



STUDENT HANDBOOK

Fly Oz Pty Ltd

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CONTENT

1. Letter from the Head of Operations	5
2. About Fly Oz	6
2.1 About Fly Oz	6
2.2 School Governance	6
2.3 Our School	6
2.4 School Hours	6
2.5 Student Handbook	6
3. Studying at Fly Oz	7
3.1 Entry Requirements	7
3.2 Enrolment Process	9
3.3 Variation of Courses	9
3.4 VET Student Loans	9
3.5 International Students	11
4. Student Charter	12
5. Fees	13
5.1 Payment Schedule	13
5.2 Payment Method	13
5.3 Cancellation, Withdrawal & Refunds	13
5.4 Penalty for Late Payment	20
5.5 Extra Tuition Fees for Excess Flying Hours	20
5.6 Tuition Protection Services	20
5.7 Procedures as a replacement provider	20

6. Course Information	21
6.1 Introduction	21
6.2 Ground Theory Training	21
6.3 Course by Campus	21
6.4 Recreational Pilots Licence (RPL)	21
6.5 Private Pilot Licence (PPL)	22
6.6 AVI50222 – Diploma of Aviation (Commercial Pilot Licence – Aeroplane)	23
6.7 AVI50519 – Diploma of Aviation for (Instrument Rating)	27
7. General Information	29
7.1 Our Graduates	29
7.2 Feedback	29
7.3 Safety and Security	30
7.4 Student Accommodation	30
7.5 Transport and Parking	31
8. Appointments	31
8.1 Examinations	31
8.2 CASA Exam Results	31
8.3 ECS Student – Expired Course Students	32
9. Graduation	32
10. Fly Oz Rules	33
10.1 Attendance	33
10.2 Absence	33
10.3 Illness	34
10.4 Flight Booking Procedure	34
10.5 Flight Cancellation Procedure	34
11. Code of Practice	35
11.1 Educational Standards	35
11.2 Marketing	35
11.3 Trainee information	35

11.4 Recruitment	36
11.5 Refunds	36
11.6 Student Liaison	36
11.7 Disciplinary Procedure	36
11.8 Grievances Procedure	37
12. Competency standards	39
13. Training	39
13.1 What is accredited training?	39
14. Licensing/regulatory requirements	39
14.1 AVI50222 Diploma of Aviation (Commercial Pilot Licence - Aeroplane)	39
14.2 AVI50519 Diploma of Aviation (Instrument Rating)	40
15. Competency Based-Training and Assessment	40
15.1 What is competency?	40
15.2 Assessment	40
15.3 Principles of assessment	40
15.4 Reliability	41
15.5 Rules of Assessment	41
15.6 Currency	41
15.7 Sufficiency	41
15.8 Flexibility	41
15.9 Fairness and Equity	42
15.10 Assessors	42
15.11 Forms of Evidence	43
15.12 Candidates with special needs	43
15.13 Feedback	44
15.14 Reassessment	44
16. Flexible Learning Strategies & Assessment Procedures	44
16.1 Recognition of Prior Learning	44
16.2 Mutual recognition, and recognition of current competency	45

16.3 Attendance Procedures	45
16.4 Attendance Monitoring	46
16.5 Issuing of Certificates	46
16.6 Credit Transfer	46
17. Welfare & Guidance Services	48
17.1 Relevant Legislation	48
17.2 Occupational Health and Safety Act (NSW) 2000	49
17.3 Anti-Discrimination	50
17.4 Child Protection (Prohibited Employment) Act 1998	50
17.5 Commission for Children and Young People Act 1998	51
17.6 Privacy Policy	52
17.7 Cultural Relevance	54
17.8 Language, Literacy and Numeracy (LLN)	54
17.9 Staff Responsibilities for Access/Equity & Equal Opportunity Issues	55
17.10 Feedback/Evaluation	55
17.11 Appealing an Assessment	55





1. Letter from the Head of Operations

Dear Student,

Welcome to Fly Oz at Cowra, NSW. It is my great pleasure in welcoming you to the school. I am confident that our school can deliver an outstanding student experience and help you achieve your career goals.

Flying is a fantastic career, and one that is highly rewarding. Obtaining the very best start to that career is of paramount importance, and I am pleased you have decided to let the team at Fly Oz help you with your passion for flying.


We provide quality training courses at Fly Oz, while at the same time retaining a friendly and happy learning environment. You can be assured that your course is structured around the very latest Competency Based Training standards, providing you with the best opportunities once you graduate. I take a keen interest in every student who flies with Fly Oz, and I want everyone to have a truly enjoyable time with us.


Thank you for choosing to fly with Fly Oz, and I look forward to seeing you in the skies soon, as a professional pilot.

Best wishes for your flying. Regards,

Lyn Gray,

HOO, Fly Oz.

 9 Richards Drive, Cowra,
NSW 2794

 02 6342 1812

 admin@flyoz.com.au

 flyoz.com.au

2. About Fly Oz

2.1 About Fly Oz

Fly Oz commenced flying training operations on 1 July 2013 and specialises in teaching students who aspire to a career as a Commercial Pilots. We have trained hundreds of accomplished pilots, who are now employed in successful and jobs in many aviation fields including airlines (both domestic and international), The Royal Australian Flying Doctor, charter and instructing.

While studying aviation at Fly Oz, you will benefit from an extremely well-structured course, designed to meet individual learning styles, allowing students to progress at a steady pace during their training.

2.2 School Governance

Fly Oz Pty Ltd [ABN 90 164 175 446] is owned by Lyn Gray and Mark Dixon and is a Registered Training Organisation [RTO 45300] and is a registered CRICOS provider [CRICOS ID 03656B].

2.3 Our School

Fly Oz Pty Ltd is located at 9 Richards Drive, Cowra, NSW, 2794, Australia.

Office Phone: 61 2 6342 1812

Email: admin@flyoz.com.au

Mobile: Lyn Gray 0400 140 202 and Mark Dixon 0411 271 261

Web site: www.flyoz.com.au

Face Book: www.facebook.com/flyozschool

2.4 School Hours

Fly Oz is open Monday – Sunday from 8:30am to 5:00pm and outside these hours for night flying, evening classes and early morning flights.

Fly Oz is closed each year from the Wednesday before Christmas with operations recommencing the second Monday in January.

2.5 Student Handbook

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

It is recommended that each student takes the time to read through this Handbook and keep it for future reference, so you can maximise your experience whilst at the school.

If you have any queries or suggestions on how the Student Handbook can be continually improved please send an email to admin@flyoz.com.au.



3. Studying at Fly Oz

3.1 Entry Requirements

3.1.1 General

All students must be able to read, write and understand the English language – which is also the international language of aviation.

English proficiency may be evaluated by the Head of Operations of the school, and evidence of English proficiency is a requirement for acquiring a student visa; evidence of English proficiency must be on file for the eventual issue of any pilot licence.

For admission to a Certificate IV or Diploma course, the English language proficiency must be demonstrated by achieving the following minimum standards:

- have proficiency in written and spoken English to at least IELTS 6.0 or Aviation English ICAO Level 4

From CASR Part 61 Schedule 2, a person meets the standard for Aviation English for this unit if they provide the following evidence:

An assessment report, completed by a person authorised under Part 61 of CASR 1998 to perform general English language assessments that states the candidate satisfies the general English language proficiency elements prescribed above.

Evidence required will be one of the following:

- a. completed a course of secondary education conducted in an Australian or New Zealand educational institution.
- b. completed a course that is at least the equivalent of an Australian secondary education in an educational institution in a country where one of the principal mediums of instruction was English.
- c. is currently receiving secondary education in an Australian or New Zealand educational institution in which the principle language of instruction is English.

- d. has worked in Australia or New Zealand for at least three of the five years immediately before conducting a solo flight as a student pilot.
- e. has worked in one or more of the following countries for at least three of the five years immediately before conducting a flight as a student pilot United Kingdom, Republic of Ireland, USA, New Zealand, Canada – providing that evidence of use of English language in the workplace is available.

3.1.2 Medical Requirements

All students must have a medical examination conducted by a Civil Aviation Safety Authority Designated Medical Examiner (DAME). The type of medical examination required (i.e. Class 1 or Class 2) is dependent on the course (see table below).

Course	Class 1 Medical Examination	Class 2 Medical Examination
Recreation Pilots Licence (RPL)		✓
Private Pilots Licence (PPL)		✓
Certificate IV in Aviation (Commercial Pilot Licence)	✓	
Diploma of Aviation (Instrument flight operations) for PPL Holders	✓	
Diploma of Aviation (Instrument flight operations) for CPL Holders	✓	
Diploma of Aviation (Flight Instructor)	✓	

Note: Students doing the RPL and PPL courses, who intend to progress to higher level courses are recommended to get the class 1 medical from the start.

3.1.3 Aviation Security Identity Card and Aviation Reference Number

Prior to commencing the course, each student will need to apply for an Aviation Reference Number (ARN) and an Aviation Security Identity Card (ASIC).

An Aviation Reference Number is provided by CASA and will be your unique identifier which will be used in all future dealings with CASA. You can apply for an ARN by completing the form, found by clicking the link below, as soon as possible. Once you have your ARN you can then apply for an ASIC.

<https://www.casa.gov.au/sites/default/files/aviation-reference-number-application-individual-form1162.pdf>

Applications can take up to Two (2) months due to the time required for the relevant security checks to be completed – so it is important for you to complete this form as soon as possible. Click on the link below to apply for an ASIC this will be delivered to Fly Oz. If you have any questions about this process, please ask the office staff. <https://aviationidaustralia.net.au/>

Failure to submit your ARN and ASIC applications on time may lead to you falling behind in your course with delays in being able to fly. In some cases, this may lead to you being pushed back to the next course intake.

It is the student's responsibility to follow up on the progress of ASIC applications by contacting the provider they have used for their application.

3.2 Enrolment Process

To enrol into a course with Fly Oz the process is as follows.

1. Express interest in applying online at www.flyoz.com.au and an application will be emailed to you as a fillable form. At time of expressing interest please indicate if you are applying as a VET Student Loan applicant, an international student or a domestic full fee paying student.
2. Once you have submitted your application, a Letter of Offer will be emailed confirming the course you have applied for and outlining all the steps you are required to take.
3. Return a signed copy of your Letter of Offer.
4. When VET Student Loans applicants return their completed enrolment form they will have their information uploaded to the eCAFs system and can apply for their VET Student Loan.
5. Your place will be confirmed in the course after your course deposit is received (no deposit is required for VET Student Loan applicants).

Please note: Once the completed enrolment form has been received from international applicants, Fly Oz will enter information into the PRISMS system and international applicants will be issued with a digital Certificate of Enrolment to enable them to apply for a student visa.

3.3 Variation of Courses

You are permitted to change courses up to the commencement of week eight of your course (for longer courses only). These changes are to be submitted to Fly Oz in writing by completing the Changing Courses Form and submitting to the Compliance Manager upon completion.

3.4 VET Student Loans

VET Student Loans is a Federal Government scheme which enables eligible students to have all or part of their tuition fees paid for them by the Australian Government in the form of a loan. This is a personal loan to the student from the Commonwealth Government and will be paid back via the Australian Tax system once the student's income reaches a certain level. More information about this may be found at <https://flyoz.com.au/> on the student information tab, or by visiting the ATO website.

3.4.1 VET Student Loans Enrolment Procedures

Fly Oz enrolment procedures provide for equal and fair treatment of all applicants seeking to enroll in an approved course.

In accordance with the VET Student Loans Act (2016), all students wishing to apply for a Commonwealth VET Student Loan must be assessed for academic suitability to undertake a Diploma of Aviation Commercial Pilot Licence – Aeroplane (AVI50222).

In accordance with the VET Student Loan requirements, it is mandatory that all students provide documentation to confirm their identity and date of birth.

Students must supply an original document or certified copy of their:

- Birth certificate
- Passport or Citizenship Documents (where applicable)
- Drivers Licence
- Change of name documents.

Note: these documents will also be required by CASA for the issuing of your Aviation Security Identification Card (ASIC).

Upon application to Fly Oz applicants will undertake a Language Literacy Numeracy (LLN) assessment to determine if the applicant is academically suited to undertake the Aviation course they have chosen.

If you are not able to show appropriate LLN evidence to satisfy the Fly Oz entry requirements, you will be required to complete the following assessment tool: <https://www.acer.org/au/cspa> Core Skills Profile for Adults, published by the Australian Council for Educational Research Limited in July 2013. This assessment will be administered at the Fly Oz campus using one of our dedicated student computers and supervised by one of the Fly Oz Instructors or exam invigilators (who are approved by CASA). The assessment will take place in our quiet Examinations room where you will be free from distractions.

When you complete an assessment, a range of reports will be available for review immediately on completion. These reports will then be accessed by the Head of Operations via the CSPA Online Assessment and Reporting (OARS) platform. The results of student LLN assessments will be given to you as soon as practical after the assessment.

If your results show that your LLN skills are not suitable to start your selected course, the Head of Operations will go through the results with you to focus on your areas of need. You may then re-sit the LLN assessment in six month's time.

Students applying for Diploma of Aviation – Instrument Rating (AVI50519) must already hold at least a Private Pilot Licence issued by CASA and are therefore exempt from further academic suitability testing.

Qualifications that are eligible for Fly Oz to offer students a VET Student Loan are Diploma of Aviation Commercial Pilot Licence – Aeroplane (AVI50222) and Diploma of Aviation – Instrument Rating (AVI50519).

An applicant is considered academically suited to a course when:

*Fly Oz reasonably believes the student is academically suited and

*the applicant satisfies the entry requirements for the course set out by Fly Oz and

*the applicant satisfies one of the following requirements:

- Fly Oz obtains a copy of a Senior Secondary Certificate of Education awarded to the applicant by an agency or authority of a State or Territory for the student's completion of year 12, or
- Fly Oz obtains a copy of a diploma awarded to the applicant for the applicant's completion of the International Baccalaureate Diploma Program, or
- the applicant is assessed using an approved assessment tool, as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy and Fly Oz reasonably believes the applicant displays that competence, or
 - ◊ Fly Oz obtains a copy of a certificate that a qualification at level 4 or above in the Australian Qualification Framework (AQF) has been awarded to the applicant, or at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF. This certificate must be a document issued by a body registered to award the qualification in the AQF in Australia, or
 - ◊ a letter or certificate issued by a Federal, State or Territory government agency which assesses overseas qualifications (or an organisation contracted by such an agency to undertake such assessments), that evidences that the applicant's qualification has been assessed by that agency (or contracted organisation) and determined to be equivalent or comparable to a qualification in the AQF at level 4 or above, or a qualification at a level in a framework that preceded the AQF, equivalent to level 4 or above in the AQF; and
- the course for the qualification to meet this requirement was delivered in English.



More Information about VET Student Loans can be found at <https://flyoz.com.au/> on the student information tab or by visiting <https://www.dese.gov.au/vet-student-loans/vet-information-students/information-vet-student-loans-students>

3.5 International Students

The school is obliged by the law to advise the Department of Immigration and Border Protection (DIBP) of all changes to your circumstances. The DIBP will seriously reconsider your continued stay in Australia should they find out changes to your details by other means. It is the student's responsibility to advise the school of any changes in your personal circumstances.

Specifically, it is the school's responsibility to let the DIBP know through our computer system PRISMS should you:

- default in any aspect of your Visa provisions,
- fail to maintain attendance in accordance with requirements
- fail subjects more than once
- fail to make fee payments



4. Student Charter

The Student Charter outlines your rights and responsibilities as a student at Fly Oz. Fly Oz is committed to improving the courses, processes and customer experience to help you achieve your potential and engage in constructive behaviour between students and staff.

It is expected that Fly Oz will:

1. Treat students with respect, fairly and without discrimination, regardless of religious, 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 school's policies, procedures and rules
3. Respect all school 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 school's policies
5. Inform the school promptly of any change in circumstances (e.g. contact details)
6. Make prompt payment of all school fees and charges made by the school
7. Act in a professional manner with honesty and integrity
8. Represent the school as responsible ambassadors through their exemplary conduct on and off campus
9. Provide constructive feedback to the school on their experiences

5. Fees

The course fees are subject to change without notice. Refer to the course brochure for further information.

5.1 Payment Schedule

Payment for your course is to be made in accordance with the instalment plan detailed in the course brochure and in the Letter of Offer. If your fees are not paid on time, then you will not be permitted to fly until the fees are paid. If you are unsure about the payment schedule required for your fees – see the Compliance Manager straight away to obtain a copy.

If you decide to terminate your enrolment in a course, please refer to the cancellation / withdrawal / refunds section of this handbook to determine if you are eligible for a refund. If you have any questions regarding this application or the refund policy, please see the Compliance Manager or the Head of Operations and they will be happy to answer any questions you may have.

Note, any dishonoured payments will incur a charge from the bank; Fly Oz will pass this charge onto the student.

5.2 Payment Method

The school accepts several 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 school.

Our preferred method of payment is by bank transfer. Details of our school's bank account (i.e. BSB / Account No.) is noted below. Please enter your student name and your application / enrolment number on the bank transfer.

Account Name: Fly Oz Bank: ANZ BSB 012-595 Account 293696362

Students can also pay by:

- Credit or debit cards
- Bankers draft

Please note: VET Student Loans are available for students who meet all eligibility requirements. Additional information can be found on our website on the student information TAB. <https://flyoz.com.au/student-information/>

5.3 Cancellation, Withdrawal & Refunds

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

5.3.1 Cancellations

Students are entitled to a seven (7) day non-statutory cooling-off period to give them the opportunity to change their mind about their enrolment. The cooling-off period commences once the enrolment form has been signed and the course deposit has been paid. It will end in seven (7) business days. Public holidays, bank holidays, Saturdays and Sundays are not included in the cooling-off period. If the student decides not to proceed with the enrolment, they need to submit a signed, written notice to the Compliance Manager within the cooling-off period either in person or via email. If the cooling-off period falls within fourteen (14) days of course commencement, students are not entitled to any refund.

If a cancellation is made more than eight (8) weeks prior to the start of the course, then 100% of the course deposit will be refunded. If a cancellation is made less than eight (8) weeks and more than two (2) weeks prior to the start of the course, then 80% of the course deposit will be refunded. If a cancellation is made less than fourteen (14) days prior to the start of the course none of the course deposit will be refunded.

Students who withdraw after course commencement owing to unforeseen or exceptional circumstance can apply for fee refund. If granted, fees will be refunded pro-rated to the percentage of course completion and fees paid, less the course deposit fee and a \$100 withdrawal fee.

Fee refund applications are considered on a case-by-case basis.

The HOO is the person responsible for approval of fee refund applications.

The request for refund is made in writing to the HOO using the Fee Refund Application which is available from the website or upon request from the HOO.

Domestic students and International Students who have not yet arrived in Australia, may defer on one occasion only to a course commencing within 3 months of their original course without penalty. International Students already in Australia may not transfer or defer their course.

If a student is refused a visa for study in Australia, then a full refund of the application fee will be given within twenty-eight (28) days after a written claim is submitted by the student, along with copies of the original visa application and the refusal letter from the Australian Embassy or Consulate.

Students are expected to complete their course in the timeframe allotted. Students will only be allowed to defer or extend their course under exceptional and compelling reasons and must be approved by the HOO. In the case that a deferment or extension has been granted by the HOO, then fees will be adjusted accordingly, and fees paid may either be put towards a future date, or in the case of extension, additional fees may be due to cover the prolonged course.

Please note: Section 5.3.1 does not apply to VET Student Loan applicants.

5.3.1.1 Cancellation procedures for VET Student Loans and re-crediting of FEE-HELP balances

This policy provides the framework and mechanisms for Fly Oz to assess applications to re-credit a student's VETSL balance after the census date in a VET Student Loan enabled course.

A student who withdraws from a VET unit of study on or before the published census date for that VET unit of study will not incur a VET Student Loan debt for that VET unit of study.

A student who withdraws from a VET unit of study/course of study on or before the published census date is entitled to a full refund of their VET tuition fees if the tuition fees have been paid up front.

A student who withdraws from a VET unit of study after the published census date for that unit of study will incur a VET Student Loan debt for that unit of study.

A student who has incurred a VET Student Loan debt for a VET unit of study may apply to have their VETSL balance re-credited for the affected VET units of study in accordance with the following procedure.

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

- a. A student's HELP balance can be re-credited under Division 2 or 3 of Part 6 of the Act;
- b. that a student may apply to the provider for the student's HELP balance to be re-credited under section 68 of the Act because of special circumstances;
- c. that a student may apply to the Secretary for the student's HELP balance to be re-credited under section 71 of the Act because:
 - i) Fly Oz engaged in unacceptable conduct in relation to the student's application for the VET student loan; or
 - ii) Fly Oz has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the student;

Re-Crediting a VET Student Loan (VETSL) Debt

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

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

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

Each application will be examined and determined on its merits by considering a student's claim together with independent supporting documentation substantiating the claim. Initial applications for the re-crediting of a student's VETSL balance are to be made by contacting Fly Oz by phone on [02 6342 1812](tel:0263421812) or by email at admin@flyoz.com.au

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

- a. when a student withdraws from a VET unit of study using Fly Oz's withdrawal/refund form, Fly Oz shall confirm the withdrawal by giving notice to the student in writing of the date at which the withdrawal has taken effect;
- b. when a student fails to meet the requirements for competency in a VET unit of study, Fly Oz shall confirm the failure by giving notice to the student in writing of the final result for that VET unit of study after results for the unit have been properly approved;
- c. the student must apply in writing to VET Student Loan Administration within 12 months from the date specified in the notice as the day of withdrawal or the date of receiving their final results for the unit of study. Fly Oz may exercise its discretion to waive this requirement if in its opinion it was not possible for the application to be made before the end of the 12 month period. The written application must also include supporting documentation that demonstrates that the requirements for special circumstances have been met.
- d. that applications for re-crediting under section 71 of the Act must be made within 5 years after the census day for the course, or the part of the course, concerned, or within that period as extended by the Secretary;
- e. the VET Student Loan Administrator will seek Manager approval who will consider the application and will request Managing Director approval for such requests if they are satisfied that there were special circumstances in the student's case;

- f. If the application is successful, Fly Oz will re-credit the student's VET Student Loan balance with an amount equal to the amounts of VET Student Loan assistance that the student has received for the affected VET units of study and the student's VET Student Loan debt for those VET units of study will be removed;
- g. VET Student Loan Administration shall advise the student of the outcome of the application within 28 days stating the reasons for the decision;
- h. VET Student Loan Administration shall also advise the student of their rights for a review of the decision if they are not satisfied with its outcome and that a request for such a review must be lodged within 28 days from the day of receipt of the decision or such longer period as the VET Student Loan Administrator allows.

Review of a decision

If a student is not satisfied with the decision made by the VET Student Loan Administrator in relation to re-crediting their VETSL balance they may request a review of the decision. The review shall be carried out by a Review Officer who is the senior manager to the original decision maker.

Any such request must be submitted to the Review Officer in writing and:

must be lodged within 28 days of receiving notice of the original decision, unless the Review Officer allows a longer period; must specify the reasons for making the request and include any supporting documentation;

The Review Officer shall acknowledge receipt of an application for a review of the refusal to re-credit a VETSL balance in writing and inform the applicant that if the Review Officer has not advised the applicant of a decision within 45 days of having received the application for review, the Review Officer is taken to have confirmed the original decision. This notice shall also advise the applicant that they have the right to apply to the Administrative Appeals Tribunal within 28 days of a decision for a review of that decision and will provide the contact details of the closest Administrative Appeals Tribunal Registry and the approximate costs of lodging an appeal.

The Review Officer shall:

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

The Review Officer may:

- a. confirm the decision;
- b. vary the decision; or
- c. set the decision aside and substitute a new decision.

Reconsideration by the Administration Appeals Tribunal

At the time of the Review Decision, the Student will be notified of their review rights and responsibilities. The Head of Operations will inform the Student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome of the review.

This application must be lodged at the AAT within 28 days of receiving written notice of the Review Decision. This time limitation can be extended in limited circumstances by order of the AAT.

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

Upon the department's receipt of a notification from the AAT, the department will notify Fly Oz that an appeal has been lodged. Upon receipt of this notification from the department, the Head of Operations will provide the department with copies of all the documents that are relevant to the appeal within five (5) business days.

5.3.2 Withdrawals – Full Fee paying students

International students are not allowed to transfer to another provider within the first 6 months of their study at Fly Oz Pty Ltd, unless under exceptional and compelling circumstances and agreed by the HOO. In the case where the HOO does approve for an international student to transfer to another provider within 6 months, the student must obtain a Letter of Release from the HOO and refund policies will apply as outlined in section 5.3 of this document.

If a student withdraws within fourteen (14) days of the course start date, then they are not eligible for a refund of the course deposit.

To withdraw, students must complete the withdrawal form and email the completed form to admin@flyoz.com.au.

Where a student withdraws prior to the commencement of a course, the refund will be paid within twenty-eight (28) days of the withdrawal.

5.3.2.1 VET Student Loan Withdrawals

Students who want to withdraw from a VET Student Loan course may withdraw from an approved course (or a unit of study) before the census day for that course (or unit of study) without penalty.

If a student wishes to withdraw from an approved course (or a unit of study) they must contact the Compliance Manager to submit a written withdrawal request. This request will be dealt with as quickly and fairly as possible.

Students wishing to re-enrol in a course (or unit of study) they have previously withdrawn from should contact the Compliance Manager to submit a written request for re-enrolment.

Fly Oz will not enrol a student who has withdrawn from an approved course, or part of an approved course, into an approved course or part of an approved course without written permission of the student.

VET Student Loan students may withdraw from all or part of their course by 11.59pm on the census day without penalty. A Census day is the last day you can cancel your enrolment in a unit of study without incurring a debt. A census day is also the last day you can apply for a VET student Loan for that unit of study. The census day will occur at least 20 per cent of the way through the unit of study.

If Fly Oz varies a Census day for an approved course, or part of an approved course, Fly Oz will publish this prominently on our website as soon as practicable.

5.3.3 Refunds

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

No refund will be given to any student who:

- a. breaches their visa conditions
- b. is terminated from the course due to misconduct or non-compliance with requirements, or
- c. fails to meet course requirements.

If Fly Oz does not commence the course that the Applicant has enrolled in, then a full refund of all monies paid will be made to the Applicant. This refund will be paid within fourteen (14) days of cancellation of course.

Course fees quoted in information packs are based on allocated hours. Any additional flying, theory, theory exams, flight tests or other materials will incur additional costs.

This agreement, and the availability of complaints and appeals processes, does not remove the right to take further action under Australia's consumer protection laws. Fly Oz's dispute resolution process does not circumscribe the student's right to pursue other legal remedies. This refund policy is in accordance with the provisions of the TPS Act and the TPS Regulations.

This refund policy is subject to review from time to time in accordance with the change to conditions policy outlined below.

Change to Conditions

Fly Oz Pty Ltd reserves the right to change fees, conditions, course times or course commencement dates at any time without notice.

NOTE: Students will not be issued a certificate or statement of attainment if fees or other payments are outstanding. Also note: There is an administration charge of \$150 per week for late payment. This does not apply VET student loans students.

5.3.4 Non-Completion of a Course.

Non-completion of the AVI50222 Diploma of Aviation (Commercial Pilot Licence - Aeroplane)

The duration of the AVI50222 Diploma of Aviation (Commercial Pilot Licence - Aeroplane) is 46 weeks, and students are expected to have completed all the required flying and theory, and to have passed their CPL Pre-Licence assessment, by the end of the 46 weeks.

If a student has not passed their CPL Pre-Licences assessment by the end of the course schedule.

- 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 Fly Oz 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 46 weeks at the price applicable for the date of the flight. These prices are advertised on the website and are also available from reception.
- c. The student will be charged the published price for all landings and briefings that are required beyond the 46 weeks.
- d. The student's place in higher qualification courses, for example, the AVI50519 Diploma of Aviation (Instrument Rating) will only be held open for three (3) months after the scheduled completion of the AVI50222 Diploma of Aviation (Commercial Pilot Licence - Aeroplane)

Specifically, at the completion of the 46 weeks, if a student has not completed their AVI50222 Diploma of Aviation (Commercial Pilot Licence - Aeroplane) within three (3) months of the 46-week completion date, the student's enrolment in subsequent courses will be voided, and the student will receive a refund of their entire paid-up course fee for the higher qualification course, less a \$500 administration charge.

If a student still wishes to pursue a higher qualification after the completion of their AVI50222 Diploma of Aviation (Commercial Pilot Licence - Aeroplane), they will be required to re-apply for that higher qualification course, and they will be required to pay the new rates set for the new start date of their course (i.e.; the old course price will not be honoured by Fly Oz beyond three (3) months of a student's expected commencement date.)

Please note: This process does not apply to VET student loans students.



Non-completion of the AVI50519 Diploma of Aviation (Instrument Rating)

The duration of the AVI50519 Diploma of Aviation (Instrument Rating) is 8 weeks for PPL holders, and students are expected to have completed all the required flying and theory, and to have passed their IFR Pre-Licence assessment, by the end of the respective period.

If a student has not passed their IFR Pre-Licences 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 Fly Oz such as cancellation fees for non-attendance of flights. After the three (3) months have 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 are also available from reception.
- c. The student will be charged the published price for all landings and briefings that are required beyond the course end date.
- d. The student's place in higher qualification courses, for example, the AVI50419 Diploma of Aviation (Flight Instructor), will only be held open for three (3) months after the scheduled completion of the Diploma of Aviation (Instrument Rating.) If a student has not completed their AVI50519 Diploma of Aviation (Instrument Rating) within three (3) months of the completion date, the student's enrolment in subsequent courses will be voided, and the student will receive a refund of their entire paid-up course fee for the higher qualification course, less a \$500 administration charge.

If a student still wishes to pursue a higher qualification after the completion of their AVI50519 Diploma of Aviation (Instrument Rating), they will be required to re-apply for that higher qualification course, and they will be required to pay the new rates set for the new start date of their course (i.e.; the old course price will not be honoured by Fly Oz beyond 3 months of a student's expected commencement date).

Please note: This process does not apply to VET student loans students.

5.4 Penalty for Late Payment

Any course instalments that are not received on or prior to the due date will incur a late payment fee of \$150. Each subsequent week that a fee payment is late incurs another \$150 to cover administration costs. This fee will only be waived where prior arrangements to vary the timing of fee payments are agreed to in writing by the Head of Operations.

Please note: this does not apply to VET student loans Students

NOTE: Students will not be issued a certificate or statement of attainment if fees or other payments are outstanding.

5.5 Extra Tuition Fees for Excess Flying Hours

Each course has a set amount of theory hours, flying hours and resources allocated to complete each unit of study. A breakdown of the hours is included in the course brochure. If a student exceeds these allocated hours or if they require additional training, then they are required to pay for the extra hours over the allocated amount.

Please note: For VET Student Loans students, these fees are gap fees, and will not be covered by VET Student Loans and therefore will need to be paid for by the student.

Additionally, students who do not attend scheduled / planned training flights as organised by the Head of Operations without a reasonable excuse or prior advice will be liable for any aircraft and instructor costs incurred. These costs will be required to be finalised prior to further bookings being made.

5.6 Tuition Protection Services

The Tuition Protection Service (TPS) has replaced the former Tuition Assurance Scheme (TAS) from January 2020. TPS is an initiative of the Australian Government to assist international students and eligible domestic students accessing a VET Student Loan (VSL), FEE-HELP or HECS-HELP (HELP) loan, whose education providers are unable to fully deliver their course of study.

The TPS ensures that these students are able to either:

- Complete their studies in another course or with another education provider or
- Receive a refund of their unspent tuition fees (international students) or a re-credit of their loan for open units of study (VSL and HELP).

For more information regarding Tuition Protection Services click the link below.

<https://www.dese.gov.au/tps>

5.7 Procedures as a replacement provider

if a student accepts an offer of a place in a replacement course at Fly Oz:

- a. the student is granted course credits for parts of the original course successfully completed by the student, as evidenced by:
 - i) a statement of attainment or other Australian Qualifications Framework certification documentation issued in accordance with the Australian Qualification Framework; or
 - ii) an authenticated VET transcript prepared by the Registrar (within the meaning of the Student Identifiers Act 2014);

- b. the student is not charged tuition fees for a replacement component of the replacement course – if tuition fees have been paid for the affected part of the original course;
- c. the student is enrolled in the replacement course as soon as practicable; and
- d. the VSL Tuition Protection Director is given written notice of the acceptance within 14 days of the acceptance.

Note: The procedure an approved course provider must have for the purposes of section 92 reflects obligations on approved course providers under section 66G of the VET Student Loans Act 2016.

6. Course Information

6.1 Introduction

Your pilot training with Fly Oz contains a strategic syllabus involving many interrelated theory and practical components. Upon commencement of your course you will be supplied with an outline of the course structure, so you will be able to follow your progress at all times.

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

6.2 Ground Theory Training

The theory component will be delivered by Fly Oz qualified Instructors in classrooms located on campus at Cowra Airport.

6.3 Course by Campus

The course provided at Fly Oz will be conducted from Cowra Airport, Cowra NSW.

6.4 Recreational Pilots Licence (RPL)

Training for your RPL is your first step in the exciting aviation industry. It is a steppingstone to achieving aircraft knowledge, learning to fly an aircraft and familiarizing yourself with aircraft configuration and manoeuvres. At approximately the half-way stage of the RPL you will undertake your First Solo – a rewarding experience to remember for a lifetime. By the time you have completed the RPL, you will be confident handling the aircraft in many different situations.

6.4.1 Admission Requirements

Fly Oz would like to assess the applicant's suitability to successfully undertake this course by administering a multi-faceted pilot aptitude test which includes the elements of special orientation, co-ordination and LLN appropriate for aviation. For students who hold a CASA licence they already have been tested with a CASE ELP so will not require this assessment.

This course is designed for students who have never flown before. The Pre-Requisites for the course are.

- A current Class 1 or Class 2 Australian Medical
- Unless secondary school 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.



6.4.2 Course Program

During this stage students learn how to handle the aircraft through simple manoeuvres. The course runs weekdays, typically from 8:00 am – 5:00 pm (times may vary during the year due to daylight saving.) A typical day for students includes a 2.5-hour lecture, a 1-hour pre-flight briefing with an instructor and a one-hour flight (subject to weather.)

6.4.3 Course Outcomes

The RPL stage concludes when students pass the Recreational Pilots Licence Test, which concludes after eleven (11) weeks.

6.4.4 Aircraft Available

Students on this course fly in Piper Warrior Aircraft.

6.5 Private Pilot Licence (PPL)

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

6.5.1 Admission Requirements

This course is designed for students who have completed their Recreational Pilot Licence (RPL). The Pre-Requisites for the course are.

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

6.5.2 Course Program

Fly Oz would like to assess the applicant's suitability to successfully undertake this course by administering a multi-faceted pilot aptitude test which includes the elements of special orientation, co-ordination and LLN appropriate for aviation. For students who hold a CASA licence they already have been tested with a CASE ELP so will not require this assessment.

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

During this stage, students learn how to navigate and fly in Piper Warrior aircraft on longer trips. The PPL stage concludes when students pass the Private Pilot License flying test, which takes eleven (11) weeks.

6.5.3 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 (Controlled, Uncontrolled aerodromes and airspace).
- Aerodynamics.
- Navigation.
- Operation, Performance and Flight Planning.
- Meteorology.
- Human Performance and Limitations.

All these knowledge areas will be applied to a reasonably wide range of situations, with the student being required to provide solutions to problems that will be at times complex and non-routine. The student's knowledge will include some theoretical concepts, particularly in aerodynamics, and they will be required to understand the practical significance of this theory.

- Leadership will be important in command decision making, dictating the safe continuance or termination of a flight should conditions require such judgement.
- 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 adapt to these changes in the future.
- As 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. Organisation of passengers prior to embarking on a flight, during a flight, and after landing is an important consideration for the student.

6.5.4 Aircraft Available

Students on this course fly Piper Warrior Aircraft.

6.6 AVI50222 - Diploma of Aviation (Commercial Pilot Licence - Aeroplane)

This qualification is part of the Aviation Training Package. It provides students with the skills and knowledge to work as a commercial aeroplane 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. Fly Oz provides comprehensive theory instruction, as well as high quality flight instruction, assisting students to pass exams efficiently.



6.6.1 Admission Requirements

This course is designed for students who have never flown before. The Pre-Requisites for the course are.

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

6.6.2 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 to a far greater depth. During the CPL stage, students start flying faster and more complex aircraft such as the Piper Arrow, Cessna 182 and Beechcraft Duchess.

This part of the course can be the most fun for students. Once they hold a Private Pilot License, students typically go in small groups on fly-aways. These fly-aways can be to places like the Gold Coast or Uluru. Students need to have practice being able to navigate considerable distances and be responsible for aircraft over long trips, including refuelling and planning requirements.

6.6.3 Course Structure

The qualification is made up of 29 units of competency which consists of 28 core units and 1 elective unit all chosen by Fly Oz based on industry requirements to align with CASA licensing requirements. There is a total of 690 face to face hours of flight training and ground theory integrated into the qualification. The Units are as follows:

	CORE		
1	AVIE0006	Maintain aircraft radio communications	10
2	AVIF0026	Implement aviation risk management processes	25
3	AVIF0027	Implement aviation fatigue risk management processes	20
4	AVIF0029	Implement threat and error management strategies	12.5
5	AVIF0030	Manage safe flight operations	30
6	AVIF0033	Manage aircraft passengers and cargo	20
7	AVIF0035	Manage human factors in aviation operations	20
8	AVIH0010	Plan a flight under visual flight rules	30
9	AVIH0014	Navigate aircraft under visual flight rules	70
10	AVILIC0003	Licence to operate a commercial aeroplane	0
11	AVIO0017	Manage disruptive behaviour and unlawful interference with aviation	10
12	AVIW0029	Manage pre- and post-flight actions	20
13	AVIW0032	Operate and manage aircraft systems	20
14	AVIY0033	Operate aircraft using aircraft flight instruments	50
15	AVIY0034	Operate in controlled airspace	20
16	AVIY0035	Operate in Class G airspace	25
17	AVIY0036	Operate at non-towered aerodromes	20
18	AVIY0037	Operate at a controlled aerodrome	20
19	AVIY0040	Apply aeronautical knowledge to aviation operations	7.5
20	AVIY0041	Apply the principles of civil air law to aviation operations	5
21	AVIY0083	Execute advanced aeroplane manoeuvres and procedures	35
22	AVIY0047	Manage abnormal aeroplane flight situations	25
23	AVIY0054	Control aeroplane on the ground	10
24	AVIY0055	Take off aeroplane	15
25	AVIY0056	Control aeroplane in normal flight	30
26	AVIY0057	Land aeroplane	20
27	AVIY0058	Manage aircraft fuel	10
28	AVIZ0006	Manage situational awareness in aircraft flight	100
	ELECTIVE		
29	AVIH0015	Plan a flight under night visual flight rules	10
		Total face to face hours	690
		Self-study at least 10 hours per week to be completed at Fly Oz	460
		Total course hours	1150



6.6.4 Course Outcomes

Upon completion of this course the student will receive a CASA Commercial Pilot Licence and AVI50222 – Diploma of Aviation (Commercial Pilot Licence – Aeroplane).

On completion of this course, the student will have obtained a Commercial Pilot Licence as issued by the Civil Aviation Safety Authority. Career paths from completion of this course are numerous but are essentially all careers that require the basic Commercial Pilot Licence.

These careers include:

- VFR Charter flights
- Aerial Survey
- Parachute Operations

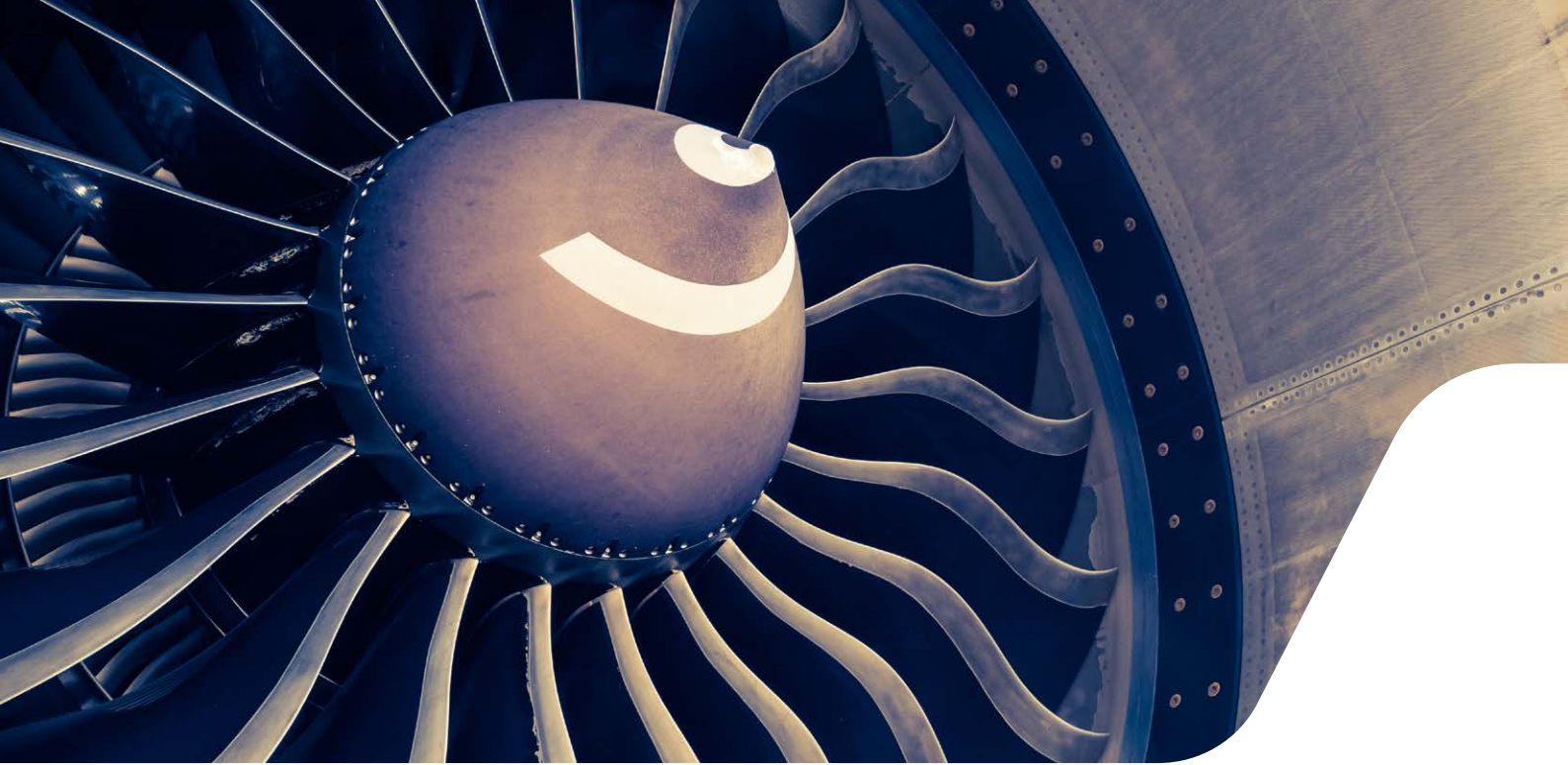
At the completion of this course, the student will be knowledgeable in all subjects plus will have the following additions:

- Further theoretical training in all subject areas to reach a level of understanding appropriate for a Commercial Pilot Licence.
- 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. As well as a responsibility to the student's flight, they will also be trained in working with team procedures.

6.6.5 Aircraft Available

Students on this course will fly Piper Arrow, Cherokee Warrior, Beechcraft Duchess or Beechcraft Baron.

- Unless secondary school has been conducted in English, an IELTS score of 6.0 is required.
- Class 2 Medical



6.7 AVI50519 - Diploma of Aviation for (Instrument Rating)

For PPL holders

This course is designed for students who have commenced flight training prior to enrolling and who hold a Private Pilot Licence. The student will be trained for the issue of a Multi Engine Command Instrument Rating (MECIR) required for the award of an AVI50519 Diploma of Aviation (Instrument Rating). MECIR pilots can fly at night and in poor visibility conditions such as cloud and rain. Note, to qualify for pilot licenses and ratings, students must undertake flight training and gain the required flying experience in addition to pass the relevant theory examinations.

6.7.1 Admission Requirements

The Pre-Requisites for the course are:

- Students must hold a current Australian PPL
- Unless secondary school has been conducted in English, an IELTS score of 6.0 is required.
- Class 2 Medical

6.7.2 Course Program

The AVI50519 Diploma of Aviation (Instrument Rating) is designed for students who already hold a Private Pilot Licence. 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.

This course lasts for 8 weeks and is for students who hold a PPL prior to the course commencing.

At the end of the course, successful students will be qualified for a CASA MECIR assessment and will be awarded an AVI50519 Diploma of Aviation (Instrument Rating).

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

6.7.3 Course Structure

The qualification is made up of 14 units of competency which consists of 13 core units and 1 elective unit all chosen by Fly Oz based on industry requirements to align with CASA licensing requirements. There is a total of 220 face to face hours of flight training and ground theory integrated into the qualification. The Units are as follows:

	UNIT CODE		
	CORE		
1	AVIF0029	Implement threat and error management strategies	15
2	AVIF0030	Manage safe flight operations	15
3	AVIH0013	Plan a flight under instrument flight rules	20
4	AVIH0017	Navigate aircraft under instrument flight rules	35
5	AVIW0032	Operate and manage aircraft systems	20
6	AVIY0033	Operate aircraft using aircraft flight instruments	35
7	AVIY0044	Conduct a 2D instrument approach	10
8	AVIY0050	Perform instrument arrival and standard arrival route procedures	15
9	AVIY0073	Operate aircraft in the traffic pattern at night	10
10	AVIY0074	Perform non-published instrument departure procedures	10
11	AVIY0075	Perform published instrument departure procedures	10
12	AVIY0076	Perform visual circling approach	5
13	AVIY0081	Conduct a 2D global navigation satellite system non-precision instrument approach	10
	ELECTIVE		
14	AVIH0015	Plan a flight under night visual flight rules	10
		Total face to face hours	220
		Self-study at least 11.25 hours per week to be completed at Fly Oz	90
		Total course hours	310



6.7.4 Course Outcomes

Upon successful completion of this course the student will receive a CASA Multi engine Command Instrument Rating (MECIR) and AVI50519 Diploma of Aviation (Instrument Rating).

Career paths from completion of this course are numerous but are essentially all careers that require the basic Commercial Pilot Licence and Instrument Rating combined. Students who have completed AVI50222 - Diploma of Aviation (Commercial Pilot Licence - Aeroplane) and AVI50519 Diploma of Aviation (Instrument Rating) will have all the required qualifications to pursue the following careers:

- IFR Charter flights
- Airline Pilot
- Air Ambulance or Flying Doctor

7. General Information

7.1 Our Graduates

Graduates of Fly Oz work around the world, in airlines, business jets, charter operators, instructing, agricultural flying and testing and assessment roles in regulators. We are always interested to read how our graduates are progressing with their careers. If you are a graduate that we have lost contact with, or you would like to update our details of your career, please contact us at admin@flyoz.com.au

Details of some of our graduates are noted on our website.

7.2 Feedback

The school is committed to continually improving the Fly Oz student experience and would welcome any constructive feedback from all students. Feedback can be sent by email to the Compliance Manager (admin@flyoz.com.au). Student feedback forms are also available from the Compliance Manager on request.

7.3 Safety and Security

Safety is our number one priority. We take reasonable care to ensure you are safe, both on campus and whilst flying. We also expect all students to take reasonable care, so our campus environment is safe for all staff, students and visitors. For example, students are to move around the buildings in an orderly fashion to reduce the risk of minor injury and are advised not to leave any personal property unattended.

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 should have any concerns with WHS during your time with Fly Oz your WHS contact is our Compliance Manager.

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

7.3.1 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.

7.3.2 Security Cameras

Fly Oz is monitored by security cameras on a 24 x 7 basis. The cameras provide a deterrent against crime such as assault, theft of student, staff or company property and can also be used by the company, and the Police, as evidence of any such crime.

7.3.3 Incidents & Injuries

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

7.4 Student Accommodation

Details on local accommodation can be received by contacting the Compliance Manager via email admin@flyoz.com.au.

7.5 Transport and Parking

7.5.1 Fly Oz Campus

Cowra Airport has ample parking for cars and the local area is reasonably flat if you wish to ride a push bike.

You can travel to Cowra from both Sydney and Canberra by a combination of train and bus. Information on timetables can be found at NSW Train Link <http://www.nswtrainlink.info/>

Travel from Sydney to Cowra takes approximately four (4) hours by road and five (5) hours by rail and bus.

Travel from Canberra takes approximately two (2) hours by road and three (3) hours by rail and bus.

8. Appointments

The Head of Operations, Compliance Manager and individual Instructors are available at any time to discuss your training with you. It is strongly advised that you make an appointment if you wish to see a staff member.

8.1 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. Therefore, you are reminded of the importance of carefully planned self-study throughout your course to supplement your classroom studies.

Some of the theory exams you will be sitting have a minimum time you must wait between re-sits. It is extremely important that you endeavour to pass these exams at the first attempt. Failing these exams may result in you being unable to complete your course in the allocated time.

8.1.1 Booking CASA Exams

Fly Oz will book and pay for one (1) attempt of each CASA exam. This booking may not be changed. If you do not sit the exam as arranged by Fly Oz it will be your responsibility to arrange and pay for additional exam sittings directly with CASA.

8.2 CASA Exam Results

Students are required to submit all CASA Exam Results to Fly Oz within a week of sitting an exam. The school 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 KDRs) to the Compliance Manager. 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 school when they report a student's result directly to the school. This administration fee is currently \$20 per record, but subject to change without notice.

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

8.3 ECS Student – Expired Course Students

8.3.1 Theory – Expired Course Students

If you have not completed your course within the following prescribed time limits: AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) 46 weeks AVI50519 Diploma of Aviation (Instrument Rating) 8 weeks you will be made an ECS Student.

Students who have any outstanding exams to sit due to past fails will be required to re-sit the theory class. A \$650 charge will be passed onto the student per re-sit of topic.

8.3.2 Exams – Expired Course Students

Expired Course Students required to re-sit an exam will be charged \$100 for each re-sit.

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.

Please note: These charges in section 8.2 and 8.3 do not apply to VSL students.

9. Graduation

At several places during your course you will complete stages of training that will entitle you to a formal qualification.

These stages are:

- Commercial Pilot Licence
- Instrument Rating

On completion of your entire course you will also be issued with either a Certificate, Statement of Attainment or Diploma.



10. Fly Oz Rules

10.1 Attendance

Your attendance is recorded every day, and must meet certain minimum requirements for the issue of your Certificate or Diploma.

Overseas students are required to meet a set attendance record as outlined in your visa requirements; this includes achieving satisfactory attendance which at a minimum requires attending at least 80% of the scheduled course contact hours. If these requirements are not met Fly Oz is required by law to inform the Department of Immigration and Border Protection – DIBP (for international students).

For VETSL students Fly Oz is required by law to inform the Department of Education if your attendance rate falls below 80%.

Where attendance level falls below 80% and a medical certificate is not provided, and hours cannot be made up before course completion you will be notified in writing of Fly Oz's intention to report the student to DIBP for not achieving satisfactory attendance.

When a booking has been made for you as part of your course then you are required to attend for that booking. This is particularly important where the booking is made in an aircraft or a simulator. If you do not present for a booking then you will be required to pay an additional fee to undertake that flight or simulator session at a later date.

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

- serious illness or injury, where a medical certificate states 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).
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
 - a. involvement in, or witnessing of a serious accident; or
 - b. 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; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

If Fly Oz initiates suspension or cancellation of a student's enrolment, Fly Oz will inform the student of its intention to notify DIBP of the change of enrolment status. Fly Oz will inform the student that he or she has 20 working days in which to access Fly Oz's internal complaints and appeals process.

To 'access' the appeals process means to 'initiate' or 'start' the process – there is an expectation that the process should be completed within 20 business days.

10.2 Absence

Attendance is required on all scheduled days for either flying or ground studies. If you are ill, phone Fly Oz at 8am so we can make alternative arrangements for the day. The nature of your training is such that a student being absent has a large effect on the day's program, so it is

important 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 three (3) consecutive days without approval will be contacted to find out the reason for their absence and counselled accordingly.

10.3 Illness

If you become ill while at Fly Oz, 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). The reasons for this are:

- Your instructor makes sure all your flights comply with the CASA Manual of Standards requirements.
- Your instructor can monitor your course costs.
- Your instructor is responsible for the sequencing of your flights according to the training file and syllabus.

10.5 Flight Cancellation Procedure

- You must be at school planned and ready to go for your flight before the time of departure.
- If you do not attend your flight, this will be noted on your record as a non-attendance and this will affect your course attendance for your qualifications and your visa attendance.
- You must attend at least 80% of your course or your visa will be surrendered. This includes sick leave even if you have a doctor's certificate.
- If you are sick you must notify front desk at least one (1) hour before the time of departure and bring a medical certificate to the front desk within 48 hours of the certificate expiring or you will be charged for the flights you missed, at the rate of \$50 per hour you were booked if you cannot produce a medical certificate in the specified time.
- You will not 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 with an instructor. Front desk will not make cancellations due to weather this must be discussed with the instructor signing you out and the instructor may consult with the front desk to cancel the flight.
- It is the student's responsibility to check their bookings for the following day either by emails or by checking the FlightLogger.
- If a booking needs to be changed or cancelled for the following day, whoever adjusts that booking must call the student and notify them.
- If bookings are changed or cancelled outside the 48-hour period, the person who adjusted the booking must notify the student by phone or email.
- If you are not receiving emails, please contact front desk to confirm your email address. It is the student's responsibility to keep their contact details up to date. This is an immigration and a VETSL requirement.
- For any other cancellations, you must notify fly Oz at least two (2) days in advance.



11. Code of Practice

Below is an outline of the Code of Practice adopted by Fly Oz. 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

Fly Oz will deliver courses of the highest standard meeting all Civil Aviation Safety Authority guidelines.

Accredited courses will be vocationally oriented; with standards set ensuring students achieve qualifications placing them in the best position to obtain employment.

Instructors will always maintain a professional manner when dealing with students.

Adequate facilities and resources will be available to ensure successful delivery of the courses.

11.2 Marketing

All marketing by Fly Oz 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 courses.

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 refund policy.
- Outline of the course showing competencies to be achieved.
- Fee schedule for the course.

11.4 Recruitment

All advertising for the recruitment of trainees for any course provided by Fly Oz Pty Ltd will be ethical, honest and not misleading.

Trainee applications will be evaluated on the likelihood of the trainee achieving the competency standards required for the course. This evaluation will be conducted by the Head of Operations or by another senior instructor.

11.5 Refunds

Trainees are provided with the refund policy upon application to the course. This policy is detailed on a separate information sheet included with your application form. Students should ensure that they are familiar with the policy. Refer to refund/ cancellation

11.6 Student Liaison

When you study with Fly Oz, we will always ensure you receive the finest quality training available. During all your studies with Fly Oz you will have access to both your own Instructor and the Chief Flying Instructor, whenever you need to discuss your training.

If you require any more information about your training or you wish to clarify something, or you have a grievance, then initially discuss the matter with your instructor. If required, your instructor will then advise the Head of Operations of the situation so that a solution can be reached.

11.7 Disciplinary Procedure

To ensure all course participants receive equal opportunities and gain the maximum benefit from their time with us; we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then the student may be asked to leave Fly Oz.

Unacceptable behaviour may include:

- Continuous interruptions to the trainer whilst delivering the course content
- Smoking in non-smoking areas
- Being disrespectful to other participants
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places themselves or others at risk
- Refusing to participate when required in group 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.

11.8 Grievances Procedure

The purpose of 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.

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

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

Fly Oz will ensure that no student is victimized or discriminated against for:

- a. seeking a review or reconsideration of a decision, or
- b. using the providers processes or procedures about dealing with grievances or
- c. making an application for re-crediting of the students FEE-HELP balance under Part 6 of the act.



The following outlines the procedure for students who have a grievance with Fly Oz:

Stage 1

11.8.1 Raise Issue or Complaint

The first step is for the student, or client, to raise awareness of the problem, either by e-mail, phone or face-to-face and discuss it with the relevant staff. This may be the instructor or Head of Operations. Any grievance should be raised as soon as practical.

Stage 2

11.8.2 Submit Complaint to HR

If the student / client is dissatisfied with the outcome of the informal discussion, they should formalise the complaint and complete a 'Complaint Form' (see Compliance Manager) within seven (7) business days of their informal discussion. The completed and signed Complaint Form should be sent by email to the Compliance Manager. The Compliance Manager will send an email acknowledging receipt and may conduct discussion with the complainant and other parties to try and resolve the complaint.

Stage 3

11.8.3 Escalate Complaint to Head of Operations

If the Compliance Manager is unable to resolve the complaint, the issue will be escalated to the Head of Operations (HOO). The HOO will conduct further investigations as they see fit and determine a resolution.

Either the HOO, or the Compliance Manager will inform the complainant of the resolution. The HOO, or the Compliance Manager, will also be responsible for taking corrective action, as required, to enhance the student / client experience.

11.8.4 External appeal

If the student / client is not satisfied with the way their complaint has been handled, the student / client can appeal to an independent, external mediator. The company uses LEADR, member of the Association of Dispute Resolvers. Students can contact LEADR on (+61 2) 9251 3366 or free call 1800 651 650.

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 Fly Oz will follow when attempting to resolve a grievance:

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

Stage 4

1. Attempt to resolve the dispute internally within five (5) business days of the initial contact with the student. The grievance will be acknowledged on day one (1) whether lodged as an informal discussion, email, phone call or other communication.
2. Commence hearing a formal appeal within ten (10) business days of the formal lodgement of the complaint or appeal including supporting information. All reasonable measures will be taken to finalise 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 within five (5) business days of the completion of the formal appeal hearing.
5. Refer students to LEADR State Office when all attempts to resolve dispute internally have failed.
6. Provide an interview room to accommodate the mediation session.
7. Be willing to negotiate in good faith.
8. Consider a range of options for solution of the dispute.



12. Competency standards.

Courses delivered at Fly Oz are compliant with both Australian Skills and Quality Authority (ASQA) and Civil Aviation Safety Authority (CASA) competency standards and Fly Oz regularly audits our programs to ensure industry best practice standards are maintained.

Note: The Australian Civil Aviation Safety Authority (CASA) standards are internationally recognised.

13. Training

13.1 What is accredited training?

Accredited Training is training delivered by a Registered Training Organisation (RTO) from an Industry Training Package (ITP) or an Accredited Training Package which are recognised nationally.

Fly Oz is a Registered Training Organisation with all training undertaken in accordance with the Australian Quality Training Framework (AQTF). Fly Oz is registered to deliver training in New South Wales through the Australian Skills Quality Authority (ASQA).

As your course is nationally recognised, your completion certificate will display the Nationally Recognised Training logo and the ASQA logo. Your pilots' licence will be issued by CASA and have their logo on it.

14. Licensing/regulatory requirements.

All the proposed courses satisfy Civil Aviation Safety Authority licensing requirements.

14.1 AVI50222 Diploma of Aviation (Commercial Pilot Licence - Aeroplane)

Meets the standards of the Civil Aviation Safety Authority Commercial Pilot Licence - Aeroplanes (CPL).

14.2 AVI50522 Diploma of Aviation (Instrument Rating)

Meets the standards of the Civil Aviation Safety Authority for the issuing of a Multi Engine Command Instrument Rating (CIR).

15. Competency Based-Training and Assessment

15.1 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.
- Organising 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.

15.2 Assessment

Assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether competency has been demonstrated.

Effective and objective assessment is key to the successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a candidate's evidence of skills and knowledge, against the requirements of the Standards.

15.3 Principles of assessment

For an effective assessment system in a competency environment, some basic principles must apply:

15.3.1 Validity

The assessments actually assess what they claim to assess and what they have been designed to assess.

Validity of assessment is achieved when:

- Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria
- Appropriate evidence is collected from activities that can be clearly related to the units of competency.

15.3.2 Authenticity

The evidence collected is authentic – that is, it is derived from valid sources and is directly attributable to the individual.

15.4 Reliability

Reliable assessment uses methods and procedures that ensure the competency standards are interpreted and applied consistently from person to person and from context to context.

The following are important to ensure that assessment produces consistent outcomes:

- Clear, unambiguous, well documented assessment procedures and competency standards.
- Clear, consistent and specific assessment criteria.
- Effectively trained, briefed and monitored assessors.
- Adequate assessors across industries and a hierarchy of assessment which ensures a quality outcome; and
- Assessment is carried out within a system flexible enough to cope with multiple and diverse forms of evidence.

15.5 Rules of Assessment

The assessment system must ensure that evidence collected and provided for judgment is consistent across the range, without undue reliance on any small number of select workplace contexts or projects.

15.6 Currency

Under an effective system, assessment evaluates whether the individual's skills and knowledge are current and can be applied in today's workplace. Generally, competencies that have not been demonstrated within the past three (3) years are not usually accepted as "current". However, an assessor, under some circumstances may make exceptions to the specified period.

There may be specific situations where individual skills have not been directly applied for a longer period, but these skills are in fact still current for the individual. In these cases, evidence from earlier periods may be admissible, and assessed for currency, within an appropriately flexible assessment system.

15.7 Sufficiency

Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be carried out.

A tendency of many candidates is to provide more (or less) evidence than is required to prove competency against the standards. An effective assessment system ensures that candidates are clearly advised regarding the amount and form of evidence, which is sufficient to prove competency.

This should avoid the situation where masses of evidence are provided, requiring assessors to spend more time than necessary per candidate, or too little evidence, making it difficult to judge competence.

15.8 Flexibility

Every portfolio or set of candidate evidence is unique. Each candidate will identify and develop his or her own specific set of evidence to prove competency against the standards. This set will be based on the workplace experience of the candidate and will comprise diverse types and forms of relevant and appropriate evidence.

Assessors must be able to take a flexible approach to the assessment of evidence. Clearly, this approach must always take time and cost into account – both to ensure the best use of assessor time and from the viewpoint of the candidate and his or her employer.

An assessment system must evaluate the scope of knowledge and skills covered by the criteria – both performance (skill) and underpinning knowledge & understanding.

15.9 Fairness and Equity

An assessment system and its processes must not disadvantage any person or organisation. All eligible candidates must be guaranteed access to assessment, which does not discriminate on any basis.

Assessment guidelines must include an approach for working with candidates who have special needs.

To achieve these principles, the assessment system must exhibit the following characteristics:

- The standards, assessment processes and all associated information are straight forward and understandable.
- The characteristics of potential candidates are identified, to enable all potential assessment issues to be identified and catered for.
- The chosen processes and materials within the system of assessment do not disadvantage candidates.
- An appropriate and effective review and dispute resolution mechanism is in place to investigate, examine and redress any issue of unfairness or disadvantage identified, involving access, assessment, certification or any other related issue; and
- Where potential disadvantages are identified, the system is amended to avoid or counter them, or appropriate steps taken to overcome them including reassessment if required.

15.10 Assessors

The role of an assessor is to objectively assess and judge a candidate's evidence against a set of standards. 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.

The training and ongoing professional development of assessors must include such areas as:

- Roles, responsibilities and ethics.
- Procedural and administrative duties.
- Performance and knowledge evidence gathering and presentation.
- Interpretation and usage of standards.
- Selecting and using appropriate methods of assessment; and
- Requirements regarding processing and recording of results, progress and feedback.

15.11 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:

- Evaluation of direct products of work.
- Natural observation.
- Skill tests, simulations and projects.
- Evaluation of underpinning knowledge and understanding.
- Questioning and discussion; and
- Evidence from prior achievement and activity.



15.12 Candidates with special needs

One fundamental principle of an assessment system is that each candidate must have access to fair and open assessment. Candidates with special needs should be offered the same opportunities as any other candidate.

As special needs extend to more than identify physical or learning difficulties, an assessor will also need to consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.

An assessor must take special needs into consideration from the planning stage onwards and adopt assessment methods as appropriate. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a candidate with special needs.

If there is uncertainty, the assessor should call on other assessors or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the candidate at all stages.

15.13 Feedback

Where students are assessed as not competent, they will be provided with additional feedback on their assessment outcome to assist in achieving the required performance standard on reassessment.

15.14 Reassessment

Students who are dissatisfied with their assessment outcome may apply for reassessment by contacting their trainer or assessor.

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your Assessor simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used.

It is in your long-term interests to ensure that all the skills necessary for the job have been mastered, our aim is to help you to learn those skills in the right way.

16. Flexible Learning Strategies & Assessment Procedures

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

16.1 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 certificates issued by other training organisations,
- support letters from employers,
- course outlines of previously studied courses.

We also recognise the credentials issued by other organisations operating under the Australian Qualifications Framework.

All assessments of Recognition of Prior Learning applications are reviewed by staff who 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:

- Recreational Pilot licence (RPL) passed.
- Recreational Pilot licence (RPL) passed and Private Pilot Licence theory examination credit (PPLA).

- Private Pilot Licence (PPL)
- Private Pilot Licence (PPL) held and Commercial Pilot Licence (CPL) theory examination (CPLA) credit.
- Commercial Pilot Licence (CPL)
- Commercial Pilot Licence (CPL) held and Instrument Rating theory examination (IREX) credit.

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

Fly Oz reserves the right to ask for aptitude test results. International students are warned that where Recognition of Prior Learning is issued prior to the issue of a Visa, then the period of the Student Visa will be reduced to compensate. Where Recognition of Prior Learning is granted after the Visa has been issued, then Fly Oz is required to maintain full study load with supplementary materials.

16.2 Mutual recognition, and recognition of current competency

Fly Oz recognises any appropriate existing competencies and qualifications issued by a bona-fide RTO whether they are Mutual recognition qualifications issued under the Australian Qualifications Framework or qualifications issued by another RTO.

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 student may also elect to have their qualifications and/or Statements of Attainment recognised during the course by completion and submission of the same forms.

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 Pack 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 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.

16.3 Attendance Procedures

You are enrolled in "Institution Based training" which means you must attend and work in a class

room setting. You must attend at least 80% of all scheduled classes and practical flying sessions. If you miss more than three (3) day's training, the Head of Operations will phone to make sure that you are okay and to find out if you have any problems.

If you are sick or have a personal problem, which cannot be IMMEDIATELY resolved by phone, your instructor or reception, let us know.

International students may be in default of their Visa condition, which means we must advise DIAC.

16.4 Attendance Monitoring

The Head of Operations will audit attendance once a month to ensure all students are meeting their course and visa requirements. The following warning letters will be issued should you not be attending regularly and fall into any of the below categories, based on a 530-hour course.

- 1st warning letter issued when a total absenteeism = 26.5 hours (5% missed)
- 2nd warning letter issued when a total absenteeism = 53 hours (10% missed)
- 3rd warning letter issued when a total absenteeism = 79.5 hours (15% missed)
- 4th letter (intent to report to DIAC) total absenteeism = 106hours (20% missed)

16.5 Issuing of Certificates

Assessment determines whether a participant is competent or not yet competent in each module of their 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.

People with special needs such as disability will be accepted as participants, subject to performance tests. Wherever possible we provide training premises that are accessible for people with disabilities.

16.6 Credit Transfer

As a component of the Pre-Training Review process, Fly Oz ensures no student is required to repeat any unit or module in which they have already been assessed as competent unless a regulatory requirement or license condition (including industry licensing schemes) requires this.

Credit Transfer is a process that provides students with credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes from previous studies.

Where a student provides suitable evidence, they have successfully completed a unit or module at any RTO, Fly Oz provides credit for that unit or module. In some cases, licensing or regulatory requirements may prevent a unit or module from being awarded through a credit process.

Fly Oz is not obliged however to issue a qualification or statement of attainment that is achieved wholly through recognition of units and /or modules completed at another RTO or RTOs.

Note that providing credit for previous studies is not a Recognition of Prior Learning (RPL) process. RPL is a form of assessment of the competence of a person while providing credit is recognizing the equivalence of studies previously undertaken and completed successfully.

Fly Oz recognizes varied testamurs from other Registered Training Organisations and USI Transcripts issued by the USI Registrar. This applies to all cases, including students seeking credit transfer for previous study and personnel documentation.

Before providing credit on the basis of a Qualification Certificate, Statement of Attainment, Record of Results or USI Transcript, Fly Oz authenticates the information in the document.

Document Verification Procedure



When verifying documentation, Fly Oz personnel are required to implement the following procedures:

Identify Documents

1. Sight the original Identification document.
2. Take a copy of the original Identification document.
3. Verify the copy of the Identification document by writing the following statement on the copy:

“I confirm that I have sighted the original ID and this is a true and accurate copy”
With inclusion of the Representative’s Name, Representative’s Signature and Date.

Testamur Documentation

1. Receive a copy of the testamur documentation being used;
2. Confirm the authenticity of the document by contacting and confirming authenticity with the relevant issuing registered training organization;
3. Verify the copy of the testamur document by writing the following statement on the copy:

“I confirm that I have authenticated this document with the issuing organization”
With inclusion of the Representative’s Name, Representative’s Signature and Date.

USI Transcripts

Authentication to be conducted by a representative that has USI Organisation Portal access.

1. Ensure the student has given Fly Oz permission to see their transcript online.
2. Access the student’s USI transcript (via the USI Organisational Portal) and print off a copy of transcript.
3. Verify the copy of the USI Transcript by writing the following statement on the copy:

“I confirm that I have authenticated this USI Transcript via the USI Organisational Portal”
With inclusion of the Representative’s Name, Representative’s Signature and Date.

Student Request for Credit Transfer

If a student wishes to apply for Credit Transfer, it is mandatory that they complete the Credit Transfer RPL Application Form and include appropriate evidence to support the Credit Transfer Application.

All Credit Transfer applications must be supported by appropriate evidence. This may be in the form of Nationally Recognised Qualification or Statement of Attainment, indicating exactly the same code and title as those included in the student application, or other documents of equivalence.

Fly Oz's personnel processing credit transfer results must:

1. Ensure the unit code on the previous testamur documentation/USI Transcript are highlighted as the unit codes being sought for credit transfer;
2. Where the documentation includes results, ensure that satisfactory result outcomes are listed; and
3. Where unit competency are deemed 'equivalent,' attach the relevant screen printout from the National Register (www.training.gov.au) or mapping page from the official training package/curriculum list where equivalency has been noted.

Where appropriate evidence is provided with the Credit Transfer application Fly Oz must grant the Credit Transfer. Where Credit Transfer is granted, the student will be advised within five working days of completion of the assessment and the training program adjusted accordingly.

Where Credit Transfer is not granted, the student will be notified in writing of the outcome within five working days of the completion of the assessment. The written communication to the student includes a reason for refusal, and information on how to lodge a complaint or appeal if desired.

In all cases, a copy of the credit transfer application and verified copies of the relevant documentation evidence is retained in the student's file.

17. 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 RPL opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs

17.1 Relevant Legislation

<http://www.legislation.nsw.gov.au/> <https://www.legislation.gov.au/Details/C2018C00293>

National Vocational Education and Training Regulator Act 2011

VET Student Loans Act 2016

VET Student Loans (Consequential Amendments and Transitional Provisions) Act 2016
VET Student Loans (Charges) Act 2016

VET Student Loans (VSL Tuition Protection Levy) Act 2020

VET Student Loans Rules 2016

VET Student Loans (Courses and Loan Caps) Determination 2016

VET Student Loans (Consequential Amendments and Transitional Provisions) Rule 2016

17.2 Occupational Health and Safety Act (NSW) 2000

Section 8(1) of the Occupational Health and Safety Act 2000 (OHS Act 2000) states that as an employer Fly Oz, must ensure the health, safety and welfare at work of all the employees.

To meet responsibilities under the OHS Act 2000, Fly Oz will provide:

- safe premises
- safe machinery and substances
- safe systems of work
- provision of information, instruction, training and supervision
- suitable working environment and facilities.

The Act also states that Fly Oz personnel as well as the Company are responsible for the health and safety of people other than your workers, who may be present at the workplace.

To ensure compliance with this legislation, Fly Oz has a fully documented WHS system for the training part of the business. Occupational Health and Safety is the cornerstone of all coursework currently offered.

17.2.1 Safety Committee

The NSW Occupational Health and Safety Act requires the appointment of members of staff to “consult” on behalf of their respective groups as designated WHS representatives. The Head of Operations, Deputy Head of Operations, Compliance Manager and Chief Executive Officer are the employee representatives, while the Safety Manager is the employer representative.

As part of our weekly staff meetings matters relating to WHS are discussed and acted upon.

Minutes of these weekly staff meetings are distributed by email to each staff member and are also kept on file in the company one drive.

All safety matters that relate to injuries of co-workers are to be discussed frankly and openly with a view to establishing the underlying cause.

Workers Compensation Act 1987

Workplace Injury Management & Workers Compensation Act 1998

Fly Oz has safety information available within the workplace.

Our organisation will not dismiss an injured worker because of the injury within six months of the worker becoming unfit.

Fly Oz has documented a return-to-work program and can complete all legal requirements for the resolution of any workplace injury or illness.

Fly Oz shall make suitable duties available to injured workers who are certified fit for suitable duties.

17.3 Anti-Discrimination

Fly Oz 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.

In the recruitment process, successful applicants are not determined on age, sex, race, impediment or marital status, rather the selection is based on an individual's own merits, achievements and characteristics for the initiative or opportunity. All trainers must be aware of this legislation when training in the classroom.

Staff are to adopt the principles behind this legislation and apply these procedures to their work actions. Anti-Discrimination laws state that it is against the law to discriminate against people (treat them unfairly compared with others) or harass them in employment. This means that throughout Australia all employees must generally treat all their employees and anyone who applies for a job with them fairly – based on their individual merit rather than irrelevant characteristics.

The law says that discrimination has occurred when someone is treated less favourably than other because of a specific factor such a race, gender, age, marital status, sexual preference, religious beliefs.

Staff at the Anti-Discrimination Board of NSW are willing to advise any members of the community on questions or issues relating to the Anti-Discrimination Act.

17.4 Child Protection (Prohibited Employment) Act 1998

The Act aims to prevent a 'prohibited person' from gaining or remaining in specific types of child related employment. An employer cannot employ a prohibited person for work which primarily involves direct contact with children where that contact is unsupervised.

A prohibited person is a person convicted of committing a serious sex offence. For the purposes of this legislation, a serious sex offence is an offence involving sexual activity or acts of indecency which is or was punishable by penal servitude or imprisonment for 12 months or more in New South Wales.

A prohibited person may apply to the Industrial Relations Commission or the Administrative Decisions Tribunal for an exemption from this Act. An exemption will not be given unless it is



considered that the person does not pose a risk to the safety of children.

Under the Act all employers must ask all existing paid and unpaid employees engaged in positions which primarily involve direct contact with children where that contact is unsupervised if they are a prohibited person.

Employees must make the declaration to their employer within one month of being requested to do so, or, if they are a prohibited person, remove themselves from child related employment.

Where an existing employee notifies that they are a prohibited person they may remain in child related employment for up to three months after the commencement of these procedures provided they comply with any requirements of the employer concerning unsupervised contact with children.

Employers may consider transfers to other positions which are not child-related within the organisation. If no such alternative exists, the employee will be required to terminate their services with the employer.

Prior to employment, employers must ensure that all applicants for child-related employment declare whether they are a prohibited person or not. It is an offence for an employer to fail to ask whether a person is a prohibited person or employ a prohibited person.

It is also an offence for an employee not to disclose his or her prohibited person status. Employers should also ensure that once they have identified a position as being child-related, all information regarding the position clearly states that prohibited persons are not eligible to apply.

17.5 Commission for Children and Young People Act 1998

One of the major functions of the CCYP is to facilitate screening to determine the suitability of people for child-related employment. Part 7 of the Act, Employment Screening, sets out the requirements to screen people seeking child-related employment to determine their suitability.

The Act requires that all people commencing paid work that primarily involves direct contact with children where that contact is unsupervised must be screened by having a:

- relevant national criminal record check
- check of relevant Apprehended Violence Orders, and
- review of relevant completed disciplinary proceedings the applicant may have had in previous employment.

Under the Act employers may also screen current employees engaged in child-related employment and unpaid workers, such as volunteers. Screening these people, however, is not mandatory.

Employers must request employment screening to be undertaken and ensure, where practicable, its completion before offering employment in any paid position that primarily involves direct contact with children where that contact is unsupervised. Should a situation arise where it is not practicable for screening to be undertaken prior to the commencement of employment, it is a requirement of the Act that the screening process be completed as soon as possible after the person is employed. In these cases employers must advise employees that their ongoing employment is conditional on the satisfactory completion of the screening process.

Under the legislation employers must notify the CCYP of any:



- decision not to employ a person due to the findings of the employment screening process, and
- completed disciplinary proceeding against an employee involving child abuse, sexual misconduct or acts of violence in employment where these acts involve children, are directed at children, or take place in the presence of children. It is a requirement of the CCYP to monitor and audit compliance of employers and other related bodies with the employment screening requirements of the legislation. The Act establishes strict confidentiality arrangements in relation to all information obtained during the screening processes. It is an offence to inappropriately use any information obtained during employment screening.

The Act also provides protection from liability or similar claim for any person who provides information in relation to employment screening in good faith and with reasonable care.

17.6 Privacy Policy

Fly Oz is required to meet the requirements of the Federal Privacy Act as they apply to private sector business and the Compliance Manager is the Privacy Officer as defined by the Act.

In addition, privacy provisions of the VET Quality Framework apply to the delivery of all Nationally Recognised Training by Fly Oz.

It is a requirement of the Australian Qualifications Framework that students can access personal information held by Fly Oz 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 TPS Act and the VQF, access may be given to Government officer 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 operating as a Registered Training Organisation under the VET Quality Framework administered by 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 Compliance Manager or Administration Assistant – Compliance.

All reasonable steps to protect personal information from misuse, loss, unauthorised 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 Fly Oz 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 Fly Oz is a Registered Training Organisation 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 define policies on management of personal information and Fly Oz will provide the policies to anyone who asks.

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

Fly Oz does not transfer personal information outside the state of collection.

17.7 Cultural Relevance

Any individual is welcome to participate in Fly Oz training programs, irrespective of cultural background.

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.

17.8 Language, Literacy and Numeracy (LLN)

We aim to provide a positive and rewarding learning experience for all our students.

LLN will be assessed thoroughly in the pre-enrolment aptitude testing which is at students' own expense. Students who do not successfully complete the aptitude testing will be provided with guidance material to external LLN providers.

Students must ensure that they have discussed with the Compliance Manager any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties.

Where language, literacy and numeracy competency are essential for courses, we have made every effort to ensure that students are adequately supported to enable them to complete their training. Some examples of the type of support that we can offer include:

17.8.1 Literacy

Providing students only essential writing tasks. Consider the use of group exercises.

Provide examples and models of completed tasks.

Ensure that documents and forms are written and formatted in plain English Use clear headings, highlight certain key words or phrases

Provide explanations of all technical terms used.

17.8.2 Language

Present information in small chunks and speak clearly, concisely and not too quickly. Give clear instructions in a logical sequence.

Give many practical examples. Encourage students to ask questions.

Ask all questions to ensure students understand.

17.8.3 Numeracy

Ask students to identify in words, what the exact problem is and how they might solve it.

Show students how to do the calculations through step by step instructions and through examples of completed calculations.

Help students to work out what math's calculations and measurements are required to complete the Task.

Encourage the use of calculators and demonstrate how to use them.

17.9 Staff Responsibilities for Access/Equity & Equal Opportunity Issues

The Compliance Manager is the person to direct all problems and information requests, they will refer it to the appropriate staff member. That Officer is also the access and equity officer for Fly Oz, so, if you are experiencing any harassment or discrimination, refer the matter in writing to them.

Fly Oz 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 are 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.

We recognise the NSW Principles of Access and Equity and the rights of all people to be treated in a fair and equitable manner.

17.10 Feedback/Evaluation

Fly Oz actively seeks staff and student feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement. We monitor compliance with AQTF standards and our policies and procedures through evaluations at the completion of courses. Any grievances or deficiencies are documented on a Corrective Action Record to ensure appropriate follow up action is taken.

17.11 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 Head of Operations/Chief Pilot and if unresolved
3. refer the matter to CASA for determination on technical matters or 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) business days. The outcomes and the reasons for it will be given to you in writing.



Australian Government
Civil Aviation Safety Authority

Authority to Release Information

I, (print name in full), ARN:

Hereby AUTHORISE the Civil Aviation Safety Authority (CASA) to release:

- my Australian Flight Crew Licence; **
- my Aviation Reference Number; **
- my current Aviation Medical Certificate including any conditions attaching to that Certificate**
- other records (please list below)

.....
.....

(** strike out if you do not want the information released.)

1. Name of Organisation

Email Address Phone Number

2. Name of Organisation

Email Address Phone Number

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

Signed

Name

Date...../...../.....



Student Certification

Name.....

Local address.....

Contact phone number.....

Email address.....

Emergency contact in Australia.....

I understand that if my local residential address changes I must notify Fly Oz as it is a visa requirement for DIBP. (International students only)

Sign.....

I have received my student health cover number. (International Students only)

Sign.....

I understand when my fees are due and the amount owing for each instalment. I also understand that if fees are not paid in full on the correct date that my training will cease until these fees are paid.

Sign.....

I have read and understood the Fly Oz Student Handbook.

Sign.....

Date...../...../.....



Permission to Collect Information

(Permission by Individuals to collect relevant information for the development of training and for reporting to the Department of Education and Training).

Fly Oz would like to include information received from training participants in the

monitoring and evaluation of our training delivery and assessment performance. The Department of Education and Training (DET) may conduct additional evaluation procedures based upon information collated by this registered training organization (RTO). Monitoring and evaluating may involve direct contact with the training participants (incl. Students) and Fly Oz, their employees and their industry clients.

The outcome of any monitoring and / or evaluation will be used by Fly Oz and / or the Department for internal management purposes. Any information concerning an individual trainee will not be disclosed to the public.

To participate in this evaluation, we will need this form signed by each trainee as consent to:

- a. being contacted by DET for the purpose of monitoring & evaluation
- b. using results in the evaluation of the outcomes of the delivery

For those trainees who are under 18 and asked to participate in this evaluation we require your Parents or Legal Guardians to additionally sign on your behalf.

.....

STUDENT PARTICIPANT NAME SIGNATURE

.....

PARENT /LEGAL GUARDIAN SIGNATURE

Date...../...../.....



Anti-Discrimination, Access and Equity Undertaking

I agree to abide by the following access and equity policy and comply with all the requirements of the Anti-Discrimination Act 1977 and, if relevant, the Affirmative Action (Equal Opportunity for Women) Act 1986.

I will incorporate access and equity whilst studying at Fly Oz.

I will avoid discrimination towards any group or individuals in any form inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

Sign.....

Name.....

Date...../...../.....



Grievance Procedure Complaint Form

STUDENT DETAILS	
Business unit/campus	
Student/client name	
Student enrolment number	
Program of study	
Email address	
Contact number	
Address for written correspondence	

INFORMAL RESOLUTION

Document the steps taken to resolve the matter, prior to submitting a formal complaint. Include who you have spoken with and why you feel the outcome has been unsatisfactory.

YOUR COMPLAINT

Outline the nature of your complaint – continue on a separate sheet where necessary.

PROPOSED OUTCOME

If your complaint is upheld, what action would you like to be taken?

SUPPORTING DOCUMENTATION

Include copies of all relevant documents to support your complaint (e.g. emails, meetings, reports etc).

Ref	Document

DECLARATION

I would like Fly Oz to consider my complaint and declare that the facts stated in this application are true.

Sign.....

Name.....

Date...../...../.....

Please send your completed form along with supporting documentation to admin@flyoz.com.au

Cowra and district – Services contact details

1. Doctors and Medical

Cowra Hospital

64 Liverpool Street Cowra

Phone: (02) 6340 2300

Kendal Street Medical Services

165/169 Kendal St, Cowra NSW 2794

Phone: (02) 6341 1400

Medispring Family Medical Centre

96 Brisbane St, Cowra NSW 2794

Phone: (02) 6342 2555

Cowra Dental Practice

94 Brisbane St, Cowra NSW 2794

Phone : (02) 6342 2433

Cowra Dental Group

63A Kendal St, Cowra NSW 2794 Phone: (02) 6342 2293

2. Police

Cowra Police Station

86/88–90 Brisbane St, Cowra NSW 2794 Phone: (02) 6341 5099

3. Transport

Cowra bus service

Phone: 02 6342 1021

4. After Hours and Emergency Contacts

Fire, Police, Ambulance: 000 SES: 132 500

Water, Sewerage and Roads: 0419 219 231

Council Ranger: 02 6340 2052

5. Other Useful Numbers

Cowra Aquatic Centre: 02 6340 2150

Cowra Civic Centre: 02 6340 2130

Cowra Regional Art Gallery: 02 6340 2190

Cowra Library: 02 6340 2180

International Student Information

The Australian Government has information for International students on the following topics:

- Literacy and numeracy
- Qualifications and skills recognition
- Scholarships
- Vocational education and training
- Australian Healthcare
- Insurance

Detailed information about studying in Australia can be accessed by opening the following link.
<http://www.australia.gov.au/information-and-services/education-and-training/international-students>

If you require any further information, you should first speak with your instructor or Fly Oz Compliance Manager about your issue, they will be happy to assist you whenever possible.



9 Richards Drive, Cowra, NSW 2794



02 6342 1812



admin@flyoz.com.au



flyoz.com.au