

# STUDENT HANDBOOK



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Approved by: Training Administration Manager 01/11/2023 R: 7  
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## WELCOME TO AVIATION AUSTRALIA

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

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

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

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

## MESSAGE FROM THE CEO

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

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

The decision to study at Aviation Australia represents a significant commitment on your part. Be assured that Aviation Australia is also making a commitment to guide, support and encourage you. During your time at Aviation Australia, you will have many exciting opportunities to share ideas, and to participate in a rich training, cultural and social life. I hope that the experience you gain from studying at Aviation Australia will equip you with the confidence to develop your career and provide you with a qualification that will bring you many future opportunities.

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

Yours sincerely,



William Horrocks  
Chief Executive Officer, Aviation Australia



## OUR CAMPUSES

<b>Brisbane (Head Office)</b>	<b>Student Services</b>
<p>Address: 15-25 Boronia Road, Brisbane Airport, QLD 4008</p> <p>Postal: PO Box 1038, Eagle Farm QLD 4009</p> <p>Phone: +61 7 3860 0900    Email: <a href="mailto:info@aviationaustralia.aero">info@aviationaustralia.aero</a></p>	<p>Email: <a href="mailto:studentservices@aviationaustralia.aero">studentservices@aviationaustralia.aero</a></p> <p>Phone: +61 7 3860 0915 / +61 7 3860 0997</p> <p>Mobile: 0408 787 736</p>
<b>Cairns</b>	<b>Darwin</b>
<p>Address: 1 Tom McDonald Drive, Cairns Airport, QLD 4870</p> <p>Postal: PO Box 139, Stratford QLD 4870</p> <p>Phone: +61 7 4034 8101    Email: <a href="mailto:casc@aviationaustralia.aero">casc@aviationaustralia.aero</a></p>	<p>Address: 1 Fenton Court, Eaton, NT 0820</p> <p>Phone: +61 8 8992 9933    Email: <a href="mailto:casc@aviationaustralia.aero">casc@aviationaustralia.aero</a></p>
<b>Melbourne</b>	<b>Perth</b>
<p>Address: Hangar 85, 2-6 Bristol Street, Essendon Fields, VIC 3041</p> <p>Phone: +61 3 9674 8783</p>	<p>Address: 1C Eagle Drive, Jandakot Airport, WA 6164</p> <p>Phone: +61 8 9414 8320</p>
<b>Mareeba (North Queensland)</b>	<b>Ballina (New South Wales)</b>
<p><i>Located at Mission Aviation Fellowship (MAF)</i></p> <p>Address: 37 Vicary Road, Mareeba Airport, QLD 4880</p> <p>Phone: +61 7 3860 0900 (calls via Brisbane Campus)</p>	<p><i>Located at White Star Aviation</i></p> <p>Address: 210 Southern Cross Drive, Ballina NSW 2478</p> <p>Phone: +61 7 3860 0900 (calls via Brisbane Campus)</p>
<b>Armidale (New South Wales)</b>	<b>Kuala Lumpur (Malaysia)</b>
<p><i>Located at White Star Aviation</i></p> <p>Address: 11 Peter Monley Drive, Armidale NSW 2350</p> <p>Phone: +61 7 3860 0900 (calls via Brisbane Campus)</p>	<p><i>Located at CAE Kuala Lumpur Sgn Bhd</i></p> <p>Address: Lot PT 25B, Jalan KLIA 55, Southern Support Zone, KLIA, 64000 Sepang, Selangor Darul Ehsan, Malaysia</p> <p>Phone: +61 7 3860 0900 (calls via Brisbane Campus)</p>

## ENROLMENT

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

### Induction and Orientation

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

- Course outline, outcomes, and qualifications
- Assessment procedures
- Payment of tuition fees
- Policies and Procedures
- Facilities and amenities
- Online access - LaunchPad overview

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

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

### Tertiary Transport Concession (Queensland only)

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

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

### Student ID Card (full time students only)

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

⚠ If you need to replace your Student ID card - this is a cost of \$20.00 AUD (*subject to change - current at October 2020*)

### Learning Management System

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In addition to online training resources, our learning management system, LaunchPad contains important information about your enrolment including access to Policies & Procedures, Timetable and courseware (if applicable to your course). During Induction, or prior to commencement, we will assist you with accessing LaunchPad.

➔ LaunchPad can be accessed via the LaunchPad link on the Aviation Australia [WEBSITE](#)

### Change of personal details (including emergency contact / third party authority)

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

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

### Change of course enrolment (defer, suspend, cancel, transfer)

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

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

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

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

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

### Compassionate and Compelling Circumstances

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

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

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

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

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

## Fees and charges

Your enrolment documentation will contain details regarding applicable course fees and charges, along with any payment terms.

### Certificate 3 Guarantee (C3G) – Skills Assure Supplier

For courses funded under the C3G program with the Queensland Government, fees are calculated in accordance with the current program policy document. If the student is eligible for C3G funding, the amount of C3G funding available (as per the Priority Skills List published by DESBT) may not cover the full course fee. If this is the case, a Co-contribution Fee may be required. The relevant Co-contribution Fee will be listed in your Enrolment Confirmation. A concession may also be applicable if the student holds a Health Care Card, Pension Card or other approved concession card.

A course deposit fee may be required to secure your position on the course. Full course fees are payable as noted on your Enrolment Confirmation letter and may include the option of a Payment Plan. Fees are subject to change during your course duration.

Any included costs will be listed in your enrolment documentation. Students should supply their own:

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

### Additional Fees

Your enrolment documentation will provide details on any course specific additional fees that may be payable during your course enrolment.

Standard additional fees include:

Item	Fee
Student ID Card Replacement Fee	AUD \$20.00
Certificate Re-Issue Fee	AUD \$50.00
<i>(subject to change - current at October 2020)</i>	

## Refunds

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

## Course attendance and progress

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### Course Attendance

Students undertaking training at Aviation Australia are expected to participate in all scheduled classes, examinations and assessments during your enrolment. For international students on a visa - this is a visa condition that you must maintain.

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

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

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

### Course Progress

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

Employers frequently request information on student course progress and attendance when forwarding resumes and applications.

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

## Recognition of prior learning (RPL) & Credit transfer (CT)

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Credit Transfer (CT) is an exemption for a Unit of Competency after having achieved it previously. To be awarded CT, students must provide valid certification with the listed Unit of Competency from a Registered Training Organisation. Where a CT is awarded for a unit, no fees will be applicable for that unit.

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

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

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

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

## Assessments and examinations

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

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

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

**Results** - You can view your results and access your Coaching Report immediately following your examination via your Examination Login. Student Enrolment Summary Reports are available upon request – requests can be emailed to [trainingadmin@aviationaustralia.aero](mailto:trainingadmin@aviationaustralia.aero). Please allow 3 business days for processing.

**Re-sits** - Students who are deemed ‘Not Yet Competent’ in an examination/assessment within their course are able to undertake a resit of the examination/assessment. As required by the relevant Aviation Regulations, examinations require a minimum waiting period of thirty (30) days prior to re-sit - provided the student attends enough remedial training. Should the student choose not to attend remedial training, a ninety (90) day waiting period applies.

**Re-assessments** – Students who are deemed “Not Yet Competent” in an assessment within their course are able to undertake re-assessments as practicable and furthermore at the discretion of Aviation Australia.

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

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

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

## Learner Support

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

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

### LLN Support Plan

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

- <http://auspeld.org.au/resources/>
- <http://dyslexiaassociation.org.au/what-is-dyslexia>

### Remedial Training

Aviation Australia provides remedial training for students who may be experiencing difficulty in keeping up with the pace of the course. Remedial classes are available weekly through the Training Department. Should remedial sessions not be sufficient or if the student feels they need external learning support, Aviation Australia can put the student in contact with an external learning support provider. Please note this may come at an additional cost. See ‘Student Services’ section for information on non-study related support that Aviation Australia can provide.

## Unique Student Identifier (USI)

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

➔ Website – [Unique Student Identifier](#)



## Course completion and certification

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Certification will be issued within 30 days of final assessment. All tuition fees must be paid in full prior to certification being issued. Certificates will be provided via email in most cases, unless a Graduation Ceremony has been organised.

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

! If you need a reprint of your Certificate this is a cost of \$50.00 AUD (*subject to change - current at October 2020*)

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

## POLICIES AND PROCEDURES

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

### Student Code of Conduct

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

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

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

### Discrimination, Bullying and Harassment

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

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

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

### Smoking, Drugs and Alcohol

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

Persons found to be under the influence of drugs or alcohol will not be permitted to work on aircraft or any other projects and will be denied access to all Aviation Australia facilities. The aviation industry employs zero tolerance in relation to the non-medical use of drugs. Many aviation companies perform drug testing prior to any offer to prospective employees.

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

### Complaints and appeals

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Aviation Australia has a fair and equitable process for dealing with student complaints and appeals. In the event that complaints cannot be resolved internally, we will advise the student of the appropriate body where they can seek further assistance. All written complaints and appeals will be treated in confidence and a decision relayed to the student as soon as possible. Aviation Australia will maintain the students' enrolment throughout the process; however Aviation Australia reserves the right to withhold learning opportunities (such as examinations) should it be deemed the most appropriate temporary solution.

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

## Uniform and dress standards

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

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

### Flight Safety Training [Cabin Crew]

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

! Refer to the Grooming Guide provided on enrolment

### Technical Training

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

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

All jewellery and watches shall be removed while undertaking any activity which may lead to injury as a result of jewellery becoming caught or entangled (e.g. drilling, riveting, metal-forming or any aircraft maintenance practical activity). Sun-screen should be used to provide protection for exposed skin in outdoor activities.

## Work Health and Safety

Aviation Australia is committed to achieving and maintaining the highest practicable standards of Work Health and Safety for its staff, students, contractors and visitors. Aviation Australia accepts its responsibility to provide the resources, direction and support to achieve this commitment. Aviation Australia has an obligation to provide (as far as is practical):

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

Aviation Australia requires all staff, students, contractors and visitors to act responsibly and to comply with statutory requirements and all safety Policies, Standards and Guidelines. Students at Aviation Australia have the following obligations under the Work Health and Safety Act:

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

Students failing to comply with these legal requirements are in breach of the WHS Act and may face fines and/or disciplinary action - and also in breach of Aviation Australia's Policies & Procedures - which may result in suspension or cancellation of enrolment.

### Pool Safety

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

## WorkCover / Insurance

Employed students undertaking training at Aviation Australia are protected under their employer's WorkCover arrangements. For current information about how to lodge a worker's compensation claim, your entitlements and rehabilitation contact WorkCover Queensland on 1300 362 128 or visit their [WEBSITE](#).

## Personal Protective Equipment (PPE)

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

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

### → Shoes

All safety footwear must incorporate protective steel toecaps and have covered uppers and non-slip soles for the working environment. Safety footwear must be worn during all practical activities. Enclosed footwear must be worn at all other times (no bare feet, sandals, thongs, or scuffs).

### → Eye Protection

Eye protection, in the form of safety glasses or safety clip-ons (if you wear non-safety prescription glasses) is to be provided and worn by each student as instructed. Safety glasses must carry the Australian Standards Approval. If wearing prescription glasses; safety clip-ons must be worn unless the lenses are industrially hardened or made of CR39. Your optometrist will be able to advise you on this. If there is any doubt, then you will be required to obtain and wear a pair of safety clip-ons.

### → Hair Protection

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

### → Ear Protection

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

## STUDENT SERVICES

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

Our Students Services team can assist with things such as:

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

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

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

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

Phone: +61 7 3860 0915 / +61 7 3860 0997

Mobile: 0408 787 736

#### Lost property

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

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END OF DOCUMENT

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