

2018

STUDENT HANDBOOK



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1. Welcome to Amber Aviation Academy:

Congratulations on enrolling to study at the leading aviation training organisation in the Amber Aviation Academy (AAA) which is a Registered Training Organisation approved by the Australian Government to deliver nationally recognised training in the Aviation field to both local and International students . The Academy has world class training facilities and was founded to support the expansion of interest in the aerospace industries in Australia and globally. Amber Aviation Academy has a proud and professional focus on: delivering professional flight training to allow students to work in the aviation industry as air crew in particular on Flight training and Charter flying. Our team of highly qualified and dedicated staffs offer a high quality learning experiences, services and facilities. AAA graduates qualify in high quality meaningful qualifications and benefit from increased job opportunities.

Your decision to study at AAA represents a substantial commitment on your part and Amber Aviation Academy is definitely making a commitment to guide, support and enhances you and your learning journey to completion. Amber Aviation offers significant support to International students so that they can successfully complete their training in Australia.

All through your time at AAA, you will have many exciting opportunities to share ideas, and to collaborate in a rich training, educational, social and cultural sphere. The Essendon Airport facilitates where AAA is located in itself offers an authentic work place experience. I assure you that the experience you gain from studying at AAA will equip you with the knowledge, skills and experience to develop your career and provide you with a qualification that will bring you many future prospects.

Amber Aviation Academy welcomes you and is pleased to be a part of your training and learning experience and we look forward to working with you. I wish you every success in your journey to your aviation career!

Yours sincerely,

Mahendra Naidu
(Chief Executive Officer)

amber
AVIATION ACADEMY

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2. About Amber Aviation Academy:

2.3 Amber Aviation Academy Hours:

AAA office hours are Monday – Friday 8.00am to 5pm. The office will close for one (1) week during the Christmas period.

Flights may be scheduled outside of these hours for night flying, evening classes and early morning flights.

2.1 About Amber Aviation Academy:

Amber Aviation Academy is an ASQA and CRICOS registered training organization (TOID: TBA) providing high-quality training to international and Australian students.

Amber Aviation Academy has modern facilities designed for both classroom based and practical activities. Students have access to conventional classrooms, equipped with large screen televisions, wireless internet access and whiteboards. Students have access to modern flight simulators and aeroplanes. Our facilities are located at 38 Bristol Street , Essendon Airport in Victoria.

2.4 Purpose of the Student Handbook:

The purpose of this Student Handbook is to provide you with information about how the institute operates and the services and facilities available. It also includes a Student Charter, which documents what each student can expect from the institute and the expectations from each student.

It is recommended that students who are enrolling at AAA read through this Handbook and keep it for future reference, so you can maximize your experience whilst at the institute. The training manager will clarify any questions you have from the handbook.

3. International Students

Amber Aviation Academy welcomes international students. International students who are enrolled with AAA come from many countries worldwide, and represent a core group of our students. Please see our English language requirements, medical requirements, and more, in Studying at AAA.

Our Institute ensures that our courses are internationalized and adheres to delivering to a multicultural and diverse cohort of students.

3.1 CRICOS

The CRICOS register lists the Australian educational providers that recruit, enroll and teach overseas students. Registration on CRICOS allows educational providers, like AAA, to offer courses to overseas students studying in Australia on student visas.

Amber Aviation Academy is obliged by law to advise the Department of Immigration and Border Protection (DIBP) of all changes to an international student's circumstances. It is essential to note that the DIBP will seriously reconsider a student's continued stay in Australia should they find out changes to the student's circumstances by other means. It is therefore of paramount importance that all students recognise that it is the responsibility of every student to advise us of any changes in their personal circumstances.

More specifically, it is the Institute's responsibility to let the DIBP know should you:

- Default in any aspect of your visa provisions
- Fail to maintain attendance in accordance with the stated attendance requirements
10 (see our Essential Student Rules and our attendance policy)
- Fail to progress in accordance with our requirements (see our satisfactory progress policy)
- Fail to make fee payments when they are due on-time (see our student charter)

3.2 Student visas for Australia

There are different Australian student visas that can be applied for depending on the type of study the student chooses to undertake. International students who are interested in full-time vocational education and training courses can apply for the student visa, subclass 500. (Visa subclass 572 has been cancelled since mid-2016 onwards.) For information on this, please visit: <https://www.border.gov.au/Trav/Visa-1/500->

3.3 Changing courses or education providers

Note: If a student is granted approval to transfer to another Registered Training Provider, a non-refundable amount equivalent up to 25% of the tuition fees paid may apply, **depending on the circumstances**

I. Action for student requesting a transfer out of Amber Aviation Academy

Student is advised by Amber Aviation Academy staff to read carefully Amber Aviation Academy policy on Student Transfer.

Student completes Amber Aviation Academy Application for Student Transfer Form

Student Hand Book	Effective 1 st Jan 2018
Approved By the CEO	Page - 8 Version 1.0, Amendment 1

Receipt of Request is acknowledged in writing by Amber Aviation Academy to student within 5 days of receipt of the form.

Application is considered by Amber Aviation Academy staff with reference to National Code standard 6 and the Amber Aviation Academy Student Transfer policy.

A written response to student is given to student within 3 weeks of receipt of application. If the application is refused reasons are clearly identified (refer to student transfer Policy Standard 6)

2. Student requesting a transfer from another provider to Amber Aviation Academy

Request received by Amber Aviation Academy

Letter of acknowledgment of receipt of application sent to student within 5 working days

Application assessed by Amber Aviation Academy's Registrar in consultation with the Chief Executive Officer with reference to National Code Standard 6 and Amber Aviation Academy Student Transfer Policy.

Student notified in writing within 3 weeks of outcome of the decision and reasons for the decision being made.

In addition to ensuring that students comply with their visa conditions, there are also requirements under the Education Services for Overseas Students (ESOS) national code that apply. For details, please visit: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>.

Amber Aviation Academy is regulated under the ESOS legislative framework for international students. The standards ESOS exist to protect the interests of overseas students and Australia's reputation for delivering quality education services by setting out roles and responsibilities for educational institutions that deliver AQF courses to overseas students, as well as providing tuition and financial assurance for students.

If you have not yet completed six months of your main course of study and you wish to change your education provider, the ESOS national code sets out the circumstances in which this will be possible. It is also important that you make sure that you understand your education provider's transfer policy, and what your written agreement says you must do before you attempt to enroll with a new education provider.

If your education provider does not give you permission to transfer to another education provider and you are not satisfied with this, you should first access the internal appeal process with your education provider. If you are still not satisfied, you can appeal the education provider's decision at an external complaints handling body, such as the state or territory ombudsman or the overseas student ombudsman. For further information on changing courses, please visit: <http://www.border.gov.au/Trav/Stud/More/Changing-courses#>.

Satisfactory Academic Progress

Students are required to maintain satisfactory academic progress as a condition of their enrolment and student visa conditions.

Students' attendance for all programs will be monitored throughout each study period. The Academy will endeavor to achieve best practice by contacting and providing appropriate support to any student who has a period of absence for more than five consecutive days.

5.1 Students, whose attendance for a study period is between 80% -90%, are identified as at risk of not maintaining the required attendance level. They shall be sent warning correspondence and notified of support available to them. Where a student meets with the Registrar to discuss reasons for poor attendance, the Registrar shall record the date and the details of the discussion.

5.2 Students will be contacted by Attendance Officer to explain their reasons for not attending classes when they are absent for more than five consecutive days. Call Log will be recorded.

5.3 Students who do not maintain the required attendance by DIAC at 80% shall be issued a notice of intension to report on unsatisfactory attendance. Student has 20 working days to appeal to the Academy on its decision by accessing the complaints and appeal process.

5.4 However, the Academy may decide not to report a student for breaching the 80% attendance requirement where:

- The student's attendance is at least 70%;
- The student is maintaining satisfactory academic course progress;
- The student can provide documentary evidence of compassionate and compelling circumstances to explain the periods of absence.

5.5 Where the student has chosen not to assess the complaints and appeals process within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting the Academy, the Academy will notify the Secretary of DEEWR through PRISMS that the student is not achieving satisfactory attendance within 14 days.

5.6 Once a student's attendance has fallen below 70%, the Academy must issue a Notice of Intention to Report the student for unsatisfactory attendance. Student will be reported.

5.7 Student who are dissatisfied with the outcome or conduct of an appeal within the Academy, may appeal to an external agency.

5.8 Student who choose to appeal to an external agency must notify the Academy of this decision and provide details of the external agency within 7 working days of being notified of the outcome of the last stage of their internal appeal.

5.9 Once a student has been reported, PRISMS will generate a Section 20 breach notice. Student will need to report themselves to DIAC within 28 days or their student visa will be cancelled automatically.

The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages of academic non-progression:

Amber Aviation Academy will record attendance daily over the length of each study period for a course. HOWEVER Amber Aviation Academy will also monitor student attendance and compare it against course progress particularly so that is can implement its intervention strategy as early as possible to assist students who are either not progressing due to absence or not progressing due to other issues.

1. Procedure

- Student is required to contact Amber Aviation Academy by 8.30 am if he/she is going to be absent.
- Trainers & students who are present complete & sign Amber Aviation Academy attendance sheets.
- Trainers hand completed attendance forms daily to the Registrar/Course administrator at the end of each day.
- The Registrar/Course Administrator collates a report on student attendance fortnightly. This report is distributed to instructors weekly each Monday
- If a Trainer identifies that the student has achieved less than 90% minimum attendance, the Trainer organises a meeting with the student to ascertain the reason for the absence. Amber Aviation Academy may choose to apply one or more of its intervention strategy initiatives if compassionate or compelling circumstances apply.
- The Trainer will meet with the student and inform the student of the time he/she has been absent. Initially the first meeting may be for the Trainer to express concern about the student's absence. For example, the student's absence may not be due to medical reasons, but rather to homesickness or social issues – matters which may be addressed through Amber Aviation Academy's student support services
- The Trainer makes sure the student is comfortable with the interventions proposed. If absence continues, The Trainer organises the Registrar/Course Administrator to send a WARNING LETTER to the student;
- The Trainer ensures the student signs a document to say she is aware of and agrees with the issues and the intervention strategy suggested
- The Trainer may organise possible contact with the student by the course counsellor/convenor.
- The Trainer documents this in the student file and makes suggestions for the student to catch up on the missed work
- If the student continues to fall below 90 % of scheduled course contact hours, the Trainer meets with the student and continues to issue him/her with WARNING LETTERS. These letters invite the student to meet with the instructor to discuss the reason for absence.
- Amber Aviation Academy's INTERVENTION STRATEGY specifies what additional support will be provided to students at risk of not meeting satisfactory course progress requirements

2. Additional intervention may include the student:

- attending academic skills programs;
- attending additional classes if appropriate
- attending and observing (if the student is injured and cannot participate)
- watching videos of practical demonstrations to study technique
- attending tutorial or study groups;
- receiving individual case management;
- attending counselling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;

If the issues is repeated or continued the student may be placed in a suitable alternative subject within a course or a suitable alternative course.

3. Extending CoE

Amber Aviation Academy may suggest to the student extending the CoE for example, if the student has an injury. HOWEVER this cannot be for more than one month. If longer than this time is required, the student must return home.

Amber Aviation Academy's intervention strategy includes relevant additional support that will be provided to students at risk of not meeting satisfactory course progress requirements. It commences INITIALLY when a student achieves less than 90% attendance overall in a given study period.

4. Cancellation of Visa

The Registrar/Course Administrator will remind the student of Amber Aviation Academy's attendance policies and will inform the student that maintaining satisfactory attendance is a student visa requirement and if his or her attendance falls below the required level, the student will be reported, and the student's visa may be cancelled.

5. Temporary Suspension of Enrolment

If the student has questions about the student visa condition and the possible outcome of breaching the condition, Amber Aviation Academy will refer the student to DIBP. Amber Aviation Academy may temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances

6. Notification to DET through PRISMS

Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting Amber Aviation Academy, the Registrar/Course Administrator will notify the Secretary of DET through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

Amber Aviation Academy uses PRISMS to report the student.

PRISMS generates a Section 20 breach notice which is sent to the student. The Registrar/Course Administrator will keep a copy on the student's file.

DIBP may cancel a student's visa based on the provider's dissatisfaction with a student's attendance. DIBP does not need to assess whether a breach has occurred.

7. Decision NOT to Report

Amber Aviation Academy may only decide **not to report** a student for breaching the 80 per cent attendance requirement where:

- the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (for example illness where a medical certificate states that the student is unable to attend classes) apply; and
- that decision is consistent with its documented attendance policies and procedures; and
- Amber Aviation Academy confirms that the student is attending at least 75 per cent of the scheduled course contact hours for the course in which he or she is enrolled and is progressing satisfactorily through the course

Appeals

A student may appeal on the grounds identified in the Attendance Policy.

The registered provider must notify the Secretary of DET through PRISMS as soon as practicable of the student not achieving satisfactory course attendance and progress.

DIAC may cancel a student's visa when DET reports the student for unsatisfactory course progress or unsatisfactory attendance.

4 Studying at Amber Aviation Academy

4.1 Entry Requirements

4.1.1 General

All students must be able to read, write and understand the English language – which is also the international language of aviation. Civil Aviation Safety Authority (CASA) English language requirements must be fulfilled.

The English Proficiency of a student is completed by CASA the regulating body. Confirmation of English Proficiency must be on file for the issue of the Pilots' License.

To enrol in a Diploma course, the English language proficiency must be validated by completing the following minimum standards:

Test	Minimum requirement
Combined Universities Language Test (CULT)	70%, with no sub-score less than 17/25
Test of English as a Foreign Language (TOEFL)	575
Test of English as a Foreign Language (TOEFL) – internet-based (iBT)	79
International English Language Testing System (IELTS)	6.0, with no sub-score less than 5.5

4.1.2 Medical Requirements

All students must have a medicinal examination led by a Civil Aviation Safety Authority (CASA) Designated Aviation Medical Examiner (DAME). The kind of medical examination required (i.e. Class 1 or Class 2) is subject to the course (see table underneath). For a list of approved CASA-designated medical professionals, please visit the following: http://services.casa.gov.au/avmed/dame_search/default.asp.

Course	Class 1 Medical	Class 2 Medical
Recreational Pilots License (RPL)		✓
Private Pilot's License (PPL)		✓
Diploma of Aviation(Commercial Pilot License – Aero plane)	✓	✓
Diploma of Aviation (Instrument Rating)	✓	✓

Note: Students doing the RPL and PPL courses, who mean to advance to more elevated amount courses are prescribed to get the class I medical from the begin.

4.1.3 Aviation Security Identity Card

Prior to starting the course, every student should apply for an Aviation Security Identity Card (ASIC).

Applications can take up to two (2) months because of the time required for the significant security checks to be finished – so it is imperative for you to finish this form, and send the finished frame to Amber Aviation Academy as quickly as time permits. We will then send the reports to CASA for you.

Inability to apply for an Aviation Reference Number (ARN) and ASIC applications on time may cause delays in your course and the capacity to fly. This may mean that your enrolment may be deferred to the

next course intake.

The ASIC form is available here: <https://www.casa.gov.au/standard-page/aviation-security-identity-card-asic-application>. The ARN form is available here: <https://www.casa.gov.au/files/form1162pdf>.

For further information on ARN and ASIC application contact clarc@casa.gov.au.

4.1.4 Entry requirements: unique student identifier

The Unique Student Identifier (USI) is a reference number that gives you access to your USI account. You can use the USI to allow you to access your training history record online. Your comprehensive training transcript can be used when applying for a job, seeking a credit transfer or to demonstrate pre-requisites when undertaking further training. Your USI will stay with you for life. You can apply for your own USI via this link: <https://www.usi.gov.au/students/create-your-usi>. For terms and conditions surrounding USI, please visit: <http://www.usi.gov.au/Students/Pages/student-terms-and-conditions.aspx>. For more general information about USI, please visit: <http://www.usi.gov.au/students>.

4.2 Enrolment Process

Amber Aviation Academy Enrolment Process is as follows;

- **Step 1** Student enquires & submits enrolment application form;
- **Step 2** Amber Aviation Academy may conduct an interview & test to enrol into the course. Issue a Letter of Offer if the enrolment application is successful;
- **Step 3** Student reviews the Letter of Offer & Student Handbook – sign ‘Acceptance of Offer’ and Return the document to Amber Aviation Academy with course deposit payment;
- **Step 4** Amber Aviation Academy issues a Confirmation of Enrolment;
- **Step 5** Local Student commences study with Amber Aviation Academy. International Students use Confirmation of Enrolment for visa application with Immigration;
- **Step 6** International Student gets visa issued and makes travel & accommodation arrangements;
- **Step 7** Student arrives in Australia;
- **Step 8** Student commences study with Amber Aviation Academy.

International students need to submit an application using the international student application form.

Application and enrolment forms are available on <https://amberaviationacademy.com.au/international-students>. For further information contact: info@amberaviation.com.au.

4.3 Variation of Courses

Domestic students are permitted to change courses up to the commencement of week eight (8) of your course. These changes are to be submitted to Amber Aviation Academy in writing by completing the Changing Courses Form (attached) and submitted to the Training Manager upon completion. International students need to follow the requirements of change of course as per agreed upon with the Agent. For further information and for the relevant forms contact: info@amberaviation.com.au.

5. Student Charter

The Student Charter outlines your rights and responsibilities as a student at Amber Aviation Academy. AAA is focused on enhancing the courses, procedures and client experience to enable you to accomplish your potential and take part professionally with other students and staff.

It is expected that Amber Aviation Academy will:

1. Treat students with respect, fairness and without discrimination regardless of religion, cultural, racial and sexual differences, age, disability or socio-economic status.
2. Provide a safe, clean, orderly and cooperative environment
3. Provide high quality learning experiences that are in accordance with good quality learning and teaching practice
4. Encourage staff to interact with students with honesty, integrity and in a timely manner
5. Treat personal information confidentially and ensure it is only released with the student's consent or when legally required
6. Provide fair, transparent and efficient complaints, grievances and appeals procedures
7. Provide the physical learning environment, facilities and student focused services to support students to succeed at their studies
8. Provide the environment to express and share ideas, ask questions and provide feedback
9. Provide timely and constructive feedback on assessments to support the learning culture

It is expected that students will:

1. Take responsibility for managing their own learning and development, spending sufficient time in regular study and participating in timetabled sessions and class discussions
2. Adhere to the institutes policies, procedures and rules
3. Respect all institute staff, property and facilities
4. Respect and embrace the diversity of all students and staff and support an environment free from discrimination, harassment and intimidation in accordance with the law and the institute's policies
5. Inform the institute promptly of any change in circumstances (e.g. contact details, next of kin etc.)
6. Make prompt payment of all institute fees and charges made by the institute
7. Act in a professional manner with honesty and integrity
8. Represent the institute as responsible ambassadors through their exemplary conduct on and off campus
9. Provide constructive feedback to the institute on their experiences.

6. Fees

6.1 Course Fees

For all updated information on fees refer to <https://amberaviationacademy.com.au/>

Note: The course fees are subject to change without notice.

6.2 External Fees

External costs not covered under the tuition fee include:

- CASA Theory Exams
- Application Fees
- Testing Fees
- Medical Fees
- Navigation Equipment
- IREX Textbook
- Multi-Engine Textbook
- Aviation Security Identity Card (ASIC)

These fees and charges are subject to change from the relevant agencies. Please check with you flight instructor if you require more information.

6.3 Payment Schedule

Instalments of your course fees are to be made by the schedule designated in your Letter of offer. If your expenses are not paid on time then you won't be allowed to fly until the charges are paid. If you are uncertain of the instalment plan required for your expenses contact the Training Manager david@amberaviation.com.au to acquire a duplicate.

If you decide to terminate your enrolment from a course, please refer to the cancellation/withdrawal/refund section of the Confirmation of Enrolment letter to determine if you are eligible for a refund.

If you have any questions regarding this application or the refund policy please discuss this with Training Manager

Note: dishonoured payments may incur a charge from the bank; Amber Aviation Academy may pass this charge onto the student.

6.4 Payment Method

The institute accepts a number of payment methods for the payment of fees and other charges. Payments can be made by bank transfer or in person at the reception desk of the institute.

Our preferred method of payment is by bank transfer. Details of the institute's bank account (i.e. BSB/Account No.) are noted in the table below.

Please enter your student name and your application/enrolment number on the bank transfer.

Bank	BSB	Account Number
Commonwealth Bank of Australia	063779	10076020

Students can also pay by:

- Cash
- Cheque
- Credit or debit card

6.5 Cancellation, Withdrawal & Refund Conditions

Each applicant acknowledges that they are enrolling in a complete course of study, and are not purchasing a collection of flying hours.

Students applying for a refund must do so in writing to the email info@amberaviation.com.au

Enrolment Fees of Fee \$1500	Non-Refundable
TUITION FEES	
Visa refusal prior to course commencement	Full Refund less \$1500(enrolment fees) or the lesser of 5% of Course money deposited prior to default date
Withdrawal minimum 10 weeks prior to agreed start date no visa granted	Full Refund less \$1500 or lesser of 5% of course fees deposited
Withdrawal minimum 28 days prior to agreed start date with visa granted	No Refund
Withdrawal less than 28 days prior to agreed start date where visa has been granted	No Refund
Withdrawal after the agreed start date and visa has been granted	No Refund
Visa cancelled due to students own actions	No Refund
Course withdrawal by Amber Aviation Academy	Full Refund payable including Enrolment Fee (Course fees plus Enrolment fees)
Provider (Amber Aviation Academy)	Full Refund
Compulsory Student Health Insurance	Refer to OSHC provider Amber Aviation Academy will promptly advice OSHC
Homestay/Accommodation Booking Fees	This service is not provided but may be referred to other provider on request.
Airport Pick-Up Service	This service is not provided by Amber Aviation Academy but may be referred to other provider on request.
Fraudulent or Fake Documents	NO REFUND

Amber Aviation Academy reserves the right to withhold granting the Award attained by the student, if student tuition fees remain outstanding.

6.5.1 Non-Completion of a Course

Non-completion of the Diploma of Aviation (Commercial Pilot License - Aero plane)

The nominal duration of the Diploma of Aviation (Commercial Pilot License – Aero plane) is approximately fifty nine weeks. At this point students are expected to have completed all the required flying and theory, and to have passed their CPL Pre- License assessment.

If a student has not passed their CPL Pre-Licenses assessment by the end of the fifty nine weeks;

- a) The student will be given three months to use any balance left on their account for flight training. The flying account can only be used for flights, landings, briefings and incidental charges by the Institute such as cancellation fees for non-attendance of flights. After the three months has expired, the student’s account will be closed and no refund will be provided.
- b) The student will be charged for all additional flights, landings, briefings and incidental charges after the fifty nine weeks at the price applicable at the time. These prices will be advised in writing if required.

Non-completion of the Diploma of Aviation (Instrument Rating):

The duration of the Diploma of Aviation (Instrument Rating) is thirteen weeks. Students are expected to have completed all the required flying and theory, and to have passed their IFR Pre-License assessment, by the end of the respective period.

If a student has not passed their IFR Pre-License assessment by the end of the course;

- a) The student will be given three (3) months to use any balance left on their account for flight training. The flying account can only be used for flights, landings, briefings and incidental charges by the Institute such as cancellation fees for non-attendance of flights. After the three (3) months has expired, the student’s account will be closed and no refund will be provided.
- b) The student will be charged for all flights after the course end date at the price applicable for the date of the flight. These prices are advertised on the website and in the reception area.
- c) The student will be charged the published price for all landings and briefings that are required beyond the course date.

6.6 Penalty for Late Payment

Additional fee of \$150 will be charged upon any course instalments not done prior to the due date. Another \$150 will be charged for late payment of each subsequent week. In some cases where a prior arrangement has been made with the timing of fee payments and is agreed upon in writing by the Chief Executive Officer, the agreed schedule will be followed.

6.7 Extra Tuition Fees for Excess Flying Hours

Each course has a set amount of theory hours, flying hours and resources allocated to complete.

A breakdown of the hours is included in each student’s Letter of Offer. If a student exceeds these allocated hours, or if they require additional training, they are required to pay for the extra hours in excess of the allocated amount.

Also students who do not attend scheduled/planned training flights as organized by their Flying Instructor

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without reasonable excuse or prior advice will be liable for any aircraft and instructor costs incurred. These costs will be required to be finalized prior to further bookings being made.

6.8 Tuition Assurance

Please refer to AAA – VET Tuition Assurance policy on our website.

Amber Aviation Academy is covered by the Australian Council for Private Education and Training (ACPET)'s Australian Student Tuition Assurance Scheme (ASTAS) for VET Student Loans courses. AAA conforms to the constitution, bylaws and code of ethics of ASTAS. For more information on ASTAS, please visit:

<http://www.acpet.edu.au/services/astas/>

ACPET's Education Services to Overseas Students (ESOS) Act 2000 covers Amber Aviation Academy.

The ESOS Act sets out the legal framework of the delivery of education to international students studying in Australia on a student visa. The Australian Government, through the Department of Education, administers the ESOS Act and its associated regulations.

For more information on ESOS, please visit: <https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>.

7. Course Information

7.1 Introduction

Your pilot instructional class with Amber Aviation Academy is a complex and interesting course including many interrelated theory and practical components. At the start of your course you will be provided with a layout of the course structure for you to advance consistently.

Variants to the course order may occur due to weather conditions, aircraft serviceability or due to your own progress rate.

Assessment is scheduled and conducted in accordance with CASA and ASQA requirements.

7.2 Ground / Flight Theory Integration

Modes of study are face-to-face and commonly referred to as Ground Institute. Ground Institute Attendance is essential to an individual who is enrolled in their corresponding courses. Instruction is integrated and allocates specific days of the week to either ground institute or flying instruction. The ratio of ground institute days to flying days will be weighted initially in favour of ground institute. As theory passes are achieved the majority of the week will be devoted to flying operations.

7.3 Recreational Pilots License (RPL)

Preparing for your RPL is your initial phase in the aviation industry. It is a stepping stone to accomplishing aircraft knowledge, figuring out how to fly an aircraft and familiarizing yourself with Simulator /Plane configurations and manoeuvres. Midway through the RPL you will attempt your First Solo – an invigorating experience to remember. On completion of your RPL you will be more in charge of the airplane in a wide range of circumstances.

7.3.1 Admission Requirements

This course is intended for students that have never flown before.

The Pre-Requisites for the course are;

- A current Class 1 or Class 2 Australian Medical
- Unless secondary study has been conducted in English, an IELTS overall score of 6.0.
- There are no specific academic requirements required for the course, however Year 12 experience in Maths and Physics is recommended.

7.3.2 Course Program

During this stage students learn how to handle the aircraft through simple manoeuvres.

The course runs 5 days a week. Ground Institute days are typically scheduled from 8am – 5pm. flying days are scheduled at varying times depending on the weather conditions. A typical practical session includes a pre-flight briefing, flight and a post-flight debrief.

7.3.3 Course Outcomes

The RPL stage concludes when students pass the Recreational Pilots License Test.

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7.4 Private Pilot License (PPL)

Training for and attaining a Private Pilot License will allow holders to fly an aircraft and carry their own passengers. Navigating an aircraft around Australia with confidence and skill offers pilots freedom, experience and amazing scenic sights.

7.4.1 Admission Requirements

This course is intended for understudies who have finished their Recreational Pilot License (RPL).

The Pre-Requisites for the course are;

- A current Class 1 or Class 2 Australian Medical
- Unless secondary institute has been conducted in English, an IELTS score of 6.0.
- There are no specific academic requirements required for the course, however Year 12 experience in Maths and Physics is recommended.

7.4.2 Course Program

This course is aimed at the student obtaining a Private Pilot License, as issued by the Civil Aviation Safety Authority. Although this license is not vocationally oriented, it is an important entry and exit point for other courses.

The PPL stage concludes when students successfully pass CASA's Private Pilot License test.

7.4.3 Course Outcomes

The student will have a sound level of understanding in the areas of:

- Aircraft General Knowledge
- Flight Rules and Air Law
- Radio Telephony
- Aerodynamics
- Navigation
- Operation, Performance and Flight Planning
- Meteorology
- Human Performance and Limitations

The knowledge areas will be connected to a wide range of circumstances. With the student required to give answers for issues that will be complex and non-scheduled. The student's response should incorporate some theoretical ideas, especially in aerodynamics, and they will be required to comprehend the importance of this theory.

- Leadership will be important in command decision making, dictating the safe continuance or termination of a flight should conditions require such judgment.
- Contingency planning will be required both on the ground and in-flight to allow for variations in weather, aircraft emergencies, and air traffic control requirements.
- The student will have a broad base of skills, which will require continual maintenance, and improvement through currency training. These skills will need to be modified as current practices change with alterations to procedures, other aircraft types becoming available etc., and the student will have to adapt to these changes in the future.

- As the pilot in command of an aircraft, the student will have complete responsibility for the safety not only of his or her passengers, but also of the general public. Organization of passengers prior to embarking on a flight, during a flight, and after landing is an important consideration for the student.

7.5 AVI50215 – Diploma of Aviation (Commercial Pilot License – Aeroplane)

This qualification is part of the Aviation Training Package. It provides students with the skills and knowledge to work as a commercial aero plane pilot. At this level, students will be able to perform a broad range of skilled applications including requirements to evaluate and analyse current practices, develop new criteria and procedures for performing current practices, and provision of some leadership and guidance to others. Amber Aviation Academy provides comprehensive theory instruction, as well as high quality flight instruction, assisting students to pass exams swiftly.

7.5.1 Admission Requirements

This course is designed for students that have never flown before.

The Pre-Requisites for the course are;

- A current Class I Australian Medical
- Unless secondary schooling has been conducted in English, an IELTS score of 6.0. is required.

7.5.2 Course Program

The theoretical knowledge required by a commercial pilot is significantly more complex than a private pilot. This section of the course takes longer, as students learn theory components in far greater depth.

During the CPL stage, students start flying faster and more complex aircraft such as the Cessna 172, Cessna 182, Liberty XL2 or P68 Partenavia.

This part of the course is more exciting for students. Since they hold a Private Pilot License, students can travel (fly-aways). Students need to work on having the capacity to navigate extensive distances and be in charge of aircraft over long outings.

7.5.3 Course Outcomes

On accomplishment of this course the student will be arranged to appear for a CASA led flight test.

7.6 AVI50415 - Diploma of Aviation (Instrument Flight Operations) Advanced

This course is intended for students who hold a Commercial Pilot License. This course will lead to a Multi-Engine Command Instrument Rating (MECIR), required for the Diploma of Aviation (Instrument Flight Operations).

7.6.1 Admission Requirements

The Pre-Requisites for the course are;

- Unless secondary schooling has been conducted in English, an IELTS score of 6.0.
- Class I Medical

7.6.2 Course Program

The Diploma of Aviation (Instrument Flight Operations) is designed for students who already hold a Commercial Pilot License. The course is designed to prepare students for their first job in aviation; either as a Charter Pilot or a First Officer in an airline.

The duration of the course is 13 weeks, and is for students that hold a CPL prior to the course commencing. At the end of the course, successful students will be awarded a Diploma of Aviation, and will qualify for a CASA MECIR assessment.

It is a full time course with compulsory attendance from Monday to Friday. (Extra attendance may be required, depending on weather).

On completion of this course the student will be recommended for a CASA conducted flight test.

7.6.3 Course Outcomes

On completion of this course, the student will have obtained a Commercial Pilot License as issued by the Civil Aviation Safety Authority. The student will also hold a Multi Engine Command Instrument Rating (MECIR). Career paths from completion of this course are numerous, but are essentially all careers that require the basic Commercial Pilot License with instrument flying ability.

These careers include:

- Airline pilot
- Air charter pilot (passenger and freight)
- Aerial survey
- Air ambulance etc.

At the completion of this course, the student will have a thorough understanding of the following:

- Further theoretical training in all subject areas to reach a level of understanding appropriate for a Commercial Pilot License.
- The application of skills over a broad range of situations, particularly dealing with evaluation and management of unpredictable situations. These situations will involve weather and air traffic

control variations, as well as varied passenger requirements.

- Co-ordination skills will also be developed during the course, allowing the student to be able to co-ordinate all the aspects of a commercial flight, from passenger arrangements, to fuel, to freight handling.
- The student will also have a high standard of application of theoretical knowledge and practical skills to individual situations, which will allow the student to select the appropriate flight route, equipment, Air Traffic Control and Flight Service facilities to ensure the safe conduct of a flight.
- The student will also have a high level of command decision making ability, and will be grounded in their responsibilities for the safe conduct of a flight. This responsibility relates to the safe transport of passengers and/or freight, and the conduct of a flight in strict accordance with Civil Aviation Order and Civil Aviation regulation requirements. Students will also be trained in working with team procedures, with development of skills appropriate to a multi-crew cockpit environment.

7.7 AVI50516 - Diploma of Aviation (Instructor Rating) for CPL (Commercial Pilots License) holders

This course is designed for those who possess a commercial pilot license (aeroplane) issued by the Australian Civil Aviation Safety Authority (CASA) who wish to obtain a Flight Instructor Rating. It leads to CASA testing for a Flight Instructor Rating – Grade 3.

Note: To qualify for pilot licenses and ratings, students must undertake flight training and gain the required flying experience in addition to passing the relevant theory examinations.

7.7.1 Admission Requirements:

The Pre-Requisites for the course are;

- Students must hold a current Australian CPL
- Unless secondary schooling has been conducted in English, an IELTS score of 6.0.
- Class I Medical

7.7.2 Course Program

The Diploma of Aviation (Instructor Rating) is designed for students who already hold a Commercial Pilot License.

The duration of the course is 12 weeks and is designed to prepare students for their first job in aviation as a Flight Instructor at a flight training organisation.

At the end of the course, successful students will be awarded a Diploma of Aviation (Flight Instructor), and will qualify for a CASA Flight Instructor (Grade 3) assessment.

There are no scheduled breaks for this course. Extra attendance may be required, depending on weather.

7.7.3 Course Outcomes

On completion of this course, the student will have obtained a Flight Instructor Rating (Grade 3) as issued by the Civil Aviation Safety Authority.

Job prospects are with flying training organisations ranging from Aero Clubs to Airline Academies.

8 General Information

8.1 Feedback

The institute is committed to continually improving the Amber Aviation Academy student experience and would welcome any constructive feedback from all students. Feedback can be sent by email to the Training Manager: David@amberaviation.com.au

8.2 Safety and Security

Safety is our number one priority. We take reasonable care to ensure you are safe, both at institute and whilst flying. We expect all students to take reasonable care, so our institute environment is safe for all staff, students and visitors.

Your instructors will advise and provide direction on the safety procedures for flying as part of your studies, and all safety procedures should be adhered to without exception.

Work Health and Safety is everyone's responsibility and the highest standards of safety can only be achieved with the input of all those concerned (e.g. Staff, students and visitors).

If you notice any unsafe situations you should report it to a staff member immediately. In case of any emergency dial 000.

8.2.1 Fire Safety

As part of the induction process, students will be advised of the fire exits and fire evacuation procedures. Evacuation maps are prominently displayed at each campus.

In the event of a fire:

- evacuate the building via the nearest exit
- do not stop to collect personal belongings
- Sound the alarm
- close all doors on the way out
- call the fire service on 000
- assemble in the evacuation assembly area noted on the evacuation map
- do not enter the building until advised.

8.2.2 Incidents & Injuries

All incidents and injuries, even those of a minor nature should be reported to staff. This will enable the institute to take any corrective action if required.

8.3 Transport and Parking

If you are driving to Essendon Airport by vehicle, you will need to park in the parking areas provided. These include limited 3 and 12 hour parking, as well as paid parking areas. Note that parking is monitored by Parking Inspectors.

Amber Aviation Academy is Located within Essendon Fields, approx. only 10km from Melbourne CBD, and has good access by public transport. This includes a Tram service (59 –Airport West) from or to the city or by linking the tram to Train service via Essendon Station (on the Craigieburn line).

9. Examinations

During your course you will be required to undertake several theory and practical examinations. In many cases your progress through the course is dependent upon a pass in these exams. You are therefore reminded of the importance of carefully planned self-study throughout your course to supplement your classroom studies.

Some of the theory exams have a minimum time between re-sits. Failing these exams may result in you being unable to complete your course in the allocated time. Subsequent attempts and failure to achieve will require a course progression meeting with the Head of Operations and the Training Manager.

Amber Aviation Academy will book all student exams on commencement of your course as per the course schedule. Failure to meet this schedule will result in the exam being cancelled. Students are required to pay for the next re-sit of exam.

9.1 Booking CASA Exams

The institute will book all of a student's CASA exams. This includes the first, scheduled sitting plus any re-sits required.

The institute will automatically book an exam for all students doing a theory unit (e.g.; PPL or CPL modules) and this will typically be scheduled the week after the theory is delivered. If students have not achieved the pre-requisites for an exam, the student will be charged Assessment Services Limited's (ASL's) fee for rescheduling the exam. The institute runs the theory and exam part of the course to a schedule. Students are required to make every effort possible to achieve the pre-requisites prior to the exam date.

Students will also be charged by Amber Aviation Academy an administration fee of \$50 for each exam that a student is required to re-sit or reschedule. This reflects the cost incurred by Amber Aviation Academy for the additional administrative work.

These additional charges will be charged directly to the student's account. Amber Aviation Academy is not liable for students who book their own theory exams through ASL outside of the CPL approved training syllabus.

It is the student's responsibility to keep their studies on track as per set goals.

If an exam is booked based on the goals the student should have achieved, Amber Aviation Academy is not liable for the student's progress under the approved CPL syllabus. This could result in the student needing to complete two hundred hours for their CPL training with an extra ten hours dual and forty hours solo incurring increased course costs and duration.

9.2 CASA Exam Results

Students are required to submit all of their CASA Exam Results to the institute within a week of sitting an exam. The institute keeps a record of all exam results as part of its continuous improvement strategy. The aggregated results of students are analysed and used to improve the theory materials.

Students should submit a photocopy of their exam results (including Knowledge Deficiency Report (KDRs)) to the reception area within a week of sitting the exam.

If a student does not submit their results within a week of their exam, they will be charged the administration fee that CASA charges the institute when they report a student's result directly to the institute. This administration fee is currently \$50 per record, but subject to change without notice.

If a student is found to have sat an exam without informing the institute prior to the exam, they will be charged the CASA administration fee for reporting results, in order for the institute to collect a complete history of that student's exam results.

9.3 ECS Student – Expired Course Students

If you have not completed your Diploma of Aviation (Commercial Pilot License) course within the agreed schedule you will be made an ECS Student – Expired Course Student.

9.3.1 Exams - Expired Course Students

Expired Course Students required to re-sit an exam will be charged \$150 for each re-sit.

9.3.2 Theory - Expired Course Students

Students who have any outstanding exams to sit due to past fails will be required to re-sit the theory. Each topic requiring a re-sit will be invoiced to you at \$650 per topic.

Please Note: You are reminded that even though you are an ECS student, you are still enrolled into a full time course and therefore will be treated as a full time student. Should you not wish to continue as a full time student and become a part time/private student, you will be required to complete a withdrawal form.

10. Institute Rules

10.1 Participation

Your participation is recorded regularly. You must meet certain minimum requirements for fulfilling the requirements of your Diploma.

When a booking has been made for you as part of your course, you are required to attend for that booking in particular bookings for using an aircraft or a simulator. If you miss a scheduled booking, you will be required to pay an additional fee to undertake that flight or simulator session at a later time.

Students can defer or temporarily suspend their studies and be granted a leave of absence for the following circumstances:

- serious illness or injury with a medical certificate stating that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- a traumatic experience which could include:
 - ✓ involvement in, or witnessing of a serious accident;
 - ✓ witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Where the registered provider was unable to offer a pre-requisite unit;

If Amber Aviation Academy initiates suspension or cancellation of a student's enrolment, the student will be informed of this and they have twenty working days in which to access AAA internal complaints and appeals process.

To 'access' the appeals process means to 'initiate' or 'start' the process – there is no expectation that the process must be completed within twenty days.

10.2 Absence

Attendance is mandatory on all scheduled days for either flying or ground studies. If you are ill, phone the Institute at 8am so we can make alternative arrangements for the day. Due to the nature of your training absence has a large effect on the day's program, it is imperative that we hear from you as early as possible. You are also required to provide a medical certificate if you are ill.

Students who are absent for more than five consecutive days without approval will be contacted by AAA staff and counselled accordingly.

10.3 Illness

If you become ill while at AAA, advise your instructor immediately. We may be able to provide some basic first aid, otherwise we can arrange transport home or to a doctor.

10.4 Flight Booking Procedure

All bookings are to be made by your instructor (dual and command) because:

- Your instructor makes sure all of your flights comply with the Part 61 Manual of Standards (MOS) requirements.
- Your instructor can monitor your course costs.
- Your instructor is in charge of the sequencing of your flights according to the training file and syllabus.
- If you cannot get the bookings in the required time frame you may be placed on the standby list at the front desk .You will be notified of availability due to cancellations.

10.5 Flight Cancellation Procedure

- Be at the institute prepared and ready to go for your flight 30 minutes before departure.
- Non-attendance of your flight will be noted in your record.
- If you are sick you must notify the front desk at least one (1) hour prior to your scheduled departure. You are required to produce a medical certificate within forty-eight (48) hours of your illness. Failure to do so will result in you being invoiced at the rate of \$50 per hour.
- You won't be able to fly until the above amount is paid. It will not be taken off your account.
- If you wish to cancel due to weather, the reason for cancellation must reflect the alternate minima requirements or another legal requirement. i.e. Visibility less than 8km, more than SCT cloud below 1500ft, Inter/Tempo/Prov/Prob, unable to maintain VMC or height minima from populated or unpopulated terrain. ("Weather is bad" is not an acceptable reason for cancellation).
- Cancellations may only be made by an instructor. Cancellations must be discussed with the instructor signing you out and the instructor will advise the front desk of any cancellations.
- It is the student's responsibility to check their bookings for the following day by email
- If bookings are changed or cancelled outside the forty-eight hour period the student will be notified of the adjusted booking via email.
- To receive regular notifications of changes of cancellations and rescheduling, it is the student's responsibility to update their contact details such as emails and phone numbers with the front desk.
- For any other cancellations, you must notify the institute at least two days in advance.

11. Code of Practice

Below is an outline of the Code of Practice adopted by AAA. We adhere to this code of practice to ensure you receive the best possible training, in a stimulating and enjoyable environment.

11.1 Educational Standards

- Amber Aviation Academy will deliver courses of the highest standard meeting all Civil Aviation Safety Authority and ASQA and ESOS / CRICOS and other regulatory guidelines.
- Accredited courses will be vocationally oriented ensuring students achieve qualifications that place them in the best position to obtain employment.
- Instructors will maintain a high level of professional etiquette at all times when dealing with students.
- A high standard Educational Facilities and resources will be available to ensure successful delivery of the courses.

11.2 Marketing

- All marketing by AAA will be accurate, clear and will never be vague or misleading.
- When providing information to prospective students, no false or misleading comparisons will be drawn with any other provider or course.
- For marketing of our courses further information is available on <https://amberaviationacademy.com.au/>.

11.3 Trainee information

Prior to commencement of training, each trainee will be provided with this Student Handbook outlining the following:

- Admissions procedures and criteria;
- Assessment procedures;
- Grievance/appeal procedure;
- Facilities and equipment available and/or required; and
- Trainee support services.

Additionally, trainees will also be provided with the following prior to commencement of training:

- Copy of the Company Code of Practice.
- Copy of the refund policy.
- Outline of the course showing competencies to be achieved.
- Fee schedule for the course.
- Familiarity with the AAA website <https://amberaviationacademy.com.au/>.

11.4 Recruitment

- The recruitment of trainees for any course provided by AAA will be ethical, honest and not misleading.
- Trainee applications will be evaluated on the basis of the likelihood of the trainee achieving the competency standards required for the course. This evaluation will be conducted by the Head of Operations and/or the Training Manager.

11.5 Alumni Association

Amber Aviation Academy aims to prepare students for the thriving global aviation industry. We hope that our graduates' join airlines, business jet operators, charter operators, as Air Ambulance pilots or Agricultural Pilots. Wherever you are, we welcome you to join our Alumni and become role models for our current students.

Please contact the Training Manager: David@amberaviation.com.au to become part of our prestigious AAA Alumni.

11.6 Disciplinary Procedure

To guarantee all learners, workers, temporary workers and course members get the best value from their time with us; we maintain the authority needed to expel any person(s) who show a disregard to the Code of Conduct. Unacceptable behaviour such as listed below may end up in expulsion:

- Continuous interruptions to the trainer whilst delivering the course content
- Smoking in non-smoking areas
- Being disrespectful to other participants
- Harassment by using for example offensive language
- Sexual harassment
- Acting in an unsafe manner that places themselves or others at risk
- Refusing to participate when required in group and other learning and training activities
- Continued absence at required times
- Being under the influence of alcohol or illegal drugs

Any person who is asked to leave has the right of appeal through the grievance process.

11.7 Grievance Procedure:

This policy is to provide a framework for student/client grievances to be raised and resolved in a fair, transparent and equitable manner, and where relevant, for the company to take corrective action to improve the student/client experience and outcome.

The company is committed to providing a high quality educational experience for all our students and clients. Our aim is to provide a safe and professional service, and for every student and client to be satisfied with their experience of the company.

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

The following outlines the procedure for students who have a grievance with Amber Aviation Academy:

➤ Stage 1 – Raise Issue or Complaint

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Student or clients need to raise awareness of their issues / problems, either by e-mail, phone or face-to-face, and discuss it with the relevant staff. This may be the instructor or Training Manager.

➤ **Stage 2 – Submit Complaint**

- If the issue /problem remain unresolved at the informal discussion, a Complaint Form (copy from the internet or hard copy from the front desk admin.) should be completed within one (1) week of the informal discussion.
- The completed and signed Complaint Form should be emailed to the Training Manager David@amberaviation.com.au .
- The Training Manager will acknowledge via email the receipt and will facilitate the complaint resolution process.

➤ **Stage 3 – Escalate Complaint to Executive**

- If at this stage the complaint stays unresolved, the issue will be escalated to an executive, typically the CEO. The executive will conduct further investigations and determine a resolution.
- The executive or the Training Manager will inform the complainant of the executive resolution.
- A corrective action, as required, to enhance the student/client experience will be taken
- Students will also be expected to abide by the resolution achieved.

➤ **Stage 4 – External appeal**

If the student/client is not satisfied with the way their complaint has been handled, they can appeal to an independent, external mediator. In Victoria you may lodge a formal complaint with the Training Advocate on 1800 006 488.

When referring to an external appeal the student/client must:

- Be willing to negotiate in good faith.
- Consider a range of options for solution of the dispute.

The following outlines the procedure that AAA will follow when attempting to resolve a grievance:

1. Attempt to resolve the dispute internally.
2. Commence hearing a formal appeal within ten working days of the formal lodgement of the complaint or appeal and the supporting information. All reasonable measures will be taken to finalize the process as soon as possible.
3. Students have the right to be accompanied by a support person of their choice.
4. Provide a written report or statement to the student of the outcome of their appeal.
5. Refer students to the Training Advocate's State Office when all attempts to resolve dispute internally have failed.
6. Provide an interview room to accommodate the mediation session.
7. Share costs of the mediator on an agreed or negotiated basis.
8. Be willing to negotiate in good faith.
9. Consider a range of options for solution of the dispute.

12. Student Outcomes

All the proposed courses satisfy Civil Aviation Safety Authority (CASA) licensing requirements. The Australian (CASA) standards are internationally recognized. The proposed courses are also aligned with the ASQA and other course regulatory bodies.

12.1 Diploma of Aviation (Commercial Pilot License – Aeroplane) – AVI50215

Meets the standards of the Civil Aviation Safety Authority Pilot License - Aero planes (CPL), and students are issued with a CPL on completion of the course.

12.2 Diploma of Aviation (Instrument Rating) – AVI50415

Meets the standards of the Civil Aviation Safety Authority Commercial Pilot License - Aero planes (CPL). Standards are also met for the issue of a Multi-Engine Command Instrument Rating (MECIR). Students are issued with a CPL and MECIR on completion of the course.

12.3 Diploma of Aviation (Instructor Rating) – AVI50516

Meets the standards of the Civil Aviation Safety Authority Commercial Pilot License - Aero planes (CPL). Standards are also met for the issue of a Flight Instructor Rating. Students are issued with a CPL and a Flight Instructor Rating (Grade 3) on completion of the course.

13. Training

13.1 What is accredited training?

Accredited Training is training delivered by a Registered Training Organization (RTO) from an Industry Training Package (ITP) or an Accredited Training Package which are recognized nationally. Amber Aviation Academy is a Registered Training Organization with all training undertaken in accordance with the Australian Quality Training Framework (AQTF). AAA is registered to deliver training in Victoria through the Australian Skills Quality Authority (ASQA).

As your course is nationally recognized, on completion your certificate will display the Nationally Recognized Training logo and the ASQA logo.

14. Competency Based-Training and Assessment

14.1 What is competency?

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. Aspects of work performance included in this concept involve:

- Performance at an acceptable level of technical skill;
- Organizing one's tasks;
- Responding and reacting appropriately when things go wrong; and
- Transferring skills and knowledge to new situations and contexts. Standards are statements of the required workplace levels of performance.

For further information on competency based assessment please refer to www.training.gov.au

14.2 Assessments, Examinations & Results

Theory assessments: Students may be assessed in a number of ways including (but not limited to) online multiple choice, short answer responses, case studies and paper based essays.

Practical assessments: Methods of assessment may include (but not limited to) practical observations and simulated tasks.

Deferment of assessments: Where extenuating circumstances exist, a student may apply for a short deferment of an assessment. Applications to defer assessments must be received at least five (5) working days prior to the examination date.

Results - the results of summative examinations will be published on "FSM SMART CLASS" in approximately ten working days from the date of the assessment.

Assessment Re-sits: Students who are deemed Not Yet Competent in an assessment or who do not pass a examination may apply for an assessment re-sit. Students must meet the requirements of the resit process and which should be discussed with the Training Manager.

The student must apply a minimum of five working days prior to assessment re-sits.

Regulatory examinations require a minimum waiting period of thirty days prior to assessment re-sits provided the student attends the required remedial training. Should the student choose not to attend remedial training, a ninety (90) day waiting period applies for examination re-sits as per the relevant Aviation regulations.

If the student is caught cheating, the examination will be declared void and the student will not be permitted to sit any examinations for twelve months from the day of the declaration.

Appeals - If a student is not satisfied with the result (marks) for any final assessment, a re-assessment may be requested through an appeal process. (refer to AAA Policy and procedure <https://amberaviationacademy.com.au/>).

14.3 Assessment Principles

AAA ensures that it follows the principles of assessments. For an effective assessment system in a

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competency based environment, some basic principles will apply.

High Quality assessments means ensuring assessments have:

- Validity
- Reliability
- Flexibility
- Fairness

14.4 Rules of Assessment:

The assessment evidence collected and provided for adjustment is consistence across the range and that there is

- ✓ Validity
- ✓ Sufficiency
- ✓ Currency
- ✓ Authenticity

14.5 Assessors

The role of an assessor is to objectively assess and judge a candidate's evidence against a set of standards. In order to do this effectively, an assessor must have a sound knowledge of, and be skilled in, the relevant industry area. In addition, the assessor must have acknowledged competency in assessment itself and hold an appropriate Certificate IV in Training and Assessment or equivalent.

An assessor must:

- Interpret and understand the criteria;
- Ensure that evidence meets the standards;
- Ensure that evidence is valid, authentic, reliable, consistent, current and sufficient; and
- Use expertise to make fair and objective judgements.

14.6 Forms of Evidence

In general, basic forms of skills evidence include:

- Direct performance evidence - current or from an acceptable past period - from:
 - extracted examples within the workplace;
 - natural observation in the workplace; and
 - simulations, including competency and skills tests, projects, assignments
- Supplementary evidence, from:
 - oral and written questioning; personal reports; and
 - Witness testimony.
- Appropriate and valid forms of assessment utilised for both skills and knowledge may include:
<https://amberaviationacademy.com.au>

15. Flexible Learning Strategies & Assessment Procedures

Flexible learning and assessment procedures form part of our learning and assessment strategies. We customize our training/assessments to meet your specific needs. If you are having difficulty achieving competency in any module please discuss the matter with your trainer/assessor and where possible alternative learning/assessment strategies will be provided to you.

15.1 Recognition of Prior Learning

All participants are offered the opportunity to apply for Recognition of Prior Learning and Current Competency on an individual basis prior to the course commencement. Applicants should complete an Application for Recognition of Prior Learning form available from our office. The Recognition of Prior Learning process allows participants to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific modules within their course. All Recognition of Prior Learning applicants will be asked to provide evidence to support their claim and this should be attached to the application form. Examples of evidence might include;

- documentation such as Training Records and certificates issued by other training organisations,
- course completions of previously studied courses.

All assessments of Recognition of Prior Learning applications are reviewed by staffs that are qualified to conduct the assessment. From time to time or when deemed necessary, we will have an additional person or subject expert be part of the assessment process.

Participants may request a review of the Recognition of Prior Learning decision through our grievance procedure.

Prior learning can be recognised for a student who has completed training for the following certified levels of competence:

- RPL passed.
- RPL passed and Private Pilot Licence theory examination credit (PPLA).
- Private Pilot Licence
- Private Pilot Licence held and Commercial Pilot Licence theory examination (CPLA) credit.
- Commercial Pilot Licence
- Commercial Pilot Licence held and Instrument Flight Operations Rating theory examination (IREX) credit.

No recognition will be given to theoretical training other than that covered by the above examinations.

Amber Aviation Academy reserves the right to conduct an English language test.

15.2 Mutual recognition, and recognition of current competency

Amber Aviation Academy recognises any appropriate existing competencies and qualifications issued by a bona-fide RTO, in accordance with AQF and ASQA requirements.

These Qualifications and Statements of Attainment are to be recognised at enrolment through the Recognition of Prior Learning process provided they have been achieved within the previous two (2) years and provided it is relevant to the course to be undertaken.

The qualification is to be checked for currency against the current training package, and that the applicant's skills as represented by the qualifications and/or Statements of Attainment are still current.

Where any competency is found to be lacking, further training and/or assessment may be required to gain full recognition.

The Student's Course Information will be adjusted accordingly to reflect the modules granted. Where an application for Mutual Recognition of an existing qualification is made, then the Head of Operations and/or the Training Manager must ensure that:

1. the qualification has been issued by an existing RTO
2. the applicant has been enrolled in that RTO
3. the Applicant is competent to complete a practical assessment if there is any doubt.

15.3 Issuing of Certificates:

Assessment determines whether a participant is competent or not yet competent in each module of their particular course. On completion of their course, participants are issued with a certificate listing the modules where competency has been achieved. A letter of attainment is available for all courses. A Statement of Attainment is issued on successful completion of a number of the modules of an accredited course. A Certificate is issued when the student has completed all required modules and competencies of the accredited qualification. <https://amberaviationacademy.com.au/>

16. Welfare & Guidance Services

We endeavour to provide welfare and guidance to all students/clients. This includes:

- Workplace Health and Safety
- Support in finding accommodation
- learning pathways and possible Recognition of Prior Learning opportunities
- Provision for special learning needs.
- Provision for special cultural and religious needs.
- Provision for special dietary needs.
- Specific support needed by international students.

16.2 Workplace Health and Safety

The following websites dictates AAA's adherence to workplace safety and ensuring that learners are provided with safe environment for learning.

<https://www.worksafe.vic.gov.au/laws/ohs>

16.3 Anti-Discrimination

Amber Aviation Academy Pty Ltd commits to equal opportunity, value of diversity in employment and education and recognizes the rights of staff, visitors & contractors to work & operate in an environment free from harassment, bullying and unlawful discrimination.

Amber Aviation Academy complies with all the anti-discrimination legislation and maintains equality with all training and non-training staff, maintaining a fair environment and allows opportunities to be shared by all persons.

16.4 Privacy Policy

Amber Aviation Academy is required to meet the requirements of the Federal Privacy Act as they apply to private sector business and the Training Manager is the Privacy Officer as defined by the Act.

In addition privacy provisions of the Australian Quality Training Framework apply to the delivery of all Nationally Recognized Training by Amber Aviation Academy.

It is a requirement of the Australian Qualifications Framework that students can access personal information held by the institute and may request corrections to information that is incorrect or out of date.

All staff and student records are retained as confidential and normally are only accessed by the student or staff member themselves. However, under the requirements from the Higher Education Support Act and the ASQA, access may be given to Government officers for the purposes of audit.

Access to student or staff records by a third party can only be obtained by the student requesting such access in writing.

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the each state Government who are the registering authority. The requirements of the registering authority may require the release of student and instructor personal information for the purposes of audit or for collection of data by Commonwealth and State Government departments and agencies.

Personal information is only collected from the individual concerned and individuals may refuse to provide information they consider to be sensitive.

We audit and review data to make sure personal information is accurate, complete and up to date. Individuals can gain access to their personal information for the purposes of review and correction in consultation with the Training Manager.

All reasonable steps to protect personal information from misuse, loss, unauthorized access, modification or disclosure including password protection of electronic files, secure storage of paper files and secure backup of data.

Students may have an identifier assigned to them by Amber Aviation Academy for the purposes of maintaining its electronic records or for collection of data by Commonwealth and State Government departments and agencies.

Anonymity is not possible for students as Amber Aviation Academy is a Registered Training Organization that delivers and assesses training, charges fees, provides fee refunds, records participation in training, records achievement of competency and issues Awards and Statements of Attainment to individuals.

Our documents clearly express policies on management of personal information, and provide the policies to anyone who asks.

Individuals have a right to seek access to their personal information and make corrections. The Training Manager will handle access to files and correction to incorrect or out-of-date information.

Amber Aviation Academy does not transfer personal information outside the state of collection.

16.5 Cultural Relevance

Any individual is welcome to participate in Amber Aviation Academy training programs, irrespective of cultural back-ground. Participants who wish to undertake courses that have prerequisite standards and competencies will be counselled and made aware of support programs and assistance. Events of major cultural importance to the participant will be acknowledged and (where practical) allowance made for their observance.

16.6 Language, Literacy and Numeracy (LLN)

AAA aims to provide a positive and rewarding learning experience for all our students. Our enrolment form asks students to provide information regarding their LLN requirements or any other special learning needs. In the event of LLN becoming an issue, the Training Manager will contact the student to discuss their requirements. Where LLN competency is essential for course students, every effort is made to ensure that students are adequately supported to enable them to complete their training. CASA has its own LLN requirements and assessments for course entry into the Aviation courses.

16.7 Staff Responsibilities for Access/Equity & Equal Opportunity Issues

The Training Manager is responsible for any enquiries related to Equity and Access Issues where needed he will refer them to the appropriate staff member. That Officer is also the access and equity officer for Amber Aviation Academy so if you are experiencing any harassment or discrimination, refer the matter in writing to them at Davidcutmore@amberavaiation.com.au

Amber Aviation Academy provides equal opportunity in employment and education. Each of our staff members has responsibility for access and equity issues for all students/clients. All staff is expected to act in accordance with our Code of Practice and all students/clients are made aware of their rights and responsibilities through this Student Handbook. Also our website gives more details: <https://amberaviationacademy.com.au/>

16.8 Feedback/Evaluation

Amber Aviation Academy actively seeks staff and student feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement and highest quality delivery and services. We monitor compliance with AQTF standards and our policies and procedures through the use of evaluations at the completion of courses/traineeships. Any grievances or deficiencies are documented to ensure appropriate follow up action is taken.

16.9 Appealing an Assessment

In rare instances, it is possible that you may wish to challenge an assessment outcome. If this is the case, then:

1. speak with your Instructor in the first instance and if unresolved
2. present the request in writing to the Training Manager and if un- resolved
3. Refer the matter to ASQA for process based problems.

You have the right to represent yourself at all forums where the issue is being discussed and you will have the matter heard within five (5) working days of lodging your notification. The outcomes and the reasons for it will be given to you in writing.

Appendix



Australian Government
Civil Aviation Safety Authority

Form 078

Authority to Release Information
Flight Crew Licensing

I, _____ (print name in full), ARN:

Hereby AUTHORISE the Civil Aviation Safety Authority (CASA) to release the following information to the organisations listed below (tick relevant items):

- my Australian Flight Crew Licence (including ratings)
- my Aviation Reference Number (ARN)
- my current Aviation Medical Certificate including any conditions attaching to that Certificate
- details of any suspensions / cancellations of my FCL Licence and any action brought against me by CASA
- other records (please list below)

Organisation One:

Name of Organisation:	
Name of Person:	
Email Address:	
Fax Number:	

Organisation Two:

Name of Organisation:	
Name of Person:	
Email Address:	
Fax Number:	

This Authority remains in effect for a period of 12 months or until ____ / ____ /20 ____ .
(Enter the date if the period is less than 12 months)

Signed:

Name: _____

Date: ____ / ____ /20 ____

Complaints & Appeals Form

AMBER AVIATION ACADEMYPTY LTD

CRICOS PROVIDER CODE: _____ RTO CODE: _____

COMPLAINTS and APPEALS FORM

Complainants should read the Amber Aviation Academy Complaints and Appeals

Policy before completing this form

Stage One (Academic) – Informal

The first step is **direct communication** between the complainant and respondent to allow both parties to discuss their point of view and attempt to resolve the problem. The complainant should communicate the matter to the relevant staff member within **5 working days** of becoming aware of the problem. In most cases resolution may be verbal and investigation into the complaint will commence within **48 hrs** of the complaint being made.

Stage Two (Academic) - Formal Complaints & Appeals Process

If, after undertaking Stage One, or in situations where Stage One is not possible, the complainant should **lodge their complaint in writing** (using the relevant form) to the Registrar (or nominee) within **5 working days** of the receipt of the stage one response . Within **48 hrs**. Amber Aviation Academy will commence an investigation into the complaint. Within **5 working days of receipt of the appeal**, the Registrar (or nominee) will **provide in writing the outcome** of this step of negotiations to both Complainant and respondent.

Stage Three (Academic) - Appeals and Complaints Committee

Where the complainant is unsatisfied with the outcome of Stage Two and believes that:

- they did not have sufficient opportunity to present their case to the decision maker; or
 - the process was not carried out in accordance with Amber Aviation Academy policy or procedures;
- or

- the decision was made contrary to the evidence provided;

The complainant can lodge a written statement of their complaint with the Chief Executive Officer. This statement should be lodged within **5 working days** of receiving the written notification of the outcome of Stage Two negotiations

Stage Four - External Agencies

Where the complainant is unsatisfied with the outcome of the Stage Three and believes that at the Appeals and Complaints committee the process was not carried out in accordance with Amber Aviation Academy policy or procedures they may request that the matter to be referred to Amber Aviation Academy's nominated independent appeals reviewer.

Independent Appeals Reviewer:

This independent agent will review the case, seeking input from all parties before making recommendations to Amber Aviation Academy within **15 working days**.

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Note: If the complainant decides to proceed with Stage four, they should notify the College of this, so that time is allowed for this process.

STUDENT DETAILS

Given name: _____ Student ID: _____

Family name: _____ Date of birth: _____

COMPLAINT DETAILS (tick off the correct box)

- Assessment Outcome
- Marketing & Advertising
- Fees & Charges
- Workplace Health & Safety
- Record Management
- Student Refund
- Access & Equity
- Training Resources
- Other

Complainant Comments:

Complainant Signature: _____

Date: _____

AMBER AVIATION ACADEMY OUTCOME – Office Use Only

Date grievance was addressed: _____

Name of person addressing the complaint: _____

1st Stage: _____ Follow up date: _____

Result of investigation/ intervention:

Name of person addressing the complaint:

2nd Stage: _____ Follow up date: _____

Result of investigation/ intervention:

Name of person addressing the complaint:

3rd Stage: _____ Follow up date: _____

Result of investigation/ intervention:

Corrective Action Taken: Yes No

Reasons for final decision:

Refund Request Form

Student request	
Name:	
Student number:	
Course:	
Reason for request:	
Deposit Account: Please note refunds will only be paid via electronic transfer. Please nominate an authorised account for deposits:	
Account Name:	
BSB:	Ac No:
I authorise refunded amounts to be deposited into the above nominated account.	
Sign:	Date:

CEO action	
Name:	
Action:	<input type="checkbox"/> Approved <input type="checkbox"/> Not approved
Reason for decision:	
Sign:	Date:

Application for Course Deferment / Transfer / Withdrawal

Student request	
Name:	
Student number:	
Course:	
Request type:	<input type="checkbox"/> Defer enrolment for up to 12 months <input type="checkbox"/> Transfer enrolment to an alternate course <input type="checkbox"/> Transfer enrolment to another RTO (international students only for enrolments less than six months. <input type="checkbox"/> Withdraw from the course and terminate enrolment
Reason for requesting course withdrawal:	
Sign:	Date:

CEO action	
Name:	
Action:	<input type="checkbox"/> Approved <input type="checkbox"/> Not approved
Reason for decision:	
Sign:	Date:

Recognition of Prior Learning Application

APPLICATION FORM - PART A

Name: _____

Address: _____

State: _____ Post code: _____

Telephone: _____ Mobile: _____

Email: _____

Course which Applying for RPL: _____

Course Code: _____

Unit/s of Competency for which you are applying: _____

WRITTEN EVIDENCE ATTACHED: YES/NO

Description: _____

Student Support Referral Programs

Course information

PUBLIC SPEAKING / PRESENTATION SKILLS

Provider Victoria University
Course Name Professional Public Speaking
Study mode Face-to-face workshop
Location Melbourne CBD Campus, 196 Flinders Street
Contact 1300 842 864

Provider Swinburne University
Course Name Public Speaking and Presentation Skills
Study mode Face-to-face workshop
Location Melbourne CBD Campus, Flinders Street
Contact 1800 633 560

Provider Phil Schibeci
Course Name Public Speaking workshops Melbourne
Study mode Face-to-face workshop
Location Melbourne CBD
Contact 0409 848 840

WORD PROCESSING SKILLS

Provider Odyssey Training
Course Name MS Word Introduction
Study mode Face to Face
Location Melbourne CBD
Contact 1300 793 951

Provider New Horizons Training Centre
Course Name MS Word 2013 level 1
Study mode Face to Face
Location Melbourne CBD
Contact 1300 794 006