours to identify at the earliest stage, those students that have the potential to be successful in the industry.

All pilot aptitude tests aim to assess the same key core skills required to complete pilot training successfully and/or operate an aircraft competently. The assessment of skills such as:

- hand-to-eye coordination,
- mental arithmetic,
- memory recall,
- multi-tasking,
- spatial awareness and orientation in space,
- verbal reasoning, and
- understanding of physics (science).

cannot necessarily be assessed within one test and therefore a pilot aptitude test is commonly separated in to a collection of tests, organised in to a battery and completed by the student in one sitting.

However, please note that passing the Pilot Aptitude Assessment does not guarantee success in the Training Program nor does it guarantee a pilot job upon graduation.

Airflite Flying College utilise the ADAPT™ or COMPASS™ computer-based pilot aptitude assessment system selection tools as a solution to meet the pre-test requirement for people wanting to achieve the Diplomas in Aviation.

Airflite Flying College in utilising the ADAPT or COMPASS selection tools, strives to provide quality outcomes in determining what is in the best interests of the student. Assessment results are displayed/printed in an easy to understand format, allowing immediate assessment of aptitude. Sound results motivate and help build confidence in the decision to become a pilot. Students also receive positive feedback on areas that can be improved.

The Pilot Aptitude Assessment is part of the overall student assessment process that may also include:

- an abbreviated aviation general knowledge course/assessment, and/or
- a trial flight assessment by Airflite Flying College instructor in an Airflite Flying College aircraft, and/or
- a psychological appraisal¹.

4.1.1 Entry Assessment Interview

As the final stage before final assessment on entry to Airflite Flying College, the Airflite Flying College Head of Operations or delegate shall conduct an interview where the results of any assessments taken will be reported and reviewed, appraisals analysed and a general discussion on your aspiration and why you want to be a pilot or enhance your pilot qualifications etc.

¹ Appraisal method designed to assess the student's potential for future performance rather than the past one. It focuses on the student's emotional, intellectual, and motivational and other personal characteristics affecting his/her performance.

4.2 English Language

English is the language of aviation. As such, we have regulatory obligations to ensure that all our students are very capable of properly and safely communicating in English i.e being able to read, write, and understand English very competently.

For admission to a Diploma Training Program at Airflite Flying College, English language proficiency must be demonstrated and student's may be required to undertake a *Core Skills Profile for Adults* (CSPA) assessment test² to show they have the required level of literacy.

- LLN assessment must be undertaken under supervised conditions. As part of Airflite Flying College's pre-enrolment interview, students may be required to complete the LLN test on campus under Airflite Flying College staff supervision.
- LLN test results will be immediately available on completion for the student and Head of Operations to review. LLN result(s) will be reported to Department of Education, Skills and Employment on request. These results will be retained for at least 5 years to meet RTO compliance requirements.
- LLN results should be achieved at an ACSF Exit level 3 or greater to meet the required standards.
- If a student fails to meet to the required LLN standard, the student may resit based on our assessment of readiness by the Head of Operations. As per the Australian Council for Educational Research's recommendation, student can resit after 3 months. This allows time for the student and our college to implement any targeted LLN support and to have sufficient time for the student to improve their LLN skills to the required level.
- LLN assessment is conducted as part of the pre-enrolment process at no cost.

In addition to the above requirements, CASA requires an acceptable level of Aviation English Language Proficiency (AELP) for a student to fly solo and be issued with a licence. The AELP assesses your verbal proficiency in English and aviation terminology. You will need to hold a current AELP to get your:

- Recreational Pilot Licence (RPL) with a flight radio endorsement.
- Private Pilot Licence (PPL).
- Commercial Pilot Licence (CPL).

You must provide evidence that you meet the AELP criteria (more details in section 4.3 academic suitability).

Airflite Flying College nominated staff are responsible for assessing students' English language ability according to CASA standards to ensure they can operate safely in Australian airspace.

For more information on the CASA English language requirements, AELP, visit the CASA website

www.casa.gov.au/licences-and-certificates/english-language-standards-flight-crew/aviation-english-language-proficiency

² **Core Skills Profile for Adults (CSPA).** The CSPA is an approved (by the Secretary under Subsection 2) set of online assessments used by Airflite Flying College in measuring the literacy and numeracy skills of students. The assessment process is conducted with honesty and integrity and the CSPA Reading, Numeracy & Writing assessments produce valid and reliable data through comprehensive reporting against five levels of the Australian Core Skills Framework (ACSF).

4.3 Academic Suitability

A student is considered academically suited to an Airflite Flying College Training Program when they meet the following academic suitability requirements:

- Airflite Flying College reasonably believes the student is academically suited to undertake the approved Training Program based;
- The applicant satisfies the entry requirements for the Training Program set out by Airflite Flying College and satisfies one of the following requirements:
 - Providing an Australian Senior Secondary Certificate of Education (year 12 certificate), or
 - Providing an International Baccalaureate Diploma Programme (IB) diploma or
 - Providing evidence of successful completion of a qualification that has been delivered in English, and:
 - ❖ Was at level 4 or above (that is Certificate IV or higher qualification) in the Australian Qualification Framework (AQF), or
 - ❖ Overseas qualification(s) that has been assessed as equivalence or comparable to a qualification at level 4 or above in the AQF by an Australian government agency (or an organization contacted by such an agency) for assessing overseas qualifications.
 - Displaying competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and numeracy assessment tool - CSPA (Core Skills Profile for Adults).

4.4 Aviation Reference Number

All individuals who plan to do flight training in Australia need to apply to CASA for an Aviation Reference Number (ARN) as soon as possible. This is a pre-requisite for flying training, and you will need an ARN before you can book an aviation medical examination.

Applications may take up to 20 days to process due to the time required for the relevant checks to be completed. CASA has implemented an online service for ARN applications. You can access the portal here:

www.casa.gov.au/licences-and-certification/individual-licensing/aviation-reference-numbers

4.5 Aviation Medical

All Airflite Flying College students require an aviation medical examination and obtain a Class 1³ medical certificate from a CASA approved medical examiner (doctor) (DAME) before starting a flying Training Program.

For more information on medical certificate requirements and the location of approved DAMEs, please visit

<https://www.casa.gov.au/licences-and-certificates/aviation-medicals/medical-certificates>

³ A Class 1 medical is required for all individuals at Commercial Pilots licence (CPL) level and beyond. The medical examination includes hearing, eyesight, ECG and blood tests and is valid for 1 year.

4.6 Unique Student Identifier (USI)

Students undertaking nationally recognised training in Australia are required to have a Unique Student Identifier (USI). A USI gives you access to your online USI account that contains your nationally recognised training records and results.

Airflite Flying College will request your USI details on enrolment. If you do not have a USI, Airflite Flying College offer further assistance to you in arranging a USI.

You can access your USI account online from a computer, tablet or smart phone anywhere and anytime. It is free and easy for to create your own USI online; please follow the link: <http://www.usi.gov.au>

4.7 Aviation Security Identity Card

An Aviation Security Identification Card, known as an ASIC, is an identification card which is used to identify a person who has been the subject of a background check. An ASIC is required to obtain unescorted access to the secure areas of security controlled airports that have regular public transport (RPT) services. ASICs are valid for up to 2 years.

The Department of Home Affairs is Australia's security regulator for aviation and administers the Aviation Transport Security Regulations and under those regulations, all current pilots and student pilots must have an aviation security status check. You will also need an aviation security status check if are applying for a flight crew licence. To get one of these checks you will need to apply for an Aviation Security Identification Card (ASIC).

An ASIC is required by all flight crew flying at security controlled airports, or for any pilots under the age of 18. It allows you to operate at any airport in Australia. Applications may take up to 2 months to process due to the time required for the relevant checks to be completed.

You can apply for an ASIC through any of the ASIC issuing bodies listed on the Department of Home Affairs website.

The ASIC application will require a letter from Airflite Flying College stating why you need the ASIC and that will be provided during the enrolment process.

5.0 Enrolment Process

The Airflite Flying College enrolment process strives to provide equal and fair treatment of all students seeking to enrol in an Airflite Flying College Training Program. Final selection of students for a Training Program will be based on Airflite Flying College selection criteria which at its forefront, has the best interests of the student in mind as a career in aviation is not to be taken lightly and requires significant commitment.

Students must be formally enrolled in a Training Program before the scheduled start day of the Training Program. At Airflite Flying College, enrolment is considered complete when a student has:

- Been found academically suited to a Training Program via the pre-enrolment selection process and successfully met the additional enrolment requirements including the pilot aptitude assessment.
- Provided Airflite Flying College with personal and other information via a signed and dated Pre - Enrolment Form.

- Provided Airflite Flying College with evidence of English Language, Aviation Medical, ARN and Aviation Security Identity Card etc compliance.
- Provided Airflite Flying College with documented evidence as stated on the Pre Enrolment form for the collection and verification of information for VSL purposes, as described in this Handbook.
- Completed the application process for Recognition of Prior Learning (RPL), if applicable, and accepted the outcome of Airflite Flying College's RPL assessment.
- Willingly and knowingly agree to the Student Declarations on the Airflite Flying College Letter of Offer and the Student Training Agreement.
- Submitted an eCAF for VSL before the first census date on the schedule of fees (if applicable).

6.0 Induction and Orientation

6.1 Induction

On the first day of the Training Program, you will undergo an induction process into the Training Program and operations at Airflite Flying College. It is compulsory to attend induction as it covers important information that includes Airflite Flying College operations, WH&S, aviation safety and fatigue management, VET and VSL provider regulations.

6.1.1 Additional Documentation

You will be required to complete the following documentation:

- Complete - Application for Enrolment AFCFOR-APP. This form is required by Airflite Flying College to meet its CASR Part 141/142 accreditation obligations.
- Complete – Student Training Record AFCFOR-STR. This form requests general personal information for entry into the Airflite Flying College student management system.
- Complete a Customer Account Form (FN013) which requests basic personal details and payment method preferences for tuition fees and any other incurred costs. Your details will be entered into the financial management system (*Greentree™*) and your account strictly controlled and managed by the Airflite Flying College Administrator.

6.2 Orientation

You along with other students will be guided by Airflite Flying College staff through the operations and processes of Airflite Flying College that include the following:

- Emergency Procedures.
- Introduction to instructors and staff.
- WHS obligations, briefing, incident/hazard reporting.
- Emergency and health services.
- Flight program details.
- Flight safety briefing.
- Timetable/schedule information.

- Tour of the college: facilities and resources.
- Quality Assurance.
- VSL loan scheme.
- Finding resources, documents and forms.
- Student support services: who can I talk to about problems?
- Students' legal rights and obligations.
- Complaints, grievances and appeals.
- Answers to students' questions.

7.0 Airflite Flying College Rules to Succeed

As a student of the Airflite Flying College, you have certain rights and responsibilities; rights which will be fully supported and respected by Airflite Flying College; and responsibilities and rules that Airflite Flying College expect you and all other students to adhere to and comply with as part of your training obligation. Complying with these rules maintains a standard and shows the professionalism required to succeed in the aviation environment. They are a key part of the ethos fostered by Airflite Flying College; an ethos built on a framework of integrity, codes of conduct and student policies.

7.1 Health and Safety

The aviation environment has inherent dangers and risks associated with it; which are not commonly encountered within other industries.

Airflite Flying College pride itself in taking the necessary actions to manage, identify and mitigate risks and hazards which may cause harm or injury to persons, to ensure we are able to provide a safe training and work environment for all students, staff and visitors.

Health and safety are joint responsibilities which must be taken seriously, and which requires ongoing commitment, support and co-operation from all staff and students.

If at any time you become aware of something that may affect the Health and Safety of students, instructors or any other person, please report it immediately to an Airflite Flying College team member.

7.2 First Aid

Trained First Aid Officer/s are present at each training site to aid in the case of injury or medical emergency. You will be made aware of the First Aid Officers during your induction.

Please note that First Aid Officers are only permitted to administer first aid and cannot provide medication.

If you have a medical condition and need to take prescription drugs that could affect your safety, please notify our administrator before commencing any Training Program. This will enable staff to provide appropriate and timely assistance and enable us to fulfil our duty of care responsibilities. All information provided will be treated confidentially.

7.3 Emergency Evacuation Procedures

You will be informed of the emergency procedures including evacuation during induction.

Trained Personnel will be present to provide guidance and leadership during any emergency procedure.

You will be required to follow the instructions given to you – in the case of an evacuation, for your safety, you will be required to remain at the assembly point until such time you have been given permission to leave.

7.4 Privacy

Your Privacy is important to us, and we have measures in place to ensure that only Airflite Flying College staff and authorised third parties have access to your information and that it will only be used for the purposes intended.

Our privacy Policy can be found on your enrolment form.

The below information is a brief summary of what can be found in the policy:

Your information will be provided to the following third parties, under the following conditions:

- Employer – If you are enrolled in training Paid by your employer.
- School – If you are a secondary student undertaking VET, including school based apprenticeship or traineeship.
- As required by the Standard for Registered Training Organisations and National VET DATA Policy.

7.5 Accessing your records

You can access your current and accurate records of participation and progress by a request to the Training Manager or delegate. In addition, for Diploma Training Programs, you can access your information via your USI which allows you to gain easy access to a complete record of your VET achievements from a single, secure and password protected online source.

We will ensure that you have a USI during the enrolment phase of Training Program, but should you have any further question please contact us or simply visit www.usi.gov.au

7.6 Feedback

We value your feedback!

Providing great service and an all-round enjoyable learning experience is at the centre of every decision we make on the way we conduct training and business.

So whether you think we are doing a good job and would like to simply pay us with a compliment or, you have a concern that you would like to raise or maybe you want to provide a suggestion on how we could improve our service – we want to hear from you.

As part of post training activities, Airflite Flying College will request formal feedback from you at various stages throughout your Training Program. Your feedback is a vital part of our endeavours to foster continuous improvement in our training goals. Your feedback can be open and honest without fear of retribution or detriment towards you or your training in any way.

Outside of those formal opportunities, if you would like to provide feedback on any other issues, simply send an email to flyingcollege@airflite.com.au

8.0 Student Services and Support

To ensure that you receive the best experience possible during your time studying with us, we have the following support services available to you, should you require any assistance.

Support Services available include:

- Training Program Planning and study pathways.
- Referrals to external support agencies for counselling and/or psychology support services.
- Language, Literacy and Numeracy Support.
- Tutoring support.
- Student Induction.
- Mentorship.

If there is something you need from the above list or even something which we haven't listed, simply ask any of our friendly staff and we will do our very best to help if we can!

9.0 Your Rights and Responsibilities

9.1 Student Engagement in Training Process

All Airflite Flying College Training Programs are delivered with a face-to-face content and Airflite Flying College believe the close interaction between students and instructors and their level of engagement during the training process help students to succeed.

Students who fail to actively show they are appropriately engaged in their studies and training may face termination of enrolment due to Disengagement i.e. 'Disengagement' which refers to a student that has not actively participated in a Training Program, other than during periods of approved leave or breaks.

Airflite Flying College has an obligation to continually review and monitor your progress through the Training Program and you are expected to keep in constant communication with your instructor to discuss how you can best advance through the Training Program.

Airflite Flying College believe students show real engagement in their training by:

- Attendance.
- Preparation for individual flying lessons, consisting of a pre-flight brief, air exercise and post-flight brief.
- Preparation for scheduled internal theory assessments.
- Participation in workshops (mass briefs) that link theory to the practical flying skill set.
- Compliance with the Flight Cancellation policy outlined by this handbook.
- Timely completion of external theory exams e.g. CASA cyber examinations.
- Being an active member of the Airflite Flying College community and engaging with other students in study etc.

9.1.1 Attendance

As outlined above, attendance to your training schedule is essential, a practice which will help you considerably as a professional pilot. Airflite Flying College considers any student non-attendance at their scheduled training classes or flights on a consistent basis, as a serious matter that obligates Airflite Flying College to take appropriate action.

Please note that attendance referred to in this provision is in addition to the flight cancellations covered under the Flight Cancellation Policy at clause 17.6 of this Handbook.

If you are unable to attend class, briefing or flight, the obligation is on you to notify the Airflite Flying College Administrator by telephone and/or email as appropriate as soon as practicable. Attendance is recorded for every class and a particular attendance rate is required in some circumstances – you will be notified if this applies to the Training Program you have enrolled in.

If you are under the age of 18 and you do not attend a scheduled class your parent/guardian will be notified.

9.1.2 Flight Bookings and Cancellations

Your instructor must make all your flight bookings, both dual and command. You must be ready for your flight a minimum of 30 minutes before the time of departure. It is the student's responsibility to check their bookings for the following day either by speaking to your instructor, checking the Airflite Flying College flight scheduling system, or by asking the Airflite Flying College Administrator.

If you do not attend a flight for which you are booked, this will be noted on your record as an absence and will affect your Training Program attendance. For information on cancelling a flight and flight cancellations, please see the Flight Cancellation Policy at clause 17.6 of this Handbook.

9.2 Transition of Training Program

If the Training Program that you are enrolled in changes or becomes discontinued, we will assess your individual situation and either transition you to the new Training Program or place you in to a Teach-out programme.

We will ensure that the communication we provide to you, ensures that you have a clear understanding of the options you have in this process. More details on such transitions is at clause 14.3.3 of this Handbook.

You can request a copy of the transition policy from your instructor or the Airflite Flying College Administrator.

9.3 Complaints

For matters which you deem to be beyond that of feedback you will be able to submit a formal complaint and/or an appeal using the Complaints and Appeal Form (*ARTOFORM-2008 Complaints and Appeals Pro Forma*). The complete Complaints and Appeals policy and procedure, which informs you of your rights and our obligations is detailed at Clause 20.2 of this Handbook.

9.4 Dress Code

Airflite Flying College sets a Dress Code standard for students who are undertaking full time training in any of the various Training Program opportunities provided by Airflite Flying College or Third Party providers. A Student Dress Code Policy is in place (refer Clause 17.5 of this Handbook) and that the

student is expected to follow and respect that policy e.g. Student uniforms and overall presentation must be neat and tidy, ironed and shoes must be polished.

Specific details on clothing that is required for particular Training Programs is detailed in the Training Program Information Guide for each Training Program or your Training Program facilitator will inform you of the specific requirements relevant to the Training Program you have enrolled in.

9.4.1 Personal Protective Clothing and Equipment (PPE)

In addition to the Dress Code Policy outlined by this Handbook (refer Clause 17.5), to ensure the safety of yourself and others as well as complying with the WH&S legislation, there may be circumstances which require you to wear Personal Protective Equipment (PPE).

Examples of the required PPE include:

• Safety Boots.	• Hi-Visibility clothing.	• Gloves.	• Ear Protection
• Safety Glasses.	• Hard hats.	• Long sleeve clothing	

Your Training Program facilitator/instructor will inform you of the PPE requirements prior to commencement. You may be required to supply your own PPE. In circumstances where PPE is supplied by Airflite Flying College you will be responsible for the cost of replacement should you lose or damage it.

The ability to participate in class and/or assessment activities which require PPE to be worn will be denied if the appropriate PPE requirements are not complied with.

9.5 Resources

Airflite Flying College is owned by the corporate business entity Airflite Pty Ltd. As a result of this ownership structure, you now have access to the highest quality facilities, resources and staff.

Airflite Pty Ltd will provide some of the following services and resources to Airflite Flying College including but not limited to:

- Aircraft and simulators.
- Trainers and assessors.
- Classroom and facilities.
- Marketing and website management.

If you would like further information on these arrangements, please do not hesitate to contact the Training Manager.

9.6 Customer Service and Communication

Communication with you is a major part of Airflite Flying College's Customer Service ideals and enquires to Airflite Flying College will typically be received by telephone, email/letter, through the Airflite website or face to face.

The Airflite Flying College Administrator will aim to acknowledge receipt of the enquiry within one business day and will forward the enquiry to the appropriate person within two business days from time received.

The receiver of the forwarded enquiry will respond within a further two business days.

All enquires can be accessed by approved personnel in a central email system, combined with the Student Management System so that enquiries and information provided to the enquirer can be tracked and recorded to ensure the highest quality of information and customer interaction are being provided.

Airflite ensures that the information provided to the enquirer is honest, clear, and correct and that services and potential outcomes of services described are not misleading.

9.6.1 Formal Communication

For any communication relating to processes such as change in teaching arrangements, complaints/appeals or disciplinary proceedings, we will always use formal communication methods in the form of written letters and appropriate Airflite Flying College documentation and forms.

9.6.2 Change of Contact Details

Please understand the importance of notifying Airflite Flying College of any change in your contact details.

10.0 Training Program Tuition Fees

Fees for your chosen Training Program can be found in the applicable *Student Study and Training Program Information Guide* or on the Airflite Flying College website. Training Program Fees may be subject to change.

10.1 Payment Options for Training Program Tuition Fees

Students on an Airflite Flying College Training Program have the following payment option:

- Payments by the student as fees become due.

Students on a VSL approved Airflite Flying College Training Program have the following payment options:

- Payments by the student as fees become due.
- VSL loan for all or part of the tuition fees (refer VET Student Loans (VSL) at clause 12.0 of this Handbook).

10.1.1 Fees covered by VSL

Only Training Program tuition fees are covered by the VSL loan, which include the training cost associated with ground theory and flying training as set out on your schedule of fees. This includes all learner guides, manuals and handbooks provided to students. Additional fees may be incurred by the student which are outlined by Additional Training Program Fees at clause 11.0.

10.2 Study Loans

Also, student may also opt to access finance through Study Loans <https://studyloans.com.au/> with a maximum loan of \$20,000.00 available to assist in Training Program Tuition Fees and other fees associated with the training.

Study Loans is a bespoke (made to fit a particular person) finance agency offering finance to students seeking assistance in the finance options needed to pay for their tuition fees.

10.3 Payment Methodology Options

Payment of fees must occur at the agreed times. Airflite Aviation may elect to cancel your enrolment and will not issue any certificates or Statement of Attainments if there are outstanding fees to be paid.

Acceptable methods of payment include:

- Credit Card; or
- EFTPOS; or
- Direct Bank Transfer.

Diners club and Pay Pal will not be accepted.

10.3.1 Surcharges

A 2% surcharge will be incurred for payment by Amex Visa and Master card. Payment by EFTPOS does not incur a surcharge.

11.0 Additional Training Program Fees

Please understand that there is a cost to flight training that includes fees other than Training Program Tuition Fees, which are a total liability to you and a responsibility on you to pay.

11.1 Training Program Attendance Protocol

The Training Programs at Airflite Flying College are extremely well-structured for your progress and experience. Each of our Training Programs has a set amount of theory hours, flying hours and resources (instructors etc) allocated to complete each unit of study. You will find a breakdown of the number of hours in the applicable *Student Study and Training Program Information Guide*; please ensure that you understand this.

11.2 Additional Training Fees

If you exceed the allocated hours for a unit of study, or if you require additional training above and beyond what is included to achieve the required competence, you will need to pay for the extra hours. The rates charged for additional flights will vary according to the resources used (e.g. type of aircraft).

We will inform you that an additional fee is required before we commence, so that you can make the decision to proceed with your training.

11.3 Additional Fee Summary

A summary of the Additional Fees other than the Training Program Tuition Fees that are collected by Airflite Flying College include those outlined in the table below:

Fee Description	Fee Rationale	Indicative Costs \$AUD (as at 2023)
Uniform, if applicable (students may supply their own).	Airflite Flying College dress code.	<ul style="list-style-type: none"> • White pilot short or long sleeve shirt suitable for epaulette (men's and women's) \$29.00.

		<ul style="list-style-type: none"> • Epaulette and tie will be provided on your first day of training. • Epaulette jumper (unisex) \$77.00 • Black corporate trousers / corporate pencil skirt (men's and women's) \$57.00-\$65.00. • Black socks and shoes.
Minimum Uniform Quantity	Airflite Flying College dress code.	<ul style="list-style-type: none"> • At least three pilot style white shirts with double breasted button down pockets. • At least two pairs of black [trousers/skirts/culottes]. • A suitable number of black socks. • A pair of black shoes (non-sport style) with a rigid non-slip sole. • A pair of sunglasses.
Resits of CASA theory examinations.	Students are responsible to pay for a re-attempt of a CASA examination.	Approximately \$200.00 per event.
Resits of CASA external flight tests.	Students are responsible to pay for a re-attempt of a CASA flight.	Rates will be determined at the time and will be based on resources e.g. aircraft used for the remedial action.
Remedial training packages, if applicable.	Additional training outside the approved syllabus to achieve competency.	Rates will be determined at the time and will be based on resources e.g. aircraft used for the remedial action.
Flight cancellation fees.	Overhead cost of flight if a student fails to cancel the flight within the agreed timeframe.	Refer to the Flight Cancellation Policy of this Handbook.

Fees other than Training Program Tuition Fees that are **NOT** collected by Airflite Flying College and paid to external agencies as a responsibility of the student may include:

Fee Description	Fee Rationale	Indicative Costs \$AUD (as at 2023)
Travel arrangements.	Personal.	As Required
Accommodation	Covers the cost of accommodation, food and all other associated costs with board and lodging.	As Required and dependent on the accommodation selected.
Learning Resources <ul style="list-style-type: none"> • Laptop Computer running, as a minimum, Windows 10 and equipped with 8GB RAM and minimum 250GB HDD and i7 minimum processor Note: MAC 	Mandatory requirement for the Training Program.	Dependent on the resources purchased

<p>computers may not be used due to compatibility with Garmin G1000 training software.</p> <ul style="list-style-type: none"> • iPad 8 or later with WiFi • Cellular Phone e.g. iPhone 8 or later. • Training Program prescribed textbooks and references as required from the 'Aviation Theory Centre' series of publications. • Travel Bag (carry on size). • Access to broadband internet at home is recommended for any study student's wish/need to do external and self-study of the facility 		
Private Pilots Licence (PPL) CASA application, processing and Examination.	Pre-requisite examinations of the Training Programs	\$250.00
Commercial Pilots Licence (CPL) CASA application, processing and up to Seven (7) Cyber Examinations.	Pre-requisite examinations of the Training Programs	\$1,220.00
CASA ARN Application.	Applying, qualifying for and maintaining a CASA flight crew licence.	On Application.
CASA medical examinations.	Applying, qualifying for and maintaining a CASA flight crew licence.	Approximately: \$500.00
Application for ASIC.	Applying, qualifying for and maintaining a CASA flight crew licence.	\$257.00
CASA drug and alcohol test.	Applying, qualifying for and maintaining a CASA flight crew licence.	\$80.00
<p>Equipment, including:</p> <ul style="list-style-type: none"> • Aviation Headset • Jeppesen Subscription. • Navigation equipment: 'wizz wheel', scale ruler, compass, protractor, maps and charts. • Pilot logbook. • Pilot kneepad 	Equipment or items used during training that become the student's physical property and are not consumed in the Training Program.	<ul style="list-style-type: none"> • Headset (David Clarke) - \$850.00 • Jeppesen subscription, \$300.00 annually • ASA Circular Flight Computer - \$70.00 • Protractor - \$13.00 • Scale Ruler 180 NM - \$16.00

		<ul style="list-style-type: none"> • Pilot Logbook -\$30.00 • Knee-board (PPL, CPL). \$79.00
--	--	--

11.4 Re-Print of a Certificate

If you require a replacement certificate or Statement of Attainment, you will need to complete a Certification Access/Reissue/Replacement Application (ARTOFORM: 2012) available from Airflite Flying College Administrator. An administration fee of \$100.00 will be charged to issue a replacement certification document.

11.5 RPL Fees

A Student's application for Recognition of Prior Learning is via the Airflite Flying College Enrolment Form and Airflite Flying College will contact the Student to provide further information on the RPL process and the documentation needed.

The RPL process fee is AUD\$500.00.

Airflite Flying College shall advise the Student in writing of the outcome of the RPL process and any reduction in the Training Program Tuition fees or duration.

12.0 VET Student Loans (VSL)

VET Student Loans (VSL) is a Federal Government program that helps eligible students pay all, or part of their tuition fees when enrolled and studying at VET Student Loans approved course providers to undertake a higher level vocational education and training (VET) program. The program is designed to provide financial support to students undertaking higher level training in courses that address workplace and industry needs, creating better opportunities for employment.

Airflite Aviation Pty Ltd is approved by the Department of Employment, Skills, Small and Family Business as a VET Student Loans approved course providers and can offer VSL's to eligible students on selected VET program delivered by Airflite Flying College.

The tuition fees are paid to eligible students by the Australian Government in the form of a loan. The loan gives rise to a HELP⁴ debt that continues to be a debt due to the Commonwealth until it is repaid.

Refer to the Department of Education, Skills and Employment (the Department) website for more information:

<https://www.dese.gov.au/vet-student-loans/resources/vet-student-loans-information-booklet>

Before applying for a VSL, you need to ensure you take into consideration the following basic facts regarding VSL:

- It is a loan from the Commonwealth.
- VSL gives rise to a debt that continues to be a debt due to the Commonwealth until it is repaid.

⁴ Australia's Higher Education Loan Program (HELP) provides loans to students studying approved higher education courses. The scheme allows students to defer the costs of tuition until their taxable income reaches a certain level at which repayments commence. HELP is regulated by provisions in the Higher Education Support Act 2003.

- The loan may, until the debt is repaid, reduce a person's take-home (after-tax) wage or salary, and may reduce the person's borrowing capacity.
- The loan must be paid to the Australian Taxation Office when your income reaches a certain level.
- Students should seek independent financial advice before applying for a loan.
- A loan fee of 20% will be added to the VSL loan amount.
- Each eligible student has a VSL limit that can be used over their lifetime. The loan cannot be greater than the student's remaining VSL balance
- Each approved VET course at Airflite Flying College has a maximum loan (cap), indexed annually, that can be used under the VSL scheme
- The Commonwealth pays the funds directly to your training provider for your tuition fees. Your Unique Student Identifier (USI) is connected to information about your VSL debt.

12.1 Eligibility for VSL

To be eligible for a VSL you must meet ALL of the following criteria:

1. be an Australian citizen, a permanent humanitarian visa holder and usually reside in Australia, or be a qualifying New Zealand citizen (refer to VSL eligibility Tool <https://www.myskills.gov.au/more/financial-assistance/>),
2. your HELP balance (the amount of your HELP loan limit you have left) is more than \$0 and you have enough HELP loan limit⁵ remaining for your proposed studies to be covered by the loan;
3. be enrolled with an approved VET STUDENT LOANS provider in an eligible unit of study by the census date for that unit,
4. you are studying the approved course primarily at a campus in Australia,
5. have a valid Tax File Number (TFN) verifiable with ATO,
6. you are willing to provide the required documents, (or certified copies thereof) to your approved course provider and submit the loan application form by the first census day no less than two business days after enrolling,
7. meet the academic suitability requirements outlined by clause 4.3 of this Handbook.

12.2 How do I apply for a VSL at Airflite Flying College?

As part of the VSL application process, Airflite Flying College is required to collect and verify information from you relating to your suitability for a VSL. All information collected will be stored on your (student's) personal file and secured in the Airflite Flying College student management system.

⁵ The HELP loan limit is the limit on how much you can borrow. Any borrowing under FEE-HELP, VET FEE-HELP, VET Student Loans and, HECS-HELP will count towards your HELP loan limit.

12.2.1 Mandatory Information

Information required by Airflite Flying College is a copy (only original documents or those certified as true copies can be accepted) of the following:

1. Proof of Identity. Either:
 - a Passport, or
 - a Drivers Licence and a Birth Certificate.
2. Your Tax File Number (TFN) which the student enters on the eCAF portal prior to their first Census Date.
 - If you have applied for, but not yet been issued with, a Tax File Number then a certificate from a Commissioner that you have applied for a Tax File Number.
3. Proof of Citizenship
 - a Passport or Birth Certificate.
 - Australian Citizenship Certificate, OR NZ special entry Visa.
4. If you are under 18:
 - one of the signatories to your application must be a responsible parent of the student (by submission of the signed parental consent form), OR
 - evidence that you have received your allowance (within the meaning of the Social Security Act 1991) on the basis that you are independent (within the meaning of Part 2.11 of the Act)
5. Academic suitability to undertake the Training Program (refer to clause 4.3 of this Handbook).

12.2.2 Airflite Flying College Other Student Entry Requirements

In addition, Airflite Flying College as your approved course provider must reasonably believe you show competence in completing the Training Program.

Airflite Flying College utilise the ADAPT™ or COMPASS™ computer-based pilot aptitude assessment system selection tools as a solution to meet the pre-test requirement for people wanting to achieve the Diplomas in Aviation.

Please refer to clause 4.1 of this Handbook for more details.

In addition to the Pilot Aptitude Assessment, the student assessment process may also include:

- an abbreviated aviation general knowledge course/assessment, and/or
- a trial flight assessment by Airflite Flying College instructor in an Airflite Flying College aircraft, and/or
- a psychological appraisal⁶.

12.2.3 Entry Assessment Interview

Prior to final assessment for entry to Airflite Flying College, Airflite Flying College shall conduct an interview where the results of the CSPA assessment of any other tests taken will be reported and

⁶ Appraisal method designed to assess the student's potential for future performance rather than the past one. It focuses on the student's emotional, intellectual, and motivational and other personal characteristics affecting his/her performance.

reviewed, appraisals analysed and a general discussion on your aspiration and why you want to be a pilot or enhance your pilot qualifications etc.

12.2.4 Commonwealth Assistance Form

Regardless of the information you have given to Airflite Flying College during the student entry selection and enrolment process, you must complete a Commonwealth Assistance Form (eCAF)⁷ for a VET Student Loan before the first Census Date* on your schedule of fees (or the nearest applicable Census Date for your entry point) to be eligible for a VSL.

Refer to the eCAF website for more information:

<https://ecaf.education.gov.au/home>

* *Census Date is the published cut-off date for finalising payment arrangements to avoid the cancellation of your enrolment and also the last day on which you can withdraw from your Training Program or part thereof without having to pay tuition fees for the Training Program or part thereof. The census dates on your schedule of fees are the most important dates of your Training Program course of study. Airflite Flying College regards the exact deadline of a census date as 2359 hours or 11.59 pm.*

12.3 Summary of VSL Procedure

The procedure to follow (*who does what and when*) when applying for a VSL is summarised in the table below.

Student enrolls in a VSL approved course	
	Airflite Flying College assesses your eligibility against legislative requirements.
	Airflite Flying College uploads your enrolment information into the eCAF system and forward to student.
Student will receive an email with log in details to sign into the eCAF system ⁸ . Each VSL approved course requires an eCAF login.	
Student must then wait at least two full business days (cooling off period) after enrolment before submitting the eCAF.	
Student signs into eCAF and needs to verify the pre-populated information and complete the mandatory fields for each eCAF approved course. (Student must submit the eCAF on or before the first census day for which they would like the loan to apply)	
Once student has submitted their eCAF, the student will receive an email confirming the loan approval and provide a copy of their eCAF confirmation to AFC.	

⁷ Your eCAF is an Electronic Commonwealth Assistance Form and is your request for government assistance for your tuition fees and is required to be completed by eligible students wishing to use HELP for the payment of their tuition fees. Once you have submitted a valid eCAF, it will remain valid for the duration of your course. If you change courses, you must submit a new eCAF before the due date of the first study period of the new course.

⁸ The Department of Education, Skills and Employment will send you an email with a Passkey allowing you to sign into the Commonwealth Assistance (eCAF) system. Once you sign in you will need to verify the prepopulated information and complete the mandatory fields including your Tax File Number. You will then be able to submit your eCAF.

Student should keep this form for their records.	
	<p>Airflite Flying College will send you Statement of Covered Fees after enrolment but before first census day.</p> <p>(A statement that provides details of the total course fee and how much will be covered by the loan amount. Fees for course will be spread across at least 3 fee periods, which must each contain at least 1 census day.)</p> <p>At least 14 days before the first census day in the fee period, Airflite Flying College will send you a VSL Fee Notice advising of the debt that will be incurred.</p>
Student becomes financially liable for unit cost at the end of the census day for each unit.	
	<p>Within 28 days of census day, Airflite Flying College will send you a Commonwealth Assistance Notice (CAN) advising student of the debt amount.</p> <p>Airflite Flying College reports your liability date on a unit basis to the department by the 7th of each month.</p>
Ongoing requirements relating to subsequent units/census days (fee notices, CANs etc)	
For ongoing loans access, student completes Engagement and Progression in February, June and October to advise that they are genuine and continuing.	
The department assesses the data against legislative requirements for payment and pays the tuition fee to Airflite Flying College on the students behalf.	
The department sends student debt date to the Australian Tax Office	
Student repays the loan via the tax system once they are earning above the repayment threshold	

12.4 Repaying Vet Student Loans

The government pays Airflite Flying College directly for the tuition, and students repays the federal government through the tax system (see below).

The loan is re-paid gradually through the pay-as-you-earn (PAYE) tax system once your income is above the minimum repayment threshold, which is set by the Australian Taxation Office (ATO). For the 2023-2024 financial year this has been set at \$51,550.00 Visit <https://www.studyassist.gov.au/> for more details.

12.5 Eligible Vet Student Loans Courses

Airflite Aviation Pty Ltd is approved by the Department of Employment, Skills, Small and Family Business to offer VSL to eligible students via its training division i.e. Airflite Flying College that are enrolled in the following diploma Training Programs:

- AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane).
- AVI50419 Diploma of Aviation (Instrument Rating).
- AVI50519 Diploma of Aviation (Instructor Rating).

12.5.1 VSL Caps

Each Training Program has a maximum loan cap that students can access for their tuition fees. The cap is \$90,497.00 (2024 rate, indexed annually.) This means that the most a student can borrow towards their tuition fees using VSL for a single course is \$90,497.00 (in 2024.)

Each individual has a maximum lifetime HELP Loan Cap of \$174,998.00 (2024 limit, indexed annually) for aviation courses. Students will not be able to access further VSL funding for tuition fees in aviation courses when their VSL balance reaches \$174,998.00.

For more details, please visit: <https://www.studyassist.gov.au/help-loans/combined-help-loan-limit>

For more details on VSL, please look at their information booklet available at: <https://www.dewr.gov.au/vet-student-loans/resources/vet-student-loans-information-booklet>

13.0 Protection of Training Program Tuition Fees

Protection of training fees paid in advance by you, either directly or through a Third Party, in excess of a total of \$1,500.00 (being the threshold prepaid fee amount) is assured by Airflite Aviation holding an unconditional financial guarantee from a bank operating in Australia where:

- a. the guarantee is for an amount no less than the total amount of prepaid fees held by Airflite Aviation Pty Ltd in excess of the threshold prepaid fee amount for each student for services to be provided by Airflite Flying College to those students; and
- b. all establishment and ongoing maintenance costs for the bank guarantee are met by Airflite Aviation Pty Ltd.

14.0 Training Program Tuition Fees Refund Policy

The Airflite Flying College provides the following policy in relation to refunds of Tuition fees that pertain to all Airflite Flying College Training Programs.

This refund policy, and the availability of complaints and appeals processes, does not remove the right for a student to take further action under Australia's consumer protection laws. Airflite Aviation Pty Ltd's dispute resolution process does not circumscribe the student's right to pursue other legal remedies.

14.1 Refunds and Cancellation by Students

In the event a student is unable to attend a nominated Training Program and wishes to cancel and withdraw, the student is required to inform the Airflite Flying College in writing by sending an email to flyingcollege@airflite.com.au. The refund amount will be determined by the amount of notice given as detailed below:

- When the withdrawal date is ***before or on the census date of the Training Program***, the student will receive a refund, without having to apply for one, for any up-front tuition fee payment for the specified Training Program from which they are withdrawing.
- When a student's withdrawal date is ***after the census date of the Training Program***, no refund will be available for the tuition fees paid for that Training Program.
- The student will NOT be charged an additional penalty or fee to allow them to withdraw from a VET unit of study within the Training Program.

- If a student wishes to nominate a replacement Training Program and transfer their registration at any time to that Training Program:
 - ***before or on the census date of the Training Program***, no additional fees be charged.
 - ***after the census date of the Training Program***, the student is liable for the charge that was due on the census date.
- If a student's enrolment is cancelled due to misconduct findings:
 - ***before or on the census date of the Training Program***, any tuition fees paid for that Training Program are refunded.
 - ***after the census date of the Training Program***, the student is liable for the charge that was due on the census date and no refund applies and no additional fees be charged.
- All eligible fees will be refunded by Eftpos. Any request for refunds to a credit card will need to be in writing to Airflite Flying College.

14.2 Refund and Review/Re-Crediting a VSL Balance

If a student has applied for or are receiving VSL assistance and withdraw from a Training Program they are bound by the refund and review policy at Clause 20.1.3 of this Handbook.

14.3 Cancellation or Re-scheduling of Training Program by Airflite Flying College

In the event of Airflite Flying College rescheduling a Training Program which causes the student to not be able to attend or Airflite Flying College cancel a Training Program, the process outlined below will be implemented by Airflite Flying College.

14.3.1 Regulatory Obligations

- a. within 24 hours of the rescheduling or cancellation occurring:
 - notify all students enrolled in the Training Program, in writing, that the Training Program is delayed or no longer being provided; and
 - give written notice to the VSL Tuition Protection Director of the circumstances of the rescheduling or cancellation if you have applied for or are receiving VSL assistance;
- b. as soon as practicable, Airflite Flying College will update its website to reflect that the Training Program is no longer being provided and to give tuition protection information;
- c. within 3 business days of the rescheduling or cancellation occurring, give the VSL Tuition Protection Director information (required under subsection 66C(3) of the Act) in regard to your enrolment which includes:
 - your full name and contact details,
 - the Training Program that you enrolled in at the time of the rescheduling or cancellation,
 - the amount of the tuition fees for each Training program that you were enrolled in at the time of the rescheduling or cancellation,

- details about the payment of those tuition fees, including the amounts that are covered fees.

14.3.2 Refund

Refunds to you as a result of the Training Program rescheduling or cancellation will be as follows:

- Airflite Flying College will refund any Training Program tuition fees paid by you the student.
- Airflite Flying College will refund all other payments made by you if the Training Program is cancelled or Training Program commencement is postponed by more than four weeks unless alternative arrangements acceptable to you can be made.

14.3.3 Transfer to Alternative Airflite Flying College Training Program

Airflite Flying College will always endeavour to accommodate alternative arrangements acceptable to you. You may choose to transfer your registration (of equal value) to any other Airflite Flying College Training Program subject to the availability of student positions within that Training Program. If acceptable to you and transfer can be achieved, Airflite Flying College will:

- a. Issue a Statement of Attainment to you as Training Program credits for parts of the original Training Program.
- b. Not charge any tuition fees for a replacement component of the replacement Training Program – if tuition fees have been paid for the affected part of the original Training Program;
- c. Enrol you in the replacement Training Program as soon as practicable; and
- d. Advise the VSL Tuition Protection Director within 14 days of the acceptance to transfer if you have applied for or are receiving VSL assistance.

14.4 Refund Disclaimer

Airflite Flying College cannot be held responsible for any financial loss incurred by the student or its employer due to rescheduling or cancellation of any Airflite Flying College Training Program. In cases where the student is travelling interstate or internationally to attend an Airflite Flying College Training Program and incurs financial loss to reschedule or cancel his travel and accommodation bookings, the student will be eligible to claim 10% discount on the applicable Training Program fee for the next available Airflite Flying College Training Program.

15.0 Assessments and Appeals

15.1 What is Assessment?

The Training Program you have enrolled in requires you to demonstrate competency. Competency is determined by the process of assessment.

Assessment is the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required.

This will require you to provide evidence that you have the skills, knowledge and attitude required for the units of competency/qualification in which you are enrolled.

15.2 How do you provide evidence?

Typically the evidence will be gathered throughout the life of the Training Program; theory examinations or practical demonstrations are typical examples.

If you believe you have prior knowledge and/or experience in the units of competency/qualification in which you are enrolled; you may apply for Recognition of Prior Learning (RPL). This will require you to submit a portfolio of alternative forms of evidence.

Note:

A Justice of the Peace (JP) must certify copies of original certificates or other documents being provided for RPL. To find the location of a justice of the Peace visit:

<https://courts.justice.wa.gov.au/apps/jps/default.aspx>

For more information on Recognition of Prior Learning contact us and request a RPL coaching call.

15.2.1 Assessment Appeals

If you do not agree with an assessment outcome you have the right to submit an appeal via the complaints and appeals policy, which informs you of your rights and our obligations. The complaints and appeals policy is at clause 20.2 of this Handbook.

16.0 Student Code of Conduct

Airflite Aviation Pty Ltd's Code of Conduct for both students and Airflite Flying College Staff has been developed to lay the foundation to create the positive learning environment that we expect everyone to be a part of.

Airflite Aviation is built on a commitment to learning, respect, collaboration, mutual understanding, professionalism and the embracing of diversity and equal opportunity in a harassment and bullying free environment. The Student Code of Conduct policy clarifies the standards of responsible, social and ethical behaviour that Airflite Aviation expects from all its employees and contractors.

Airflite Aviation expects the same behavioural standards from students who are undertaking training in any of the various Training Program opportunities provided by Airflite Flying College or Third Party providers.

The Student Code of Conduct is the basis for the relationship between Airflite Flying College and students. Airflite Flying College is committed to providing a fulfilling and rewarding learning experience that enables students to achieve their full potential in whatever Training Program they choose. This commitment is underpinned by an expectation that all members of the Airflite Flying College training community will conduct themselves in a manner consistent with Airflite Flying College's values and guiding principles to maintain excellence in learning and teaching.

The Student Code of Conduct ('the Code') outlined below sets out Airflite Flying College's expectations of student and their responsibilities as members of the Airflite Flying College training community. Students are obliged, as part of their enrolment, to read and comply with the Code and all other standards of behaviour required by Airflite Flying College policies and procedures and accept their shared responsibility for maintaining a safe, harmonious and tolerant environment in which to study and work.

16.1 Student Conduct

The Code provides a framework for the standard of conduct expected of students of Airflite Flying College with respect to their training integrity and behaviour. It outlines the primary responsibilities and obligations of students. Where a student breaches the Code, Airflite Flying College may take administrative action. Such matters will be handled in accordance with the Student Misconduct Procedure.

16.2 Student Responsibilities

There are six primary student responsibilities under this Code:

1. An obligation to adhere to all Airflite Flying College Student policies and rules affecting them.
2. An obligation to act with integrity in academic work, to ensure that all academic work is conducted ethically and safely.
3. An obligation to act with integrity in assessments, to ensure that all assessments are conducted ethically and safely.
4. An obligation to observe standards of equity and respect in dealing with every member of the Airflite Flying College training community.
5. An obligation to use and care for Airflite Flying College's resources in a lawful and appropriate manner.
6. An obligation not to diminish Airflite Flying College's reputation in the carrying out of academic and other associated Airflite Flying College activities.

16.3 Conditions of Enrolment

Students must:

- Inform themselves of all Airflite Flying College rules and policies which apply to them.
- Ensure that their contact details held by Airflite Flying College are kept up to date.
- Identify themselves truthfully when required to do so by an Airflite Flying College staff member and produce their student card on request to an Airflite Flying College staff member fulfilling the requirements of that staff member's duties.

16.4 Integrity in Academic Work.

Students are expected to:

- Conduct themselves honestly and in compliance with Airflite Flying College policies.
- Take responsibility for managing their own education and direct their own learning by ensuring sufficient time is allocated to effectively study and prepare.
- Not engage in plagiarism or other academic misconduct.
- Conduct themselves in a manner conducive to the proper functioning of Airflite Flying College, recognising that a primary function of Airflite Flying College is the pursuit of training excellence.
- Actively participate in the learning process.

- Attend scheduled Training Program and learning activities.
- Submit assessment tasks by required dates and times, unless unforeseen or exceptional circumstances arise.
- Behave ethically, avoiding any action or behaviour that would unfairly advantage or disadvantage either themselves or another student.
- Ensure their training activities are conducted safely and do not place others at risk of harm, including abiding by all ethics requirements in relation to that training activity.
- Not behave in any way which impairs the reasonable freedom of other persons to pursue their studies, work or research at Airflite Flying College.

16.5 Integrity of Assessments

To ensure the upmost integrity of Assessments, students are expected to:

- Always be on time for assessments.
- Not become involved in any unfair or dishonest practice in any part of the assessment.
- Not sit or undergo an assessment in the name of, or on behalf of another student.
- Not have in their possession any unauthorised material or equipment which might give an unfair advantage.
- Not have in their possession a mobile phone, even if the intention is not to use it.
- Not talk to, attempt to communicate with or disturb other students once in the assessment room.
- Follow the instructions of the invigilator.
- Speak to the assessment invigilator if in any doubt on any assessment issue.

16.6 Equity, Respect and Safety

Students are expected to:

- Treat all Airflite Flying College staff, other students, and visitors to Airflite Flying College with courtesy, tolerance and respect. This extends to teaching staff in Third Party venues and others involved in fieldwork or other practicum.
- Respect the rights of others to be treated equitably, free from all forms of unlawful discrimination, harassment and bullying.
- Respect the rights of others to express political and religious views in a lawful manner.
- Not engage in behaviour that is perceived to be threatening or intimidating or causes any person to fear for their personal safety or well-being.
- Not behave in a way that disrupts or interferes with any teaching, learning or academic activity of Airflite Flying College or any social or sporting gathering conducted by Airflite Flying College on Airflite Flying College premises.
- Not engage in unlawful behaviour.

- Comply with any reasonable direction or request from an Airflite Flying College staff member where the direction or request supports safety, good order and compliance with Airflite Flying College policy.
- Not use, possess or supply a prohibited weapon or any prohibited substance on Airflite Flying College premises.
- Not participate in any learning activity, such as, tutorials, laboratory class, under the influence of alcohol or a prohibited substance.

16.7 Airflite Flying College Resources

Students are expected to:

- Use and care for all Airflite Flying College resources, such as buildings, equipment and grounds, library, information and communication technology resources, in a lawful and ethical manner, mindful of the need for resources to be shared by all members of the Airflite Flying College training community.
- Use and care for resources, such as buildings, equipment and grounds, library, information and communication technology resources, in a lawful and ethical manner in Third Party venues, fieldwork or other practicum
- Not engage in behaviour that is detrimental to Airflite Flying College property.
- Not misuse computing or communications or other facilities in a manner which is unlawful, or which will be detrimental to the rights and properties of others.

16.8 Airflite Flying College Reputation

Students are expected to:

- Ensure their actions or inactions as a student do not harm, or bring into disrepute, Airflite Flying College's reputation or good standing.
- Conduct themselves in an appropriate manner while at a Third Party, fieldwork or other practicum.
- Not use Airflite Flying College's name or reputation for private gain or the gain of a third party, or private business or commercial purposes, without prior permission.
- Not use Airflite Flying College resources for private gain or the gain of a third party, or private business or commercial purposes, without prior permission.
- Not engage in any fraudulent or corrupt conduct or corruption.

To ensure all students experience the best learning environment and receive equal opportunities and the chance to gain the maximum benefit from their training at Airflite Flying College, Airflite Flying College must reserve the right to discipline and, if necessary, to terminate the enrolment of any student who displays behaviour that falls short of the standards expected and outlined above.

Misconduct cannot and will not be tolerated.

17.0 Student Policies

17.1 Student Misconduct Policy

As an enrolled student of Airflite Flying College you are being a member of an extended Airflite Flying College community. Each individual member of the Airflite Flying College community has a responsibility to behave in ways that do not adversely affect Airflite Flying College or its community.

Airflite Flying College is committed to providing students, staff, and visitors with a safe and inclusive learning environment. However, it recognises that student misconduct may occur and that this misconduct can potentially put students and others at risk.

Airflite Flying College regards student misconduct as unacceptable and takes a zero-tolerance approach to proven cases of misconduct. Misconduct undermines the core values of Airflite Flying College and academic integrity (honesty, trust, fairness, respect and responsibility), and as a result is liable to be dealt with under this policy. As a result, Airflite Flying College needs to have clear policies and procedures for dealing with incidents of student misconduct.

17.1.1 Student Misconduct Defined

Student misconduct encompasses both academic related behaviour and non-academic related behaviour.

17.1.1.1 Academic Misconduct

Academic related misconduct is broad and covers practices such as:

- Inappropriate behaviour when undertaking training activities.
- Misrepresentation of academic achievement.
- Undermining the core values (honesty, trust, fairness, respect and responsibility) of academic integrity.
- Cheating in assessments task.
- Misconduct during examinations and concerning academic works.
- Plagiarism (whereby a student copy's others work and falsely presenting it as their own).
- Submission of work which is not their own/has been significantly edited by someone else, (including submitting work as solely their own where collaboration has taken place).
- Academic fraud (having another person falsely representing themselves as the student and sitting a test or other assessment task in the student's place).
- Inappropriate conduct and behaviour when undertaking research.
- Not providing citations.

17.1.1.2 Non-Academic Misconduct

Non-Academic Misconduct is conduct by a student that is contrary to accepted standards of behaviour at Airflite Flying College that places at risk the health, safety or welfare of any person and or, places at risk the ability of Airflite Flying College to provide a learning environment that enables students to achieve their full potential.

Non-Academic misconduct is not just limited to during training/class hours but is also applicable at any time the student is in Airflite Flying College attire, attending an Airflite Flying College event, acting as an Airflite Flying College representative, attending work placement or training at a Third Party provider location.

Acts of Non-Academic related Misconduct may include, but is not limited to, the following behaviours/actions or breaches:

- Inappropriate or anti-social personal conduct and behaviour.
- Intentional breaches of Commonwealth or state law.
- Intentional breaches of Civil Aviation Safety Regulations.
- Breach of the Drug and Alcohol Management (DAMP) Policy.
- Smoking indoors or in non-smoking areas of the external facility.
- Intentionally endangering the health and/or safety of self or others.
- Violent, threatening, disrespectful and/or aggressive behaviour towards staff members, students or any other persons.
- Carrying of weapons.
- Discrimination, harassment, bullying or vilification in any form against a student, staff member agent or any other person – whether in person or through the use of social media or other means.
- Non- payment of fees.
- Disruptive behaviour which includes but is not limited to - disobeying Airflite Flying College RTO staff, continuous interruption, refusing to participate in class activities, unauthorised use of mobile telephones or other devices during class.
- Theft of Airflite Flying College property (including Third Party provider properties, or other facilities utilised by Airflite Flying College).
- Theft of property belonging to staff, other students or any other person.
- Intentional breach of any of Airflite Flying College's policies or procedures.

Whether intentional or unintentional; student misconduct includes attempting, as well as doing any of the acts, omissions or things that constitute student misconduct.

17.1.2 Student Misconduct - Airflite Flying College's Approach

This policy aims to bring together the key elements of Airflite Flying College's framework for dealing with student misconduct in a manner that is clear, consistent, fair and equitable and in accordance with the principles of natural justice.

Principles that ensure:

- All allegations of misconduct are dealt with as quickly as possible.
- Students accused of misconduct are provided with procedural fairness.
- Victims of misconduct, especially criminal acts, are provided with counselling services and information about other support services.

- Students reporting an alleged act of misconduct and student respondents are afforded complete confidentiality.
- No student reporting an alleged act of misconduct should be in fear of acts of reprisal and Airflite Flying College will demonstrate zero-tolerance of such acts.

This policy recognises that the extent and seriousness of student misconduct varies. This policy sets out the principles of identifying and dealing with allegations of student misconduct against an individual. If such misconduct allegations are proven, the associated consequences are governed by formal investigation procedures within Airflite Flying College.

All students are subject to this policy while enrolled with Airflite Flying College and will be informed of this policy through this Student Handbook and during the enrolment process.

The Chief Executive Officer of the Airflite Flying College is ultimately responsible for ensuring that the Airflite Flying College applies and adheres to this Student Misconduct Policy.

17.2 Student Equal Opportunity, Anti-Discrimination and Harassment Policy

17.2.1 Policy

Airflite Aviation Pty Ltd has a very clear and detailed Equal Employment Opportunity and Anti Bullying Policy for its employees and contractors that affirms Airflite Aviation's commitment to providing a workplace free from discrimination, sexual harassment and bullying.

Airflite Aviation's training division i.e Airflite Flying College Airflite Flying College also sets similar policy obligations towards prohibiting any form of discrimination, sexual harassment and bullying from students who are undertaking training in any of the various Training Program opportunities provided by Airflite Flying College.

Airflite Flying College is obliged to ensure that it provides training services in a manner which provides equal opportunity to all prospective students and one which is free from harassment, bullying and victimisation. Any form of bullying or victimisation of or by students in relation to Airflite Flying College activities will not be tolerated.

Airflite Flying College will not tolerate any instances of discrimination, harassment, sexual harassment, bullying or victimisation of any student whilst part of the Airflite Flying College training community. Airflite Flying College will take appropriate administrative action against student(s) who engage in discrimination, harassment, sexual harassment, bullying or victimisation.

Where it is proven that a student has breached this policy, Airflite Flying College may take administrative action. Such matters will be handled in accordance with the Student Misconduct Policy.

17.2.2 Principles

This policy aims to:

- provide a training environment that values diversity, promotes natural justice and offers equality of opportunity;

- eliminate discrimination, harassment, sexual harassment, bullying and victimisation on the grounds of any attribute as defined by Discrimination below;
- ensure that all current and prospective students are treated fairly and respectfully by all and students within the Airflite Flying College training community.

17.2.3 Definitions

For the purposes of this policy, the following definitions apply:

Bullying: means repeated and unreasonable behaviour directed towards another person or group of people, that creates a risk to health and safety. Bullying takes many forms including unwanted physical contact, verbal abuse, spreading of rumours, damage to an individual's property, constant innuendo, ridicule, sarcasm, offensive letters, phone calls, emails; or offensive comments posted on social media sites. Behaviour may constitute bullying even though there was no intention for this to occur.

Bullying can cause the loss of students from Airflite, reduce productivity and morale, cause emotional stress and create legal risks. Bullying can constitute a criminal offence.

Bullying is not constructive criticism nor is it appropriate performance management or appropriate academic supervision, assessment or feedback.

Discrimination: means direct or indirect discrimination in the on the basis of one or more of the following attributes:

- age; or
- breastfeeding; or
- employment activity; or
- gender identity; or
- impairment; or
- industrial activity; or
- lawful sexual activity; or
- marital status; or
- parental status or status as a carer; or
- physical features; or
- political belief or activity; or
- pregnancy; or
- race; or
- religious belief or activity; or
- sex; or
- sexual orientation; or
- personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

Direct Discrimination: means treating, or proposing to treat, someone with a protected attribute under the Discrimination definition unfavourably because of that attribute.

Harassment: means any unwelcome and unreasonable conduct, whether it be verbal, physical, electronic or otherwise, towards another person because the other person has a particular attribute protected under the Discrimination definition), in circumstances where a reasonable person, having regard to all the circumstances, would have anticipated that the other person would be offended, humiliated or intimidated.

Indirect Discrimination: means imposing, or proposing to impose, a requirement, condition or practice:

- that has, or is likely to have, the effect of disadvantaging persons with a protected attribute under the Discrimination definition; and
- that is not reasonable.

Sexual Harassment: means where a person makes an unwelcome sexual advance, or an unwelcome request for sexual favours to another person, or engages in any other unwelcome conduct of a sexual nature in relation to the other person, in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated that the other person would be offended, humiliated or intimidated.

Victimisation: means subjecting or threatening to subject a person to any detriment because that person:

- has made a complaint or initiated a procedure, or proposes to make a complaint or initiate a procedure, under this Policy and Procedure;
- seeking review or reconsideration of a decision;
- making an application for re-crediting of the student VSL balance.
- has made, or proposes to make, a complaint or grievance under the Airflite Student Complaints and Appeals Policy in relation to a breach of this Policy and Procedure;
- has brought, or proposes to bring, any proceedings with an external body in relation to a complaint of discrimination, harassment, sexual harassment, bullying or victimisation;
- has furnished, or proposes to furnish, any information, or has produced, or proposes to produce, any documents to a person exercising or performing any power or function under or in relation to this Policy and Procedure;
- has attended, or proposes to attend, a conference or meeting or discussion in relation to a complaint of discrimination, harassment, sexual harassment, bullying or victimisation;
- has been identified as a witness in relation to a complaint of discrimination, harassment, sexual harassment, bullying or victimisation; or
- has acted, or proposes to act, as a support person for a person who proposes to or who has made a complaint of discrimination, harassment, sexual harassment, bullying or victimisation.

17.2.4 Equal Opportunity

Prospective students who apply to undertake Training Programs at Airflite Flying College will not be discriminated against based on any attribute and are protected under state and federal equal opportunity legislation.

Notwithstanding the above, all student enrolments and admissions are subject to the prospective student meeting the Training Program entry requirements.

17.2.5 Student Responsibilities

All Airflite Flying College Students must take personal responsibility for their behaviour while engaging in activities at Airflite Flying College and must be sensitive to the diversity within the training environment that is Airflite Flying College.

17.3 Drug and Alcohol Management and Policy

17.3.1 Drug and Alcohol Testing

In accordance with CASA Regulations Part 99, all staff and students who perform, or are available to perform, Safety-Sensitive Aviation Activities (SSAA) at Airflite Flying College will be subject to:

- A drug and alcohol test at an approved facility before Training Program commencement or before reaching first solo stage of flight training.
- Drug and alcohol testing after an accident/incident, after the return to work from rehabilitation and also if there is sufficient evidence or suspicion.
- Random drug and alcohol testing by both CASA and Airflite Flying College.
- Flying staff and students also need to complete the CASA AviationWorx online DAMP awareness for SSAA employees. This can be done before the Training Program starts, and students will be reminded of the obligation during induction.

17.3.2 Drug and Alcohol Policy

Airflite Aviation Pty Ltd, has a 'duty of care' and legal obligation under State and Commonwealth legislation to provide a safe working/training environment and safe systems of work/training for all personnel.

The misuse of alcohol, medications and the use of other drugs can have a negative effect on performance and safety and will not be tolerated by Airflite Aviation. Accordingly, Airflite Aviation manages its Drug and Alcohol Policy management obligations through a Drug and Alcohol Management Plan (DAMP).

This DAMP is issued with the authority and support of the parent company, Airflite Pty Ltd Board of Directors, and facilitates the health, safety and wellbeing of all persons engaged in Airflite Aviation activities. This includes taking reasonable precautions to ensure personnel who access Airflite Aviation sites are fit for training activities. Airflite Flying College staff and students also have a duty of care under State and Commonwealth legislation to conduct their activities in a manner which protects their own safety and that of those around them. By extension this also means students ensure they are fit for training activities.

All Airflite Aviation personnel, contractors, students and visitors shall observe the directions and processes outlined by the DAMP at all times. Notwithstanding that the full details of Airflite Aviation's Drug and Alcohol Policy are provided by the DAMP, as a student, you must be aware of the fundamental principles outlined by the DAMP that have a direct bearing on Airflite Flying College operations. These being:

- If a student takes prescription drugs (e.g. antibiotics, painkillers or anti-inflammatory medication) it is the student's responsibility to ensure that such use does not adversely

affect their ability to undertake training activities. Students must let their immediate instructor if they believe that their ability to perform their role has been adversely affected by prescription drug use.

- Consumption of alcohol and other drugs whilst undertaking training activities at Airflite Flying College is strictly prohibited. Airflite Flying College takes a zero-tolerance approach to alcohol or other drug whilst undertaking training activities, which will be treated as a disciplinary issue and dealt with under the Student Misconduct Policy.

Airflite Flying College has legislative obligations to perform alcohol and drug testing on any student considered to be under the influence of alcohol or other drugs. In addition, Airflite Flying College will perform periodic random alcohol and other drug testing. For alcohol testing, a breathalyser will be used and for drug testing a mouth swab

17.4 Personal Information Policy

Airflite Flying College complies with the requirements of the Australian Privacy Principles set out in the Privacy Act 1988 in relation to the collection of information relating to all students in a lawful and fair means. Airflite Flying College will allow a student to apply for and receive a copy of the VET personal information that Airflite Flying College holds in relation to that student.

Personal information about students will not be collected unless the information is reasonably necessary for, or directly related to the purpose of training activities at Airflite Flying College. Sensitive information about a student will only be collected with the student's consent and if directly related to the training activities at Airflite Flying College.

17.4.1 Why Information is Being Collected

The mandated RTO Privacy Policy is outlined in full on your enrolment form. In short, Airflite Flying College collect your personal information so we can process and manage your enrolment and training in a vocational education and training (VET) Training Program with us.

The collection of Personal Information is mandatory as without it, we are unable to issue you with a nationally recognised VET qualification or statement of attainment when you complete your Training Program. Please note that your information will also be provided to a number of mandated third parties to comply with regulatory obligations; third parties that include:

- National Vocational Education and Training Regulator.
- Australian Government Department of Education, Skills and Employment (DESE).
- Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies.

Your Privacy is important to us, so we have measures in place to ensure that only Airflite Flying College staff and authorised third parties have access to your information and that it will only be used for the methods intended. Your records shall be protected, by such security safeguards as is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse.

17.4.2 Accessing and Updating Your Personal information

The Privacy Act empowers you to be able to seek access to, and request correction of records containing your personal information. You can access your personal information, including your current and accurate records of participation and progress by a request to the Training Manager or delegate.

17.4.3 Correction of Personal Information

You will always retain the right to request a correction to your personal information. Airflite Flying College shall also have the right to correct personal information if it is reasonably established that the information to the purpose for which the information is held, is inaccurate, out-of-date, incomplete, irrelevant or misleading. Airflite Flying College shall take all reasonable steps in the circumstances to correct the personal information to an accurate state.

In addition, for Diploma Training Programs, you can access your information via your USI which allows you to get easy access to a complete record of your VET achievements from a single, secure and password protected online source.

We will ensure that you have a USI during the enrolment phase of Training Program, but should you have any further question please contact us or simply visit www.usi.gov.au

17.4.4 Storage and Security of Personal Information

All personal information collected by Airflite Flying College, will be stored, disclosed and destroyed in accordance with the Australian Privacy Principles.

Information stored whether in hard copy or electronic versions will be protected by appropriate security measures and will only be accessible by Airflite Flying College's Staff to protect it from unauthorised access and the possible misuse, interference, loss, modification or disclosure.

At any time Airflite Flying College determines your personal information is no longer needed for any training purposes purpose(s), Airflite Flying College will take steps as are reasonable in the circumstances, to destroy the information.

17.5 Student Dress Code Policy

Airflite Flying College's objective in establishing a safe, professional and comfortable environment includes setting some standards for workplace dress code. Accordingly, Airflite Flying College sets Dress Code standards for students who are undertaking training in any of the various Training Program opportunities provided by Airflite Flying College or Third Party providers.

Students undergoing Training Programs at Airflite Flying College will be notified at enrolment that a Student Dress Code Policy is in place and that the student is expected to follow and respect that policy.

Specific details on clothing that is required for specific Training Programs is detailed in the Training Program Information Guide for each Training Program.

17.5.1 Dress Code Defined

A Dress Code in relation to students is a set of written and, more often, unwritten rules with regard to clothing and provides standards and details of what is acceptable in relation to the clothing worn by students whilst attending Airflite Flying College. A Dress Code has built in rules or signals

indicating the message being given by a student's clothing and how it is worn. Including headwear, footwear and aspects of personal presentation.

17.5.2 Overview

A student Dress Code provides tangible evidence of the standards expected of students whilst at Airflite Flying College and plays an important role in promoting positive images of Airflite Flying College as a training institution.

A Dress Code supports all students to participate fully in the training environment and can help create a sense of identity and a culture in which every student experiences a sense of belonging and.

At Airflite Flying College, most of the specific Training Programs require a regulated and standardised set of clothing be worn by students i.e the designated uniform which is detailed in the relevant Training Program *Student Study and Training Program Information Guide*. Under these circumstances, student flexibility in the type and style of clothing worn may be curtailed, but the principles of the Dress Code are still to be applied.

17.5.3 Dress Code

Students are to dress in an appropriate manner for the Training Program being undertaken. Clean, neat, and appropriately sized, comfortable clothing, which allows students to participate in all events of Training Program without undue concern, will be most appropriate. Student uniforms and overall presentation must be neat and tidy, with uniforms ironed and shoes must be polished.

Student clothing should be respectful, non-offensive and follow basic Dress Code rules outlined below:

- Clothing cannot be distracting, revealing, indecent, or vulgar.
- No headgear including but not limited to hats, caps, earmuffs, bandanas, hoods, sweatbands, or sunglasses will be worn inside of the Airflite Flying College premises, unless prior approval has been obtained by management.
- Clothing will not be allowed which promotes alcoholic beverages, tobacco, the use of controlled substances, depicts violence, is of a sexual nature, is racially offensive, demeaning or degrading to a particular group or individual, or is disruptive in nature.
- Clothing is not to be sheer or of mesh material as to the reveal the body or undergarments.
- Any accessories or attire that has the potential to be used as a weapon is prohibited.
- All pants must be worn and fitted at the waist.
- Sleepwear is not permitted.
- Appropriate footwear should be worn at all times.
- Jewellery or body piercings that poses a health risk, safety risk or is disruptive to the learning environment is prohibited.
- Prohibited Clothing is considered any ripped clothing of any sort, low cut clothing, track suits (pants or windcheaters), thongs or open toed shoes or any unsuitable/unapproved protective clothing.

Reasonable consideration will be made for those students who, because of sincerely held religious beliefs, cultural heritage, or medical reasons, request in writing to Airflite Flying College management a waiver of a particular guideline for dress or appearance.

17.6 Student Flight Cancellation Policy

During any student's training there will be numerous flight cancellations. Students can expect to have over 20% of pre-scheduled flights cancelled.

17.6.1 Reasons and Authority for Cancelling Flights

Flights will be cancelled for a variety of reasons. The table overleaf lists those who have the authority to cancel a flight for any given reason.

Ref	Cancellation reason	Authority to cancel flight
1	Student Absent*	Student
2	Student Medically Unfit	Student
3	Student Unprepared	Instructor
4	Weather	PIC**
5	Aircraft Unserviceability	PIC**
6	Instructor Absence	Instructor
7	Other Reason	Instructor

* excluding medical absence; ** Dual flights = PIC is the instructor; for solo flights = PIC is the student

Note: All flights must be signed-out by an instructor. The signing-out instructor is authorised to cancel the flight for any safety-related reason.

The decision to cancel a flight due to weather or aircraft serviceability is to be made by the pilot-in-command (PIC). For dual flights, the PIC is the instructor while for solo flights it is the student.

In this policy, there is a difference between a student's 'absence' and a student being 'medically unfit'. A student may be medically unfit due to a physical or mental ailment, because of fatigue or non-compliance with the Drug and Alcohol Management Plan (DAMP).

17.6.2 Principles of Flight Cancellations

The following principles underpin Airflite Flying College's policy on flight cancellation:

1. Flight cancellations should be avoided, and pilots should try and overcome obstacles, where feasible, to make a flight happen. As commercial pilots, graduates will need to incorporate a level of commercial acumen into their approach to their job and overcoming obstacles to get a flight to proceed in a safe way will be part of their role.
2. There is a direct economic cost to the organisation when a flight is cancelled. Where possible, when a flight is cancelled the resources – aircraft, instructor, and so on – are allocated to another flight. However, if a student has given the college less than 24 hours' notice of an absence, it is unlikely the resources will be able to be reallocated and students will be charged for the cancellation.
3. Emails are required to confirm cancellations due to student absence or being medically unfit.

17.6.3 Reasons for cancelling flights and how to do it

Each of the seven reasons for cancelling flights, in the table above, will now be discussed. Please ensure you fully understand what you are meant to do for each of them, and refer to this policy whenever you need to cancel a flight.

17.6.3.1 Cancellations due to student absence

More than 24 Hours before the start of Flight.

If a student becomes aware that they will not be able to attend a scheduled flight, it is the responsibility of the student to immediately notify Airflite Flying College via email at flyingcollege@airflite.com.au and CC your instructor to formally cancel the flight.

Less than 24 Hours before the start of Flight.

If a student becomes aware that they will not be able to attend a scheduled flight, it is the responsibility of the student to immediately telephone the appropriate Airflite Flying College campus on:

- Jandakot (08) 9449 7060.
- Moorabbin (03) 9586 9586.

and inform the Administrator of the cancellation. After telephoning Airflite Flying College, the student then needs to immediately follow up with an email (flyingcollege@airflite.com.au) and CC your instructor confirming the late notice cancellation.

When emailing Airflite Flying College for flight cancellation the email must include the following information:

- Student's name.
- Instructor's name.
- Date of the flight to cancel.
- Scheduled Time of the flight to cancel.
- Reason for cancellation.

The purpose of the email is to ensure Airflite Flying College has a record of the student requesting the flight to be cancelled. Therefore, students must always email Airflite Flying College about a cancellation, even if the cancellation has been discussed with the instructor or other team member at Airflite Flying College.

Cancellation Fee.

If the student does not email Airflite Flying College with more than 24 hours' notice, they will be charged cancellation fee of \$85.00 per hour of booking duration due to the late notice of student absence.

This cancellation fee also applies even in the cases where the student verbally informed Airflite Flying College of a cancellation with more than 24 hours' notice but did not email Airflite Flying College until there was less than 24 hours' notice.

The cancellation fee is imposed to offset incurred financial losses by Airflite Flying College due to the lack of sufficient time to redeploy aircraft and instructors at short notice.

17.6.3.2 Cancellations due to a student being medically unfit

If a student becomes aware that they are or will be medically unfit for a scheduled flight, they must notify Airflite Flying College immediately.

Students are medically unfit to fly if they have:

- A physical or mental ailment that prevents them from acting as a PIC, even during a dual flight where the instructor is PIC; or
- Fatigue; or
- Non-compliance with the Drug and Alcohol Management Plan (DAMP) requirements.

The procedure for cancelling flights due to being medically unfit is like the procedure for cancelling flights due to student absence, with the exception that:

- Students are not charged for flights cancelled due to being medically unfit to fly due to physical, mental ailment or fatigue, even if there is less than 24 hours' notice. Non-compliance with the Drug and Alcohol Management Plan (DAMP) requirements will incur flight cancellation fees.

More than 24 Hours before the start of Flight.

If a student becomes aware that they are or will be medically unfit for a scheduled flight, it is the responsibility of the student to immediately notify Airflite Flying College via email at flyingcollege@airflite.com.au and CC your instructor to formally cancel the flight.

Less than 24 Hours before the start of Flight.

If a student becomes aware that they are or will be medically unfit for a scheduled flight, the student needs to immediately telephone the appropriate Airflite Flying College campus on:

- Jandakot (08) 9449 7060.
- Moorabbin (03) 9586 9586.

and inform the Administrator of the cancellation. After telephoning Airflite Flying College, the student then needs to immediately follow up with an email (flyingcollege@airflite.com.au) and CC your instructor confirming the late notice cancellation.

When emailing Airflite Flying College for flight cancellation the email must include the following information:

- Student's name.
- Instructor's name.
- Date of the flight to cancel.
- Scheduled time of the flight to cancel.
- Reason for cancellation.
 - Physically unfit to fly.
 - Mentally unfit to fly.
 - Fatigue.
 - Drugs or alcohol. (Flight cancellation charges apply).
 - Other (please make sure you state the reason).

The purpose of the email is to ensure Airflite Flying College has a record of the student requesting the flight to be cancelled. Therefore, students must always email Airflite Flying College about a cancellation, even if the cancellation has been discussed with the instructor or other team member at Airflite Flying College.

Doctor's certificate

Students are required to provide a doctor's certificate if the reason is a physical or mental ailment or fatigue. Students are not required to present a doctor's certificate in the case of drugs and alcohol. If a student does not provide a doctor's certificate within 7 days of the flight, the student will be charged a cancellation fee of \$85.00 per hour of booking duration in-line with the policy for cancelled flights due to student absence.

17.6.3.3 Cancellations due to Student being Unprepared

If a student's pre-flight preparation is insufficient to the extent that their learning opportunity for the flight is compromised, as deemed by the instructor, the instructor may choose to cancel the flight. This includes situations where a student is not prepared for an on-time start. If a flight is cancelled due to the student being unprepared, the student will be charged \$85 per hour of booking. The cancellation fee is imposed to offset incurred financial losses by Airflite Flying College due to the lack of sufficient time to redeploy aircraft and instructors at short notice.

17.6.3.4 Cancellation due to weather

Students are not permitted to decide to cancel a flight due to weather without initially discussing the impact of weather on the flight with their instructor. In terms of a fixed Airflite Flying College policy:

- Dual Flights. Students are not permitted to cancel a flight due to weather; the decision to fly rests with the instructor.
- Solo flights. Either the student (in collaboration with their instructor) or the instructor may choose to cancel the flight.

In situations where the weather may result in a cancelled flight, the student must still report on time for the scheduled flight booking:

- With all pre-flight planning complete.
- Present the pre-flight plan to their instructor.
- Discuss with their instructor the legal and practical reasons why the flight should be cancelled or conducted.

17.6.3.5 Cancellation due to Aircraft Unserviceability

Students are not permitted to decide to cancel a flight due to aircraft unserviceability without initially discussing the impact of the unserviceability issue with their instructor. In terms of a fixed Airflite Flying College policy:

- Dual Flights. Students are not permitted to cancel a flight due to aircraft unserviceability; the decision to fly rests with the instructor.
- Solo flights. Either the student (in collaboration with their instructor) or the instructor may choose to cancel the flight.

Students are not charged for flights cancelled due to aircraft unserviceability.

17.6.3.6 Instructor Absence

If an instructor is unable to take a scheduled flight, Airflite Flying College will make all best endeavours to schedule a replacement instructor for the flight. Airflite Flying College will let the student know if the flight needs to be cancelled either verbally or by telephone or by email.

Students are not charged for flights cancelled due to instructor absence.

17.6.3.7 Other Cancellations

If a flight needs to be cancelled for any other reason, Airflite Flying College will inform the student of the cancellation. Airflite Flying College will let the student know of the cancellation either verbally or by telephone or by email.

Students are not charged for flights cancelled due to:

- External factors, such as closed airport, restricted airspace or otherwise.
- Other unforeseen events.

18.0 Attendance

Attendance to the training schedule is essential, a practice which will help considerably as a professional pilot. Airflite Flying College considers any student who doesn't attend their scheduled training class or flights on a consistent basis, as a serious matter that obligates Airflite Flying College to take appropriate action.

Please note that attendance referred to in this provision is in addition to the flight cancellations covered under the Flight Cancellation Policy at clause 17.6 of this Handbook.

Students are required to attend all of training sessions (amounting to minimum of 20 hours a week) and complete all the required homework and assessments. Students must achieve high levels of attendance and Airflite Flying College has its own strict internal attendance policy which requires that all students, both domestic and international, attend at least 80% of everything that they are scheduled to attend.

Student attendance will be monitored via internal software and student will need to register in on arrival and out when leaving the Airflite Flying College facility for the day. Attendance is also recorded for specific training sessions within any given Training Program

If a student becomes ill or is unable to attend a lesson, briefing or flight, the obligation is on the student to notify the Airflite Flying College Administrator by telephone and/or email as appropriate as soon as practicable.

18.1 Non-Attendance

Should a student be absent without authorisation, Airflite Flying College will attempt to contact the student within 48 hours and provide any assistance possible to the student to remedy the non-attendance situation.

If a student is absent for more than five consecutive days without approval, Airflite Flying College will attempt to contact the student and determine the reasons behind the non-attendance. Dependent on the outcome of this intervention, continued enrolment of the student is to be determined by the Training Manager.

19.0 Monitoring Training Program Progress

Monitoring the Training Program progress of students allows Airflite Flying College to identify and offer support to those students at risk of not progressing at a reasonable rate. Airflite Flying College understands that student's progress through their training according to their circumstances and ability. Students who do not perform to the required level will receive remedial training and extra practice sessions as required and agreed upon with their instructor.

Application and self-discipline are essential ingredients required to succeed as a commercial pilot. Airflite Flying College actively monitor performance, records attendance and assess flying progress of students with the aim to provide students with a mentoring service as required.

Students are also assessed on non-flying factors such as punctuality, decision-making, appearance, discipline and leadership skills, which form an integral part of the development of a professional pilot.

Although students are assessed internally throughout their training in theory and performance skills, the final assessments for the issue of a licence or rating are conducted by CASA authorised examiners. Students will only be recommended for a final external CASA test when they have passed the internal assessment and are deemed ready and likely to successfully pass the final test.

19.1 Performance Guidelines and Monitored Progress

Although student's progress through a Training Program at different rates, Airflite Flying College sets guidelines for rate of progress and rate of learning to ensure flight safety. Performance guidelines also provide ongoing feedback that can be used by instructors to improve their instructional skills and by students to improve their learning. More specifically, these assessments:

- a. help students identify their strengths and weaknesses and target areas that need work, and
- b. help Airflite Flying College management recognise where students are not meeting expected performance and progress and address problems immediately.

Airflite Flying College adopts the following methods and guidelines for performance monitoring with the aim to identify students with difficulties as early as possible:

1. Airflite Flying College staff, as appropriate, record student attendance every day and also record every briefing, flight/simulator session, lecture and assessment that the student is scheduled to attend.
2. Airflite Flying College instructors monitor students completion rate of all the required homework and assessments.
3. Airflite Flying College instructors monitor theory knowledge through compulsory internal exams before students sit the external CASA exams.
4. Flying instructors assess the required knowledge and skills from the qualification training package during every flying lesson as set out in the Training Program syllabus, and record this in students' training records
5. Flying performance is rated in student training records using a 3-point grading scale to make an assessment during training flights.
 1. Good (Satisfactory) - Safely achieved with smooth and accurate aircraft handling. Technical and non-technical skills meet the expected level of competency.

2. Average (Partially Satisfactory) - Safely achieved with only very few variations from the expected level. The errors are minor, recognised and managed safely. Non-technical skills are, for the most part, effective.
3. Developing (Unsatisfactory) - Safely achieved, but performance includes more than one major deviation from the expected level and indicates a level of skill which is developing. Recognition of errors is not timely and /or correction inappropriate. Non-technical skills are below minimum level of competency.

Trends and ratings of or below '3' in training records indicate performance below acceptable levels.

6. Flying instructors record mass brief and other specific training attendance in students' training records.
7. Training managers regularly monitor the reason for student's initiated cancellation of scheduled flights to determine possible trends that may result in unsatisfactory Training Program progress.
8. Airflite Flying College may use a progress check flight at the end of every phase of the flying syllabus, which is carried out by an appropriately qualified instructor or flight examiner.

Flying instructors and the Training Manager compile a performance report for each student at the end of each phase of the syllabus, which is available to students and is kept as part of their training history. The performance report will determine whether a student can progress to the next phase of the Training Program or whether an intervention program should be implemented.

19.2 Intervention Strategy

The Training Manager (theory component) or Instructor (flying component) shall guide the student to make sure the student is aware of the implications of non-achievement and to ensure there are no minor issues interfering with his/ her performance.

The following general guidelines are used for early identification before an intervention strategy/support package is implemented:

- Poor attendance levels.
- Excessive overfly (requiring more hours of flying to reach the set standard than originally planned).
- Trends of receiving an assessment score of 3 (Unsatisfactory) in performance and personal factors, which indicates performance below the expected level.

If a student is at risk of not meeting their attendance requirements, the student will receive a written warning and will be required to attend Airflite Flying College for counselling with the Training Manager or Head of Operations as appropriate. The student will be given every opportunity to rectify their attendance record.

If a student's performance assessed as unsatisfactory on more than two consecutive flight lessons or theory assessments, the training instructor will refer the matter to the Head of Operations.

The Head of Operations will review the student's training records and provide guidance to the assigned instructor/s on the remedial action to be taken. This may include either additional ground or flight training.

If the student's performance is again assessed as unsatisfactory during the subsequent two consecutive flight lessons, the training instructor will again refer the matter to the Head of Operations, and the student will be sent a warning letter advising of the need to meet to discuss an intervention strategy.

The Head of Operations will meet with the student and the training instructor to discuss and agree on an 'intervention strategy' in the form of an Action Plan. This will be documented and signed by both the student and the assigned instructor.

Note: Tuition fees include specified number of training flights and examination attempts (for each examination) and one flight test attempt (for each flight test). Subsequent additional training flights and /or test attempts may be an additional student expense.

19.3 Remedial Action

The Action Plan includes ongoing monitoring, agreed benchmarks and dates for those benchmarks to be achieved and turn-around to satisfactory performance. Options presented to the student will take account of previous attempts at the same flight sequence or theory assessment, attendance, and information provided by the student in support of continuing in the Training Program. Participation in previous intervention strategies by the student will also be considered.

The intervention strategy 'Action Plan' may include one or more of the following:

- Attendance support.
- Remedial or additional flight training.
- Additional ground school tuition.
- The assignment of additional study material and/or practice exams.
- Back-seating of flight training sorties.
- Synthetic trainer sessions.
- Recommendation to seek third party tuition or assistance.

Monitoring of the student progress will continue until the Action Plan has concluded at which time the student, if having demonstrated satisfactory performance will continue as per the syllabus.

If the student does not participate in the actions identified as part of the intervention strategy, the student will be sent a second warning letter and have the opportunity to meet to discuss the reasons why. However, the student will be expected from this point to participate in all required activities as per the intervention strategy.

If after this, the student is deemed to have not met satisfactory Training Program progress, despite the intervention measures implemented, the student will be notified in writing of the intention to report on PRISMS the status of not achieving satisfactory Training Program progress; this report may have visa implications for the student. The written notification must also inform the student of the right to access Airflite Flying College's Complaints and Appeals Procedure. The student has 20 working days to lodge an appeal against the decision to report.

19.1 Appeal

Where a student initiates an appeal, Airflite Flying College will maintain the student's enrolment while the complaints process is ongoing. At the discretion of the Training Manager, the student may

engage in a modified Training Program during this time so as not to further impact on the student's risk of Training Program cancellation.

If the appeal is upheld, the decision will be overturned and, if necessary, a further meeting between the student, Training Manager and the Head of Operations will be held to determine further intervention and support strategies to assist the student to get their Training Program back on track.

Where the student has chosen not to access the complaints and appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting Airflite Flying College's decision, Airflite Flying College will notify through PRISMS of the student not achieving satisfactory Training Program progress as soon as practicable.

20.0 Students Rights

20.1 Withdrawal, Termination of Enrolment or Cancellation.

20.1.1 Definitions

Specific Airflite Flying College policies and procedures are enacted when a student's Training Program(s) is impacted by either the following defined scenarios:

- **Withdrawals.** When a student who has commenced a Training Program but decides that they do not want to continue with the Training Program.
- **Termination of Enrolment.** When a student's enrolment in a Training Program is terminated by Airflite Flying College due to the student:
 - failing to meet the required benchmarks of the Training Program,
 - being consistently overdue in the payment of tuition fees,
 - becoming disengaged with the Training Program, or
 - displaying unacceptable conduct.
- **Cancellation.** When a student withdraws from the Training Program without any intention of starting the Training Program or returning to complete the Training Program.

20.1.2 Withdrawal Policy

Airflite Flying College recognise that aviation can be challenging career path; one that cannot be taken lightly and therefore, sometimes students can feel overwhelmed by the demands of the study and training commitments and decide to withdraw from the Training Program.

Note that before finalising your decision to withdraw, Airflite Flying College staff are always available to discuss your concerns and reasons for withdrawing; Airflite Flying College or its staff may be able to provide assistance and find a way forward.

If you decide to withdraw from an Airflite Flying College Training Program, you should comply with the following procedure:

- Complete the *ARTOFORM 2005: Cancellation of Enrol Form*.
- Deliver the completed form to the Airflite Flying College Administrator or Email the completed form to flyingcollege@airflite.com.au

- The withdrawal date will be the later of either the date the *ARTOFORM 2005: Cancellation of Enrolment Form* is received via email, or the date the student has nominated as the cancellation date on the form.

20.1.2.1 Withdrawal of Students Accessing Vet Student Loans

Airflite Flying College's total commitment to quality and accountability in the management of student enrolment ensures that no financial, administrative or other barriers prevent entitled students enrolled in a VET unit of study from withdrawing before or on a census date.

When a student's withdrawal date is **before or on the Census Date**, the student;

- Will not incur a VSL debt for that Training Program.
- Will receive a refund, without having to apply for one, for any up-front tuition fee payment on or before the census date for the specified Training Program from which they are withdrawing.
- Will NOT be charged an additional penalty or fee to allow them to withdraw from a VET unit of study.

When a student withdraws from a Training Program **after the relevant Census Date**, the student will NOT be eligible for any refund for tuition fees paid for that Training Program. However, they will avoid incurring tuition fees and/or VSL debt for any further study units in the Training Program.

20.1.2.1 Re-enrolment in a VET unit of study

Airflite Flying College will not enrol students who have previously withdrawn from a Training Program into either a previously commenced VET unit of study or any subsequent units of study without written instruction from the student. Students who wish to re-enrol after previously withdrawing from a Training Program are required to email flyingcollege@airflite.com.au and state their request to re-enrol and specify their planned return date to training and the unit(s) of study for which VSL is requested.

20.1.3 Student Review and Re-Crediting a VSL Balance

A student who withdraws after the census date for a VET unit of study may apply for special circumstances in line with Student Review Policy for Re-Crediting a VETSL Balance for a VET Student Loan Enabled Course. There is no charge for reconsideration or review of decisions, other than review by the Administrative Appeals Tribunal (process explained below).

A census date that is no earlier than 20% of the way through a VET unit of study will be set by Airflite Flying College for each unit of study. These dates are published on our webpage under Schedule of Fees.

As stated in the VET Student Loan ACT 2016, Section 89

- A student's HELP balance can be re-credited under Division 2 or 3 of Part 6 of the Act;
- that a student may apply to the provider for the student's HELP balance to be re-credited under section 68 of the Act because of special circumstances;
- that a student may apply to the Department (DESE) Secretary for the student's HELP balance to be re-credited under section 71 of the Act because:
 - Airflite Flying College engaged in unacceptable conduct in relation to the student's application for the VET student loan; or

- Airflite Flying College has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the student;

20.1.4 Re-Crediting a VSL Debt

If a student withdraws from a VET unit of study after the census date for that VET unit of study, or has been unable to successfully complete a VET unit of study and believes this was due to special circumstances, the student may apply to have their VETSL balance re-credited for the affected VET units of study.

Airflite Flying College will re-credit the student's VETSL balance if it is satisfied that special circumstances apply which:

- are beyond the student's control; and
- did not make their full impact on the student until on or after the census date for the unit(s) of study in question; and
- make it impracticable for the student to complete the requirements for the unit(s) of study in question.

Special circumstances do not include:

- A lack of knowledge or understanding of VET Student Loan requirements under the scheme
- A normal change in arrangements, such as a change of work shifts or planned holiday
- A person's incapacity to repay a VET Student Loan debt, as repayments are income contingent and the person can apply for a deferral of a compulsory repayment in certain circumstances.

Student must provide original, independent documentation as part of any application due to special circumstances. The documentation must clearly indicate the following:

- The level of impact of the special circumstance
- What the special circumstances were
- When they occurred
- How long they lasted
- That the circumstances made their full impact on, or after, the census date.

Each application will be examined and determined on its merits by considering a student's claim together with independent supporting documentation substantiating the claim. Initial applications for the re-crediting of a student's VETSL balance are to be made by contacting Airflite Flying College Training Manager by phone or by email (see contact list).

20.1.5 Re-Crediting VETSL Balance Procedure

The procedure for the re-crediting of a VETSL balance is as follows:

1. Students to submit an application by completing ARTOFORM 2006 Refund of Tuition Fees Application form. The form can be requested from Training Manager, Head of Operations or Airflite Flying College admin staff.

2. Applications for a remittance and/or re-credit should be made in writing, within 12 months of the withdrawal date, or if the student has not withdrawn, within 12 months of the end date of the VET unit of study.
3. Complete application must be sent to the Training/Compliance Manager or Head of Operations (HOO) by email or in person.
4. Training Manager, in conjunction with the Head of Operations (HOO), will assess application(s) for the remittance and/or re-credit of tuition fees due to special circumstances, according to the quality of the independent supporting evidence provided by the student to substantiate their claim. The student will be provided with a decision, in writing, within 28 days of the submission of the application for assessment.
5. If the application is successful, Airflite Flying College will re-credit the student's VET Student Loan balance with an amount equal to the amounts of VET Student Loan assistance that the student has received for the affected VET units of study and the student's VET Student Loan debt for those VET units of study will be removed.
6. If the application is unsuccessful, Airflite Flying College will advise the student of their rights for a review of the decision if they are not satisfied with its outcome and that a request for such a review must be lodged within 28 days from the day of receipt of the decision.

20.1.5.1 Appealing a Decision

The student can request a review of the decision in writing within 28 days from the day of receipt of the decision, unless the Review Officer allows a longer period. Student must specify the reasons for making the request and include any supporting documentation.

The review will be carried out by the CEO of Airflite, the Senior Manager to the original decision maker (see contact details).

The Review Officer shall acknowledge receipt of an application for a review of the refusal to re-credit a VETSL balance in writing and inform the applicant that if the Review Officer has not advised the applicant of a decision within 45 days of having received the application for review, the Review Officer is taken to have confirmed the original decision. This notice shall also advise the applicant of the next stage of escalation.

The Review Officer shall:

- be provided with all relevant information from the person who made the original decision; and
- review the case within 3 weeks and advise the student of the decision in writing giving the reasons for the reviewer's decision.

The Review Officer may:

- confirm the decision
- vary the decision or
- set the decision aside and substitute a new decision

The Review Officer will give written notice of the decision setting out the reasons for the decision.

Where a student is dissatisfied with the reviewed decision, they may lodge an appeal with the Administrative Appeals Tribunal (AAT) within 28 days from this written notice from the Review

Officer. Full details of the application fee to be paid and applications cannot process until the fee has been paid or waived. Full details of the application process and fees payable are available on the AAT Registry's website: www.aat.gov.au. Applications for fee waiver must be made to the AAT and refer to their website for more details.

The Secretary of the Australian Government Department of Education and Training (DET), or the Secretary's delegate, will be the respondent for cases that are brought before the AAT. Upon DET's receipt of a notification from the AAT, DET will notify Airflite Flying College that an appeal has been lodged. Upon receipt of this notification from DET, the Review Officer will provide DET with copies of all the documents they hold that are relevant to the appeal within five (5) business days.

Applications for re crediting by the Secretary, under section 71 of the 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.

Under section 71 of the VET Student Loans Act, a student may apply to the Secretary for a re-credit of a FEE-HELP balance if; Airflite Flying College, or a person acting on behalf of Airflite Flying College, engaged in unacceptable conduct in relation to a student's application for the VET Student Loan; or, if Airflite Flying College has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the student.

The Secretary may re-credit a student's FEE HELP balance in relation to special circumstances if Airflite Flying College:

- 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.

20.1.6 Termination of Enrolment Policy

Airflite Flying College may terminate the enrolment of a student from a Training Program due to:

- failing to meet the required benchmarks of the Training Program,
- is consistently overdue in the payment of tuition fees,
- becomes disengaged with the Training Program, or
- displays unacceptable misconduct.

Airflite Flying College will refund/re-credit tuition fees received from a student for the portion of training that was not delivered due to the decision to close a student's enrolment.

In the case of VSL students, if Airflite Flying College initiates the cancellation of enrolment after a census date, Airflite Flying College will re-credit tuition fees for all training that was not delivered.

The cancellation of a student's enrolment will take final effect only after any grievance procedures initiated by the student have been completed. The process is described below.

20.1.6.1 Termination of Enrolment Process

If it is determined that the student's enrolment in a Training Program should be terminated for one of the reasons listed above, the student will be sent a letter of intent to terminate their enrolment.

The letter will;

- Include an explanation on the decision to terminate enrolment, a detailed summary of the reasons for concern and outline any intervention process.

- Include a nominated enrolment termination date to give students at least 28 days to initiate grievance procedures before the termination of enrolment is finalised.
- Be signed by either the CEO or Chief Pilot/HOO.
- A scanned copy of the signed letter will be emailed to the students email address and the original copy will be sent to the student's mailing address via registered post.
- If a student does not appeal the decision in the 28 day period, an email will be sent to the student on the nominated enrolment termination date to confirm that their enrolment has been cancelled.
- If the student appeals the decision to terminate, the Airflite Flying College complaints/grievance and appeals process (refer to Clause 20.2 of this document) will be followed.
- After 28 days, if no further grievances or appeals have been initiated by the student, enrolment will be closed and the student will be notified by email from Airflite Flying College on the planned day of close of enrolment to notify them that their enrolment has been closed, with delivery and read receipt.
- Airflite Flying College will notify the student by email of the amount of tuition fees that will be refunded or invoiced to their account, whichever is applicable.

20.1.7 Cancellation Policy

Cancellations refer to students notifying Airflite Flying College prior to the start (as detailed by the Withdrawal policy) of a Training Program that they will not be commencing the Training Program. Whether students are entitled to a refund depends on the nature of their cancellation.

Please note that all monies paid by students for a Training Program that does not go ahead will be refunded by Airflite Flying College within 28 days. No refund will be given to any student who is terminated from their Training Program for misconduct or noncompliance with regulations or who fails to meet Training Program requirements.

20.2 Complaints and Appeals Policy and Procedure

20.2.1 Complaints and Appeals Policy

Airflite Flying College complaints and appeals policy and procedures are independent, easily and immediately accessible and inexpensive for the parties involved. The policy, is by design, in place to manage and respond to complaints involving Airflite Flying College, its staff, students and Third-Party arrangements providing services on behalf of Airflite Flying College in a fair, transparent and equitable manner, and where relevant, for Airflite Flying College to take corrective action to improve the student experience.

This process is available for both academic matters as well as non-academic matters and will be at no charge to the student.

Students are required to attend their Training Program through the duration of this process until a decision has been reached.

The Chief Executive Officer of the Airflite Flying College is ultimately responsible for implementation of the complaints and appeals policy and procedures.

20.2.2 Complaints and Appeal Procedure General Principles

During all stages of this process, Airflite Flying College will ensure that:

- natural justice occurs;
- the complainant and the respondent will not be victimised or discriminated against;
- the complainant has an opportunity to formally present their case and each party to the complaint may be accompanied and assisted by a support person at any relevant meetings;
- a full explanation in writing for decisions and actions taken as part of the process will be provided if so, requested by the complainant or the respondent;
- where the internal or external complaint handling or appeal process results in a decision that supports the complainant, Airflite Flying College will immediately implement any decision and/or corrective and preventative action required and advise the complainant of the outcome; and
- there is no cost to the complainant for accessing this Complaint and Appeals process.

Airflite Flying College will ensure that no student is victimized or discriminated against for:

- ❖ seeking a review or reconsideration of a decision,
- ❖ using the providers processes or procedures about dealing with grievances,
- ❖ making an application for re-crediting of the students FEE-HELP balance.

20.2.3 Complaints and Appeals Strategy

The Airflite Flying College principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process under the following Terms of Reference:

1. Any staff member can receive a complaint or appeal; if so, they are to ensure the complaints and requests for an appeal are acknowledged in writing (Airflite Flying College recognises that student complaints can be anonymous) and finalised as soon as practicable i.e. within 28 calendar days.
2. There are no barriers to an individual lodging an appeal or complaint (e.g. overly complex forms).
3. All the individuals involved have full access to the relevant evidence.
4. All parties involved have the opportunity to be personally heard and the subsequent review is evidence-based, defensible and transparent.
5. If Airflite Flying College considers that more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons for the extended timeframe in writing and will be regularly updated on the progress of the matter.
6. Airflite Flying College will maintain a secure Complaints and Appeals Register, documenting all complaints and appeals received, as well as actions taken, and decisions made.
7. Airflite Flying College will undertake a continuous improvement process that includes reviewing both the details in the Airflite Flying College Complaints and Appeals Register, and the complaints and appeals policy and procedures, and taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again.

8. Provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

20.2.4 Complaints and Appeals Procedure

The following table outlines the procedure for students who have a grievance with Airflite Flying College:

Stage 1	Raise Issue or Complaint Students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned, either by email, phone or face-to-face. There are support staff available to assist students to resolve their issues at this level. Any grievance should be raised as soon as practical.
Stage 2	Submit Formal complaint If the student is dissatisfied with the outcome of the informal discussion, student must submit a formal complaint within 7 business days of their informal discussion. Complete 'Complaint and Appeal form' (on webpage) and email or hand it in to Training/Compliance Manager. All formal complaint will be recorded in Airflite Flying College Complaints and Appeals Register. The complaint handling process will commence within five (5) working days of receipt of the written complaint. <ul style="list-style-type: none"> • Receipt of the complaint will be acknowledged and the Compliance Manager (or representative) will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve. Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask another person to accompany them. • The Compliance Manager (or representative) will endeavour to resolve the complaint and provide a written report to the complainant on the steps taken to address the complaint, including the reasons for the decision, within 10 working days. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal complaint. • If the Compliance Manager (or representative) is unable to resolve the matter within ten working days, the complainant is informed in writing of the reasons for the delay and an estimate of when the matter is likely to have a decision made and reported upon.
Stage 3	Internal Appeal If the Compliance Manager is unable to resolve the complaint, the issue will be escalated to the (HOO). Student may appeal directly with the HOO if the complainant is dissatisfied with the outcome of their formal complaint. HOO is senior to the original decision maker and will conduct further investigations as they see fit and determine a resolution. An appropriate person or committee will be appointed to consult with the complainant and other relevant parties within five (5) working days. Such consultations may take the form of face-to-face interview or a phone call. The complainant or the respondent may ask another person to accompany them to these interviews.

	<p>Following the consultation, the HOO (or representative), will provide a written report within 10 working days to the complainant advising of a decision, the reasons for the decision, along with any further steps to be taken to address the complaint. The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal. • If the HOO (or representative) is unable to provide a written report within ten working days, the complainant is informed in writing of the reasons for the delay and an estimate of when the matter is likely to have a decision made and reported upon.</p>
Stage 4	<p>External Appeal</p> <p>If the student is not satisfied with the outcome of Stage 3, student may wish to appeal to an independent, external mediator. Airflite Flying College is a member of the Resolution Institute, an independent private organisation for dispute resolution. Students can contact them on +61 2 9251 3366 or 1800 651 650.</p> <p>The Resolution Institute Mediation Rules apply to the mediation and each party will meet its own costs of and in connection with the mediation.</p> <p>The mediation will be conducted by a mediator who is independent of both parties and appointed by agreement of both parties; or, failing agreement within seven (7) days of receiving either party's notice of dispute, by a person appointed by the Chair of Resolution Institute or the Chair's designated representative.</p> <p>Please note that although there is no initial cost to the student associated with lodging the complaint with the external mediator; the student will be responsible for incurring the costs associated with the services provided by the independent mediator.</p> <p>When referring to an external appeal the student must:</p> <ul style="list-style-type: none"> • Be willing to negotiate in good faith. • Consider a range of options for solution of the dispute.
Stage 5	<p>Internal Review</p> <p>All complaints against Airflite Flying College will undergo an internal review conducted by the Training/Compliance Manager or Head of Operations or complaints committee appointed by the Managing Director. Internal reviews will commence within 10days of the complaint being resolved regardless of whether the complaint was resolved internally, externally or unresolved. Recommended outcomes of internal reviews will be recorded and actioned as appropriate.</p>
Further Actions	<p>If a complaint still remains unresolved after the external appeal, the complainant may decide to refer the matter to an external dispute resolution process by an agency independent of the RTO.</p> <p>Students with a complaint related to a VET Student Loans enrolment may access the VET Student Loans Ombudsman at: http://www.ombudsman.gov.au/How-we-can-help/vslo</p> <p>There is no cost associated with submitting a complaint to the Ombudsman.</p> <p>For complaints not related to a VET Student Loans enrolment the claimant has the right to lodge a complaint to the Federal Government via the National Training Complaints Hotline on: https://www.dese.gov.au/national-training-complaints-hotline</p> <p>The procedures set out in this policy do not limit the rights of individuals to take action under Australia's Consumer Protection laws or pursue other legal remedies.</p>

Record keeping and confidentiality	Written record of all complaints handled under this procedure and their outcomes shall be maintained for a period of at least five (5) years to allow all parties to the complaint appropriate access to these records, upon written request to the Compliance Manager or Head of Operations. All records relating to complaints will be treated as confidential in accordance with the Australian Privacy Law.
---	---

21.0 Learning Resources and Technology

The learning resources and technology required will be dependent on the Training Program that you have enrolled in.

All students will have access to industry experts relevant to their field of study.

Other resources and technology provided in the training facilities may include:

- Computers and printers
- Internet access and WIFI
- Aircraft and component maintenance manuals
- Aircraft flight simulators
- SharePoint access
- Aircraft and aircraft components
- Pens and highlighters

SharePoint can be accessed via any computer with access to the internet using 'Google Chrome' as the browser, internal and external of the Airflite Flying College training facility – this will provide you with access to both Airflite Flying College and Airflite Flying College's Procedures, Policies and Forms.

You will be provided with login details during your Induction or acceptance of enrolment

Minimum resources all students require to provide/have access to:

- Computer/Laptop/iPad or tablet
- Broadband internet

22.0 Accommodation

Airflite Flying College can assist/arrange accommodation and associated domestic amenities at or nearby to the Jandakot Airport campus or Moorabbin Airport campus for students who need this service. If your personal situation is such that living near the campus is a practical solution in order for you to complete your flight training, then this option is available to you. Please note that the accommodation and domestic support areas will be provided by a third party and as a consequence, additional fees and charges to that of your Training Program Tuition Fees will apply.

22.1 Boarding or Homestay

This is where you have your own room in a home and live with the homeowners. This is a great way to settle into a new location, some students prefer to do this for the first 3-4 months and then look at other options. You can also pay to have meals included with this option.

More information about Homestay can be found on websites such as

<https://www.homestaynetwork.org/>

Review the information below about renting and tenants rights at:

<https://www.tenancywa.org.au/>

22.2 Private Rental

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

Review the information below about renting and tenants rights at:

<https://www.tenancywa.org.au/>

Private rentals can be found through websites such as <https://reiwa.com.au/> , through real estate agents or through searching local newspapers.

23.0 Useful Website Links

Training

<https://training.gov.au/>

Myskills

<https://www.myskills.gov.au/>

Australian Quality Skills Authority

<http://www.asqa.gov.au>

Phone: 1300 701 801

Western Australia Adult Literacy Council

<http://waalc.org.au/>

The Reading Writing Hotline

<https://www.readingwritinghotline.edu.au/>

Phone: 1300 655 506

Civil Aviation Safety Authority

<https://www.casa.gov.au/>

Australian Government - Bureau of Metrology

<http://www.bom.gov.au/wa/forecasts/perth.shtml>

Air Services Australia

<http://www.airservicesaustralia.com/>

Beyond Blue

<https://www.beyondblue.org.au/>

Phone: 1300 22 4636

24.0 How to get here

24.1 Location

The main Airflite Flying College Jandakot campus is located at 15 Eagle Drive, Jandakot, WA 6164 with additional campus annexes at:

- 37 Eagle Drive Jandakot Airport.
- 35 Eagle Drive Jandakot Airport.

24.1.1 Public Transport

The Jandakot Airport precinct is serviced by State-owned Transperth Buses under Route 515 (Bus Timetable No. 115). This route provides a feed to and from the key Murdoch (bus and train) station.

For advice on how to get to the facility using public transport, we recommend the Transperth Journey Planner: <https://www.transperth.wa.gov.au/journey-planner>



24.2 Where to park



There are limited parking bays available directly alongside the school, outlined in green on the picture to left.

These parking is reserved for Airflite Flying College staff and Airflite Flying College management and student's are not permitted to use this area. Jandakot Airport has a free public carpark located a short 5 minute walk away – which is displayed on the picture below. There is also parking available opposite the RFDS complex.

Under no circumstances is parking allowed in the bays outlined in red – you may be subject to fines/having your vehicle removed.



24.3 Sports and Recreational Facilities

Excellent sports and recreational facilities are provided in the surrounding area of Jandakot Airport.

Points of interest for students near the Jandakot Airport precinct include:

- Adventure World Perth Australia (9.5 km away).
- South Beach (15.1 km away).
- Aviation Heritage Museum (8.0 km away).
- Garden City Shopping Centre (11.7 km away).
- Cockburn Gateway Shopping City (8.9 km away).
- Cockburn Aqua Recreation Centre (8.4 km away).
- Glen Iris Public Golf Course (4.8 km away).
- Melville Glades Golf Club (5.0 km away).
- Cockburn Ice Arena (9.3 km away).
- Bounce Inc. Trampoline Park Cannington (14.9 km away).
- Hoyts Cinema (12.3 km away).
- Peter Elliss Park (4.4 km away).
- Striker Indoor Sports and Fitness (4.4.km).
- Leeming Forum Shopping Centre (4.6 km away).
- Stockland Bull Creek Shopping Centre (6.5 km away).
- Southland Boulevard Shopping Mall (7.2 km away).
- Whaleback Public Golf Course (11.9 km away).
- Spudshed Grocery Store (2.4 km away).
- Perth Markets Ltd (7.1 km away).
- Fremantle city (16.8 km away).
- Perth city (21.6 km away).

24.4 Moorabbin Airport Campus Location

The main Airflite Flying College – Moorabbin campus is located within the Moorabbin Airport precinct in Melbourne Victoria at 55 Grange Road, Cheltenham, VIC 3192, Australia.



Additional Airflite Flying College Moorabbin campus annexes are located at:

- 17 First Avenue Moorabbin Airport VIC 3194, and
- Hangar 8, 1 Third Street Moorabbin Airport VIC 3194.



24.4.1 Public transport

Moorabbin Airport is serviced by several public transport options which include the following:

- Parkdale Railway Station – Bus interchange (4.9 km away).
- Moorabbin Airport centre – Bus Stop (1.7 km away).
- DFO/Centre Dandenong Road – Bus Stop (300 metres away).
- Mentone Train Station (3.9 km away).

24.5 Shopping and Recreational Facilities

Excellent shopping and recreational facilities are available within the surrounding Moorabbin Airport area; a small portion of what is available is listed below:

- Moorabbin Air Museum (500 metres away).
- Kingston Heath Soccer Complex (1.0 km away).
- Capital Golf Course (1.6 km away).
- Hetherton Recreational Reserve (2.2 km away).
- Kingston Heath Botanical Gardens (2.3 km away).
- Kid Factory Play centre and Cafe (3.8 km away).
- Thrift Park Shopping centre (3.6 km away).
- Costco Wholesalers (2.7 km away).
- Direct Factory Outlets (DFO) (1.0 km away).

- The CheeseCake Shop (1.9 km away).
- Dingley Hotel (3.5 km away).
- General Public Restaurant (2.6 km away).
- Mr Donut (2.3 km away).
- Meat flour Wine Restaurant (3.3 km away).
- Wolf on the Willows Brew Pub (2.5 km away).
- Buono Restaurant and Bar (4.4 km away.)
- Kingston Heath golf course (2.6 km away).
- Woodlands golf Course (3.5 km away).

24.6 How to contact us

24.6.1 Contact hours

Monday - Friday 08:00 – 17:00pm

You can call us anytime during those hours.

Alternatively, you can send an email at any time - we will aim to respond to all enquires within 3 working days.

Airflite Flying College - Jandakot Airport Campus	
Airflite Flying College Reception/Admin – Enrolled Students <ul style="list-style-type: none"> ➤ T: (08) 9449 7060 ➤ E: flyingcollege@airflite.com.au 	General Enquiries/Airflite Flying College – Future Students <ul style="list-style-type: none"> ➤ T: (08) 9449 7060 ➤ E: flyingcollege@airflite.com.au
Airflite Flying College General Manager: Mark Zwartkruis <ul style="list-style-type: none"> ➤ T: (08) 9499 7060 ➤ E: mzwartkruis@airflite.com.au 	Head of Operations(HOO): Chris Hondros <ul style="list-style-type: none"> ➤ T: (08) 9499 7060 ➤ E: chondros@airflite.com.au
RTO Training/Compliance Manager: <ul style="list-style-type: none"> ➤ T: (08) 9499 7060 ➤ E: @airflite.com.au 	Deputy Head of Operations: Rey Lecciones <ul style="list-style-type: none"> ➤ T: (08) 9499 7060 ➤ E: rlecciones@airflite.com.au

Airflite Flying College - Moorabbin Airport Campus	
Airflite Flying College Moorabbin Reception/Admin – Enrolled Students <ul style="list-style-type: none">➤ T: (03) 9586 9586➤ E: afcmoorabbin@airflite.com.au	Senior Base Pilot (SBP): <ul style="list-style-type: none">➤ T: (03) 9586 9586➤ E: