

STUDENT HANDBOOK



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Approved by: Training Administration Manager 17/01/2024 R: 8

ABOUT AVIATION AUSTRALIA

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

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

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

Welcome to Aviation Australia!

Congratulations on taking this significant step towards your future in aviation by joining the leading aviation training organisation in the Asia-Pacific region. At Aviation Australia, we are proud to deliver nationally recognised training as an Australian Government-approved Registered Training Organisation and accredited Civil Aviation Safety Authority training organisation, offering world-class facilities and a reputation built on excellence.

Our purpose is to provide skilled and knowledgeable professionals for aviation and aerospace industries in Australia and beyond. Whether your focus is on aircraft maintenance engineering, cabin crew, flight crews, management, or operations, you are starting a learning journey that could take you around the world.

With highly qualified and dedicated staff, Aviation Australia is committed to providing you with exceptional learning experiences, services, and facilities. Graduating from Aviation Australia means more than earning a qualification—it's about unlocking meaningful career opportunities and becoming part of a dynamic and essential industry that will give you many lifestyle choices.

Every skill you master, and every lesson you learn today lays the foundation for a future where safety, precision, and innovation define your career in aviation. Stay curious, stay determined, and embrace every challenge as a step towards excellence. Your commitment to learning is not just an opportunity—it's your promise to yourself and the skies you'll work to keep safe and soaring. It is a way of life, where you will be able to work anywhere around the globe

Welcome to Aviation Australia. We are honoured to be part of your journey and look forward to helping you soar to new heights. Best of luck as you begin this exciting chapter of your career!

Yours sincerely,



Glenn Ryan AM, CSC and Bar
Chief Executive Officer, Aviation Australia



This handbook does not cover all circumstances, so students need to be aware of Aviation Australia's Policies and Procedures and other Handbooks

ENROLMENT

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

Induction and Orientation

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

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

Fees and charges

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

Queensland - Aviation Strategy Funding

In Queensland, this course is partially funded by the Queensland Government under an Aviation Strategy program. 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.

Course Deposit

A course deposit fee will 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.

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](#)

Tertiary Transport Concession (Queensland only)

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)

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*)

Unique Student Identifier (USI)

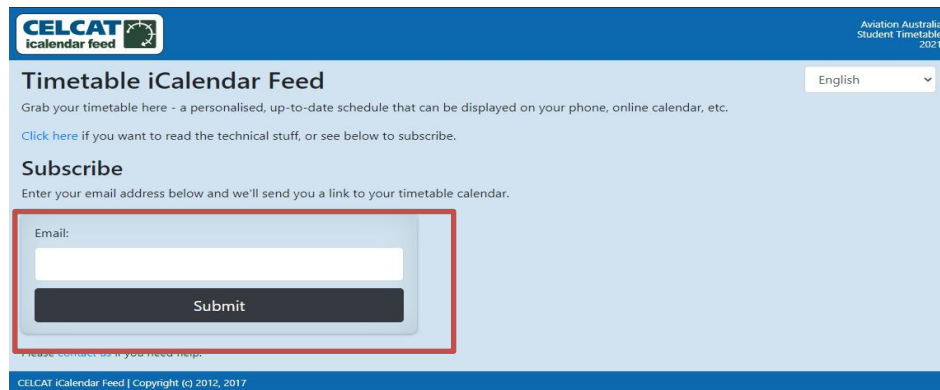
The USI allows the student access to records of VET training from all providers and will stay with the student for life - this is to make it easier to find, collate and authenticate VET attainments and ensure that records are not lost. Note - Aviation Australia cannot issue certification without a valid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

➔ Website - [Unique Student Identifier](#)

Subscribing to your Timetable

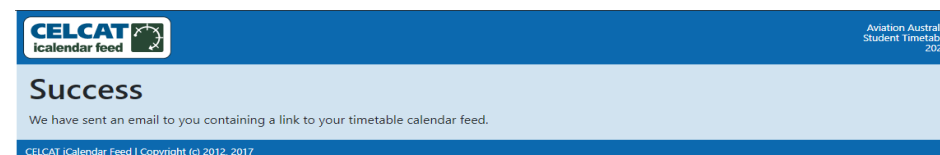
Close to the commencement of your course, you will be able to subscribe to your timetable and have your class schedule visible in the calendar on your phone / laptop / tablet.

1. Subscribe to your timetable by clicking on the link <http://ical.aviationaustralia.aero/>
2. Enter in your email address (as provided to Aviation Australia) and click on SUBMIT



The screenshot shows the 'Timetable iCalendar Feed' page. At the top left is the 'CELCAT icalendar feed' logo. At the top right is 'Aviation Australia Student Timetable 2021' and a language dropdown menu set to 'English'. The main heading is 'Timetable iCalendar Feed'. Below it is a description: 'Grab your timetable here - a personalised, up-to-date schedule that can be displayed on your phone, online calendar, etc.' and a link 'Click here if you want to read the technical stuff, or see below to subscribe.' The 'Subscribe' section asks the user to 'Enter your email address below and we'll send you a link to your timetable calendar.' There is an 'Email:' label, a text input field, and a 'Submit' button. A red box highlights the input field and button. At the bottom left, there is a small link: 'Please contact us if you need help.' The footer contains 'CELCAT iCalendar Feed | Copyright (c) 2012, 2017'.

You will get a message that your email has been sent



The screenshot shows a 'Success' message. At the top left is the 'CELCAT icalendar feed' logo. At the top right is 'Aviation Australia Student Timetable 2021'. The main heading is 'Success'. Below it is the message: 'We have sent an email to you containing a link to your timetable calendar feed.' The footer contains 'CELCAT iCalendar Feed | Copyright (c) 2012, 2017'.

You will receive an email with a unique link for your calendar in it. Copy this link and select the next step (link to Outlook Calendar / iPhone / Google Calendar)

Aviation Australia Timetable Subscription 2f

 noreply@aviationaustralia.aero
To Kristina Peebles

 Reply
  Reply All
  Forward
  ...

Wed 13/01/2021 12:49 PM

Thank-you for subscribing to your Aviation Australia timetable.

Using the unique link below, "add" this calendar to your email calendar. You should have an option in "settings" within your calendar program to add a calendar from a URL - this is where you enter your unique URL details below.

You only need to subscribe once (per calendar year) and you will have your personalised class schedule. It is important to configure your personal calendar update settings to ensure you schedule your calendar updates regularly.

If you have any issues with this process, please see Student Services or Training Administration for assistance.

Please find below the unique link to your personalised timetable:

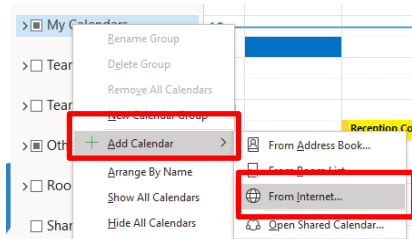
<http://ical.aviationaustralia.aero/569F/schedule.ics>

For detailed instructions for iPhone, Android, Outlook or Google calendar see <http://ical.aviationaustralia.aero/help/index.html>

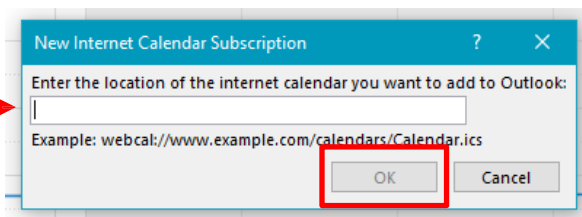
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noreply@aviationaustralia.aero

Linking to Outlook

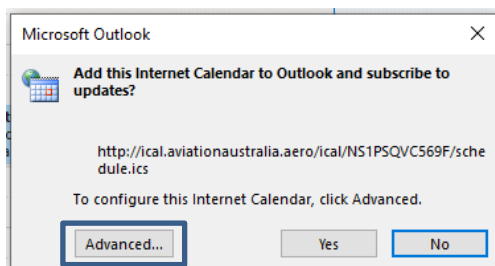
1. Go to your Outlook Calendar. Under 'Other Calendars' and select 'Add Calendar' > 'From Internet'



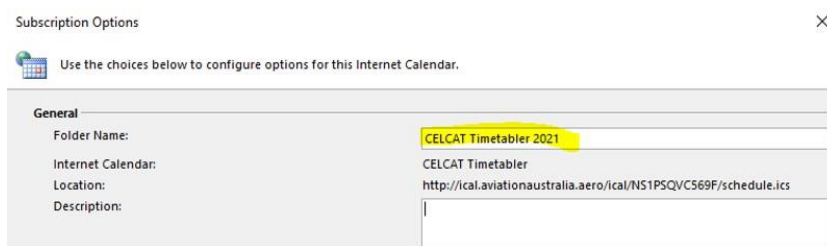
2. Copy the unique link from the email and paste it into the field. Click OK.



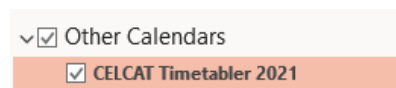
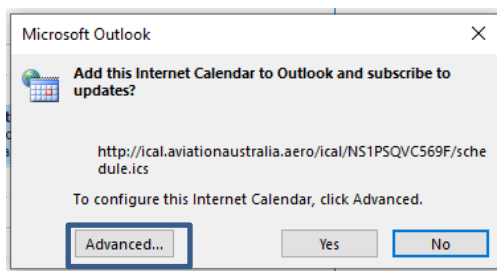
3. Click on 'Advanced'



4. Update the Name of the Calendar (i.e. add the year) and click OK.

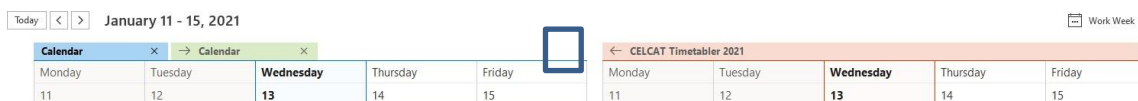


5. Then click 'YES' to ensure that any updates to CELCAT are pushed through to your Outlook:



This will then display the calendar under 'Other Calendars'

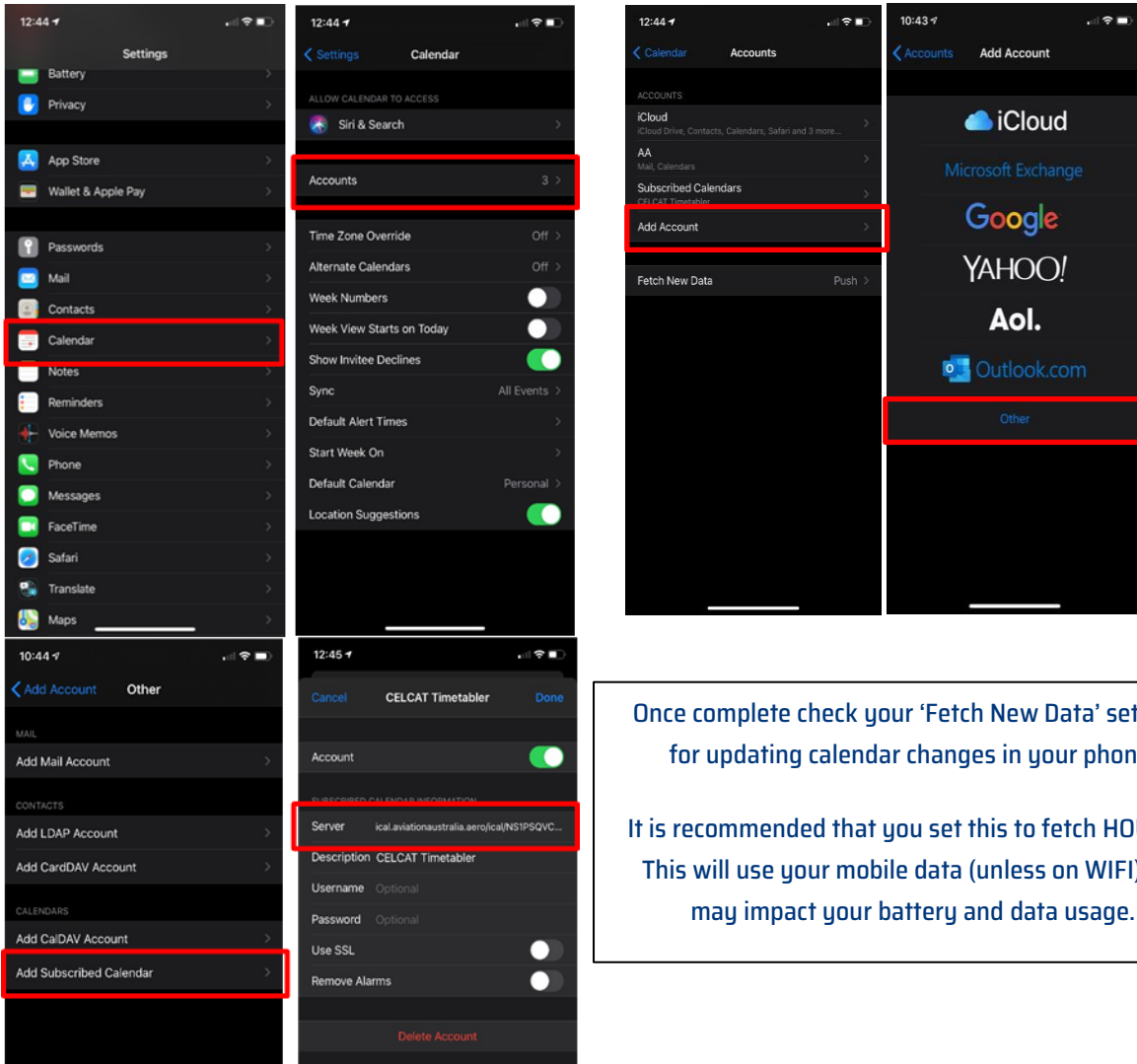
This will display both your own Calendar and your CELCAT Schedule side by side. To merge / overlap the two calendars together, click on the arrow next to the AA Calendar:



Both Calendars will then be displayed together. Use the arrows to separate the Calendars if needed.

Linking to iPhone

- Go to "Settings" - select "Calendar" and "Accounts"
- Select "Add Account" - select "Other"
- Select "Add Subscribed Calendar"
- In the 'Server' field, paste your unique link you received via email
- Click Next, then Save.
- NOTE - Allow the calendar time to sync!

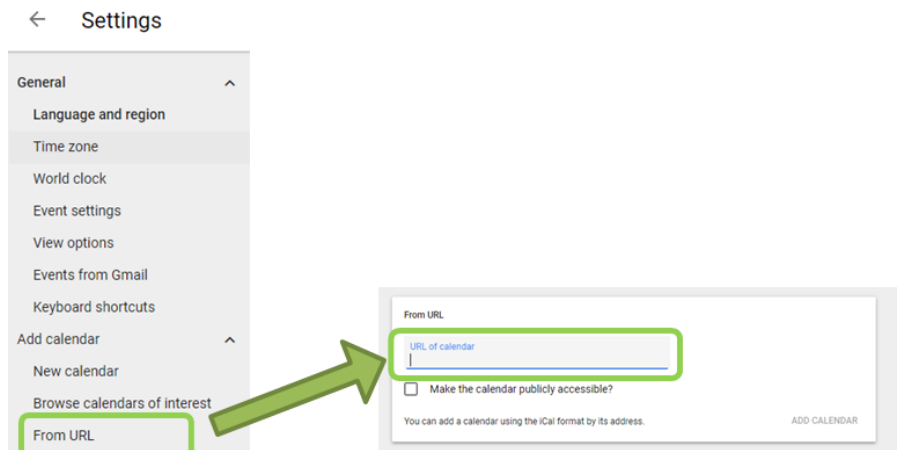


Once complete check your 'Fetch New Data' settings for updating calendar changes in your phone.

It is recommended that you set this to fetch HOURLY. This will use your mobile data (unless on WIFI)- so may impact your battery and data usage.

Linking to Google Calendar

- TIP - You may need to do this process from a computer (not via tablet/phone)
- Log into your Google Calendar on the Internet (ie through a Laptop, Desktop or Table)
- Go to "Settings", then "Add Calendar", then "From URL".
- Paste in the link you received in the email
- Click 'Add Calendar'
- NOTE - Allow the calendar time to sync!



Learning Management System

The Learning Management System (LMS) is the digital platform where all of your course information will be stored. It is interactive and your instructors will assist you with the full functionality of the system. In addition to online training resources, our learning management system, LaunchPad, contains important information about your enrolment including access to Policies & Procedures, Timetable and. 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](#)

Electronic Devices – students will need to provide their own device to access LaunchPad. Smart phones are not appropriate for learning utilising the LMS. A tablet with a keyboard or a laptop computer will be required.

Personal Study and Learning Materials

Students should supply their own:

- Basic stationary needs (notebook, pen, pencil etc);
- Uniform / clothing - Engineering students can purchase Aviation Australia shirts when required
- Appropriate footwear - see 'Work Health & Safety' for further information.

ACADEMIC SUPPORT

Aviation Australia's Student Program Coordinators assist students through their educational journey, with programs, sessions and tools to develop study skills, as well as industry knowledge. The aim is to ensure successful course progression, and to optimise transition into an aviation career.

Academic Success Plans

Aviation Australia may create an Academic Success Plan if learning support needs have been disclosed. This will depend on each student's individual requirement.

The Academic Success Plan is focused on assisting students achieve success in their course by responding to their learning needs through feasible and effective support strategies. Each plan is developed to fit into the structured theory and real-world industry settings of the programs, with the goal of fostering student achievement. The plan is designed to complement existing education and/or clinical support. Importantly, it is the student's responsibility to actively engage with the resources provided to maximize their potential and reach their goals within the course.

Students should identify on enrolment if they have any type of disability (learning or otherwise) to ensure appropriate support during studies. Another key focus is to ensure that health, safety and wellbeing are not at risk – especially in the practical training environment.

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

Jetstream Tutoring Program (*Cert IV & Diploma Aeroskills*)

Targeted tutoring in key disciplines, designed to help aviation students excel in their academic training and meet certification requirements in the aviation industry. Sessions are delivered either in person at Aviation Australia campuses, or remotely via Microsoft Teams, by subject matter experts (SMEs) located across the country, including Perth, Melbourne, Brisbane and Cairns. How it works: Students view the tutoring schedule and register for the tutoring sessions. The registration form asks for students to advise on specific questions they may have, allowing SMEs to target responses in the tutoring session.

Study Smarter Series

A three-part series designed to optimise your study strategies. Discover effective tools, hacks, and resources, for sustainable success throughout studies with Aviation Australia and beyond. The workshops are offered both on-campus and online.

Academic Progress & Apprenticeship Progress Review

The Academic Progress Review builds a collaborative partnership between the student and the Student Program Coordinator. It offers a platform to explore expectations, assess progress, and address challenges. Through thoughtful reflection, strategic planning, and goal setting, this session empowers students to navigate a smooth and successful transition into the next phase of their academic and/or apprenticeship journey.

Industry Insight and Career Empowerment

Aviation Australia distinguishes itself by providing exceptional access to expert instructors, practical experience, and career readiness programs to ensure that students gain knowledge of, and insight into, the multi-faceted aviation industry.

Elements include:

- Industry Tours
- Industry Insight Sessions (Cert IV Aeroskills)
- Aircraft Maintenance Engineer Job Readiness Workshops
- Transition Workshops

Our Student Program Coordinators can be contacted using the below details:

Email: studentprogramcoordinators@aviationaustralia.aero

Phone: +61 7 3860 1034 / +61 7 3860 1074

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;
- 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.

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

Email: studentservices@aviationaustralia.aero

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

Mobile: 0408 787 736

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.

Uniform requirements can be found in your Enrolment Confirmation.

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.

Aviation Australia branded Work Shirts and Polo Shirts are available for students to purchase. Please contact us for more information if you would like to purchase these before your course starts. Alternatively, you can purchase them once your course has commenced.

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). Sunscreen should be used to provide protection for exposed skin in outdoor activities.

RECOGNITION OF PRIOR LEARNING (RPL) & CREDIT TRANSFER (CT)

If you have studied or worked in the industry, you may be eligible to get credit for this experience

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

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. 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](#)

COURSE ATTENDANCE AND PROGRESSION

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.

Maintaining the minimum attendance will improve your chances of gaining employment. Employers frequently request information on student course progress and attendance when forwarding resumes and applications. Failure to maintain attendance at the required level, may also affect your access to Funding.

 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](#)

POLICIES AND PROCEDURES

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

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

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.

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

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

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

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

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

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

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

Compassionate and Compelling Circumstances

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

Student Code of Conduct

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

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

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

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](#)

We welcome feedback at any stage via our feedback form. Please use the QR Code below:



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.

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.

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](#).

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.

COURSE COMPLETION AND CERTIFICATIONS

Upon successful completion of your course requirements, and finalisation of assessment, where applicable, you will be issued with the relevant certification.

Certification will be issued within 30 days (20 days for Pre-Apprenticeship students) of final assessment. Certificates will be provided via email.

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](#)

OUR CAMPUSES

Brisbane (Head Office)

Address: 15-25 Boronia Road, Brisbane Airport, QLD 4008
Postal: PO Box 1038, Eagle Farm QLD 4009
Phone: +61 7 3860 0900 Email: info@aviationaustralia.aero

Cairns

Address: 1 Tom McDonald Drive, Cairns Airport, QLD 4870
Postal: PO Box 139, Stratford QLD 4870
Phone: +61 7 4034 8101 Email: casc@aviationaustralia.aero

Darwin

Address: 1 Fenton Court, Eaton, NT 0820
Phone: +61 8 8992 9933 Email: casc@aviationaustralia.aero

Melbourne

Address: Hangar 85, 2-6 Bristol Street, Essendon Fields, VIC 3041
Phone: +61 3 9674 8783

Perth

Address: 1C Eagle Drive, Jandakot Airport, WA 6164
Phone: +61 8 9414 8320

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