INTERNATIONAL
STUDENT HANDBOOK

LEARN TO FLY

CONTENTS

GENERAL INFORMATION

Purpose of this handbook

The Student Handbook is intended to be utilised in the following ways:

1. To provide information to applicants that will enable them to make informed decisions about studying in Australia and at Learn To Fly Australia Pty Ltd, (abbreviated as LTF in this handbook).

2. To provide a reference for enrolled students about LTF's policies and processes and their rights and obligations.

3. To provide a reference and training tool to all staff at LTF of Vocational Education and Training processes and procedures.

4. LTF's entry requirements and procedures, as well as all matters to do with student visa conditions are set out in this Student Handbook under relevant sections. Please read carefully through the information material and links provided before making a decision about study.

Statement of quality assurance

Learn To Fly Australia Pty Ltd is a Registered Training Organisation (RTO) with National Provider Code 45684 and approved to offer certain courses under the Australian Qualifications Framework (AQF). https://training.gov.au/Organisation/Details/45684 is also approved to offer the same courses to overseas students studying on a student visa.

CRICOS is a register of approved providers that can offer courses to overseas students. Learn To Fly Australia Pty Ltd CRICOS code is 03913A, and as a registered provider LTF must meet the following:

Be compliant with all components of the Vocational Education and Training (VET) Quality Framework which includes, but not limited to, the Standards for NVR Registered Training Organisation 2012, as set out by ASQA.

Be compliant with The National Code of Practice of Education and Training to Overseas Students (the National Code and the Education Services for Overseas Students Act 2000 ESOS). The National Code 2018 is a set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and the Standards for RTO's 2015.

Courses offered under the AQF

LTF has the following courses on scope of registration

Course Code	CRICOS Code	Qualification Title
AVI50219	105755F	Diploma of Aviation (Commercial Pilot Licence – Aeroplane)
AVI50519	105756E	Diploma of Aviation (Instrument Rating)

Website: www.learntofly.edu.au

Campus address

22-24 Northern Avenue, Moorabbin Airport, VIC 3194.

Location

LTF's principal place of business and head office is located at the Moorabbin Airport which is about 25km from Melbourne CBD. Moorabbin Airport has 5 runways and is a major employment precinct for the State of Victoria. It offers a unique blend of features that accommodate a diverse range of training options. Students can benefit from all the required navigational aids for effective and efficient training; radar-controlled airspace; and uncontrolled airspace for navigation, and access to various regional and remote airfields

Facilities

LTF's facilities comprise of the following (not limited to):

✈ Flight Planning Room

✈ On-line teaching spaces

✈ Flight Briefing Room

✈ Simulator Room

✈ Library

✈ Student Lounge

All facilities are air conditioned with modern technical equipment.

Contact

Student Manager

Email: enrol@learntofly.edu.au

Phone: 1300 352 768

Student Support Officer

Email: enrol@learntofly.edu.au

Phone: 1300 352 768

Privacy

Personal information is collected for the primary purpose of flight training, mainly via the enrolment form. Notwithstanding the relevant provisions of the Privacy Act 1988 LTF undertakes to abide by the following Policy:

1. The ESOS Act 2000 and the National Code 2018 to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities.

2. VET provider requirements under ASQA to collect and report "Total VET Activity" data. This includes full Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data, in accordance with the National VET Provider Collection Data Requirements Policy and National Standards for RTO's 2015.

Personal Information Collected by LTF

a. All personal information gathered, as required by Civil Aviation Safety Authority and of the normal administration of LTF such as name, date of birth, home address, email address, and phone number

b. All personal information with regards to next of kin for the purposes of notification in the event of an emergency

c. Most information is gathered directly from the person however from time to time it may be required to collect information from a third party. When it is required to gather information in this way you will be asked to give a written consent

Sharing of your personal details

a. LTF undertakes that no personal information gathered, shall be used for any other purpose than that stated to you.

b. Information shall not be passed to any third party without your knowledge and consent.

c. We may pass on your information to a third party in limited circumstances when authorised under law.

d. When your information is passed to a third party we require that they comply with the Australian Privacy Principles in the Commonwealths Privacy Act 1988.

If you wish to seek access to your personal information or enquire about the handling of your personal information, please see the Student Support Officer in the first instance.

Consent

LTF will assume that, unless you advise otherwise, you consent to the collection of the information that you provide to LTF (either directly or indirectly) for use and disclosure by LTF in accordance with our Privacy Policy.

LTF will only collect sensitive information (which is a category of personal information that includes information about things like health, religion etc.) from you with your consent and where it is reasonably necessary for LTF to provide you with services or carry out services or activities.

Media policy

Only the Chief Executive Officer (CEO) or a delegate authorised by the CEO, shall make any official comment to any external agency in relation to any incident or issue that may arise. The CEO will gather information, check all facts and determine the official LTF response.

No employee, student or contractor of LTF shall allow themselves to be interviewed or make statements about any company issue to any media representative without the consent of the CEO. Failure to comply with this directive will result in disciplinary action. If a member of the media is requesting information from an employee, then the employee must politely direct the media representative to the CEO and decline further requests to provide information.

Social media

Social media makes up a significant part of our daily lives and can be a great networking tool for pilots. It's a great way to connect with other pilots, build industry contacts, and communicate both your achievements and the progress of your aviation training or career.

Scope & Definition:

The term "social media" is defined as websites and applications that enable users to create and share content or to participate in social networking on either a desktop computer, laptop computer, tablet or mobile phone device.

There is a large number of platforms and apps that fall within the scope of social media, however some of the more common ones include:

✈ Facebook, Instagram, Twitter, WhatsApp, YouTube, WeChat, Snapchat, and LinkedIn

The above examples are provided for reference, and the scope of this policy is not limited only to the platforms and apps mentioned.

We ENCOURAGE:

✈ **Sharing positive and responsible imagery** (including photos and video) and written communication that relates either directly or indirectly to LTF.

✈ **Engaging in positive interaction** with LTF social media posts (including liking/reacting, commenting, sharing and tagging).

✈ **Engaging in positive interaction** with LTF staff, students and partner organisations.

✈ **Providing imagery (including photos and video)** or stories for LTF to share on its official social media channels.

✈ **Giving strong consideration to your privacy settings** when sharing any written or visual information on any social media platform.

✈ **Promotion of aviation and flying** in general in a positive way.

We DO NOT ENCOURAGE:

✈ **Live video posting on any platform at any time,** as it is impossible to accurately predict when accidents might occur. You can always record video and share it on social media

afterwards, providing it does not breach other guidelines.

- ✦ **Sharing imagery (including photos and video) that depicts safety-related material, including potentially questionable activities or behaviour** – from either a legal or aviation regulations perspective. This includes imagery of yourself or others, and in particular imagery that represents LTF (aircraft, facilities, uniform etc). If you are unsure whether something is okay, ask before you share it.
- ✦ **Engaging in negative discussions relating to LTF**, including our pilots, students, staff members, clients, customers or business operations. If you discover posts or conversations discussing LTF in a negative light on social media, please report these to a relevant staff member as soon as possible.
- ✦ **Engaging in negative discussions relating to other flight schools**, including their pilots, students, staff members, clients, customers or business operations.
- ✦ **Expressing opinions that claim to represent LTF** or any of its partnering organisations.

UNACCEPTABLE Use of Social Media:

Behaviour which is not acceptable in the work or study place in general, in relation to our fellow work colleagues, students, instructors, clients and those with whom we do business; or which is in any way dishonest, discriminatory, unethical or unprofessional, is equally unacceptable on social media.

It is unacceptable to use social media platforms to harass, bully or intimidate; to demean or denigrate; or fail to respect the privacy, dignity or confidentiality of all parties mentioned in the preceding paragraph.

Photos and videos are not to be taken during any flight in any form without the written approval of the Head of Operations

Unique Student Identifier (USI)

As of 1 January 2015, if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a USI. An USI gives you access to your online USI account that contains our nationally recognised training records and results from 1 January 2015 onwards. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. It is free and easy for you to create your own USI online; please follow the link http://www.usi.gov.au

Students must apply and send USI to the Student Manager within 1 week of enrolment. This will be enforced at Orientation and Induction. Failure to apply, will result in suspension of enrolment and flight training activities.

Formal communication with students

LTF utilises **email** as the primary method of communicating with students and providing them with information. Students provide contact details, including address, phone numbers and email address on their enrolment form, which will be used by all departments for student training and administration.

Incident and accident reporting

Please refer to LTF's Workplace Hazard and Incident Reporting Policy in our Operations Manual. The operations manual is accessible for all students in the library. Students will be subject to an individual safety induction prior to commencing flight training activities.

Civil Aviation Safety Authority (CASA)

CASA is primarily responsible for maintenance, enhancement and promotion of safety for civil aviation in Australia. CASA is the governing body for additional national assessment requirements as stated in the training package. CASA have outsourced the delivery of exams to Assessment Services Pty Ltd (ASL).

Website: https://www.aslexam.com/tol/default. aspx.

For more information on CASA and their fees please go to their website www.casa.gov.au

Aviation Medical

All students require a medical certificate from a CASA approved doctor (DAME) before starting a flying course.

There are two classes of CASA medicals:

A **Class 2 medical** is a general medical certificate, recommended for individuals who fly purely for their own enjoyment and recreation and do not intend to train beyond PPL level. A Class 2 medical certificate is valid for four years for applicants under 40 years and two years for older persons. A Class 2 medical is appropriate for all foreign students who undertake training at LTF for a foreign licence.

A **Class 1 medical** is required for all individuals at CPL level and beyond. The medical examination includes hearing, eyesight, ECG and blood tests and is valid for 1 year. All LTF students undertaking a course to achieve a CASA CPL or higher should get a Class 1 medical certificate before starting a flying course of study.

For more information on medical certificate requirements and the location of approved DAMEs, please visit the CASA website www.casa.gov.au and go to 'Aviation Medicals'.

CASA application procedures

Students need to login directly at http://services.casa.gov.au/avmed/default.asp with their ARN, full name and date of birth. CASA sends a link to the student's email address to begin the medical application.

The student then pays the $75 CASA fee and books an appointment with a DAME (please check the website above to obtain the updated price)

After the appointment the DAME sends the application to CASA who then forwards the medical directly to the student's email.

Drug and Alcohol Management Plan (DAMP)

Please refer to LTF's Drug and Alcohol Management Plan in our Policies and Procedures Manual. The manual is accessible for all students in the library. This will be covered during the student's induction and orientation process.

Aviation security check

All students enrolled in a CASA course require an Australian Security Identification Card (ASIC) prior to the issue of their licence. Students must submit their application as soon as practical before commencing the course as this is a pre-requisite to enrol into the course.

CASA cyber examinations (PEXO)

The courses LTF offers are developed to align with CASA syllabus and embed the learning outcomes for students to prepare to undertake the CASA cyber examinations, which is a requirement to complete the licences.

To learn more about the licences, please visit the following links which will outline the flight crew licencing requirements for the below or visit the CASA website:

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

Recreational Pilot Licence (A)

Private Pilot Licence (A)

Commercial Pilot Licence (A)

Instrument Rating (A)

Student Mentor

The Student Manager will be allocated as a student mentor in the first instance and will assist in areas such as (not limited to):

- ✦ Educational support and referral
- ✦ Student support service referral

Dress code

As part of the professional culture at LTF, students are required to wear a standard uniform while studying. Uniforms will be made available to Diploma students as part of their orientation and induction process. Students take full responsibility to keep uniforms clean and tidy.

Uniform includes

- ✦ Short white sleeved shirt
- ✦ Black trousers
- ✦ Navy jumper and / or jacket with logo
- ✦ Black socks and shoes
- ✦ Epaulettes (dark blue and silver stripes)

COURSE INFORMATION
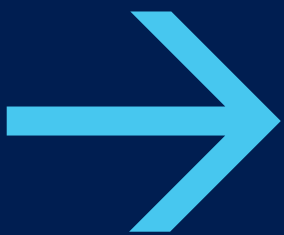
Enrolment

Students are not expected to travel to LTF location for selection however prospective students and applicants are invited to complete an Expression of Interest prior to enrolment selection. In addition, applicants may be subject to providing additional information including current CV, previous work and education experience and character references.

LTF will inform candidates of the results of the selection as soon as practically possible (within 2 weeks as per enrolment process). Students will be offered a place on our planned course. LTF will provide a successful candidate with a letter of offer and student agreement, stating course costs and other arrangements and conditions. Students must sign the agreement and return it together with the payment to LTF within 2 weeks as per the tenure of the enrolment agreement requirements.

Please follow the enrolment process as set out in this handbook **(refer to Enrolment Process)**

Learning Management System

Overview

LTF utilises Axcelerate as the Learning Management System for on-line training and assessment.

Student Portal Access

Students will be provided with a login ID and Password and will be provided instructions during induction.

Unit of Competency Landing Page

This page provides students with an overview of what the unit involves and the assessment requirements for the unit. A printable version is available in the resource section.

Student enrolment details

Students are provided access to manage and maintain their contact details.

Training and Assessment Plan

Students will be able to access their training and assessment plan via the student portal. Students will be enrolled according to their training phase cluster.

Monitoring Attendance

Students must login via using their camera and username so LTF identify the student and record attendance for legislative requirements.

IT Support

IT Support is available during operation hours.

On-Line delivery of Training and Assessment

LTF offers a mixed mode of delivery for Training and Assessment requirements which promotes a flexible approach to training and assessment for both domestic and international students. Students will be offered to undertake on-campus training and assessment in combination with on-line delivery options.

Training on-line includes all theory subjects which are in accordance with national standards such as RPL(A), PPL(A), CPL(A) and IREX and are available to view live on- line via video conference capabilities utilising the ZOOM platform. Sessions are recorded for viewing later and can be found via the Student Portal, Learning Management System for further review if required.

On-line Assessment is available for all students which includes On-line quizzes, short- answer, Case Studies and Simulation in order to consolidate Unit of Competency learning. Assessment tools and methodologies are available via the Unit Profile. Further information will be made available via Student Assessment Policy and Procedure and LTF's Training and Assessment Policy and Procedure.

All flight training assessment will be conducted on campus. Additional National Assessment requirements are not included in this section. Please consult CASA website for PEXO examinations.

Entry requirements

The following minimum entry requirements apply to international students on a student visa:

Pre-requisites for AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)

1. Must be over the age of 18 years

2. Aviation reference number (ARN)

All individuals who plan to do flight training in Australia need to apply to CASA for an ARN prior to enrolment as this process is part of the pre-requisite requirements. Student are required to have an ARN before you can book an aviation medical examination. ARN Application Form 1162 can be downloaded from the CASA website www.casa.gov.au and sent to CASA with a legible copy of one piece of identification. Submit your application by one of three methods:

Mail: CASA Licence and Registration Centre (CLARC); GPO Box 2005; Canberra ACT 2601.

Email: Scan and emailing as a jpeg file to clarc@casa.gov.au

Or apply on -line via

https://www.casa.gov.au/licences-and-certification/individual-licensing/applying-aviation-reference-number-arn/individual-aviation-reference-number-application

3. English language requirements

a. The General or Academic Training Module of the International English Language Testing System (IELTS) with an overall grade of 5.5. Students must successfully complete the test prior to application as this is a pre-requisite to enrol into the course. Please see the Department of Home Affairs website for the equivalent of an IELTS.

b. General English Language Proficiency or visit the CASA website https://www.casa.gov.au/licences-and-certification/standard-page/english-language-proficiency-flight-crew

c. Aviation English Language Proficiency or visit the CASA website https://www.casa.gov.au/licences-and-certification/standard-page/english-language-proficiency-flight-crew

d. We can do GELP (with suitable evidence of English proficiency) or the AELP tests on site, we can also conduct AELP via Zoom

Pre-requisites for AVI50519 Diploma of Aviation (Instrument Rating)

1. ICAO Commercial Pilot Licence (A)

Please visit the Civil Aviation Safety Authority for ICAO CPL(A) terms and conditions

Tuition Fees

AVI50219 Diploma of Aviation (Commercial Pilot Licence- Aeroplane)

1. Enrolment fee: $1,500.00 AUD (non-refundable)

2. The tuition fee is a fixed amount of $74,995.00 AUD (Excl. GST)

3. Students transferring from other providers who meet the entry requirements may be eligible to apply at different stages of the course

4. Students eligible for recognition of prior learning will incur additional assessment fees and charges

This amount includes (only):

� All flight training associated with the Part 142 Training Program aligned with Part 61. Manual of Standards

➧ Training and assessment of all units of competency in accordance with training package requirements

➧ Theory classes RPL(A), PPL(A), CPL(A) aligned with the Part 142 Training Program aligned with the Part 61. Manual of Standards

This amount does not include:

➧ Please see Materials and Equipment List

➧ Transport cost

➧ Accommodation

➧ Meals

➧ Medical Insurance (student cover)

➧ Living expenses (water, electricity, internet, mobile phone)

➧ Application fees of all pre-requisites

AVI50519 Diploma of Aviation (Instrument Rating)

1. Enrolment fee: $1,500.00 AUD (non-refundable)

2. The tuition fee is a fixed amount of $31,375.00 AUD (Excl. GST)

3. Students transferring from other providers who meet the entry requirements may be eligible to apply at different stages of the course.

NOTE: Students who already hold a Multi-Engine Class Rating may be eligible for Recognition of Prior Learning. Please consult course fee structure and Recognition of Prior Learning Application Kit for eligibility criteria.

This amount includes (only):

➧ All flight training associated with the Training Program syllabus

➧ Training and assessment of all units of competency in accordance with training package requirements

➧ Theory classes IREX aligned with the Part 61. Manual of Standards

This amount does not include:

➧ Please see materials and equipment list

➧ Transport cost

➧ Accommodation

➧ Meals

➧ Medical Insurance cover

➧ Living expenses (water, electricity, internet, mobile phone)

➧ Application fees of all pre-requisites

Non-refundable enrolment fee

The enrolment fee is a non-refundable amount of $1,500.00 (Australian Dollars) which assists in the administration of the student's application with associated stakeholders.

This fee is NOT included in the tuition fee and is NON-REFUNDABLE.

Payment conditions

AVI50219 Diploma of Aviation (Commercial Pilot Licence- Aeroplane)

1. The course payment method is **Pay as you fly.**

2. Direct Debit option will be processed and deducted within three (3) days of the students scheduled flight lesson. A tax invoice will be issued to the student itemising lesson charges and the payment methods available. A suitable deduction method must be allocated by the student (Direct Debit, Bank Transfer, Credit Card) for payment to be made.

3. Extra training costs may be incurred for additional training if the required standard is not achieved in accordance with Part 142 Training Program.

4. Additional payments and costs include re-enrolment into Units of competencies as per the payment schedule, unique to each unit of competency.

5. Refer to **Schedule of Fees** which indicates break down of fees and charges

AVI50519 Diploma of Aviation (Instrument Rating)

1. The course payment method is **Pay as you fly.**

2. Payment will be processed and deducted within three (3) days of the students scheduled flight lesson. A tax invoice will be issued to the student itemising lesson charges and the payment methods available. A suitable deduction method must be allocated by the student (Direct Debit, Bank Transfer, Credit Card) for payment to be made.

3. Extra training costs may be incurred for additional training if the required standard is not achieved within the minimum course syllabus.

4. Refer to **Schedule of Fees** which indicates break down of fees and charges

Timetable

AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)

Day 1 - Day 4	Flight briefing
	Flight Lesson
	Debrief
	Online assessment requirements

AVI50519 Diploma of Aviation (Instrument Rating)

Day 1 - Day 4	Flight briefing
	Flight Lesson
	Debrief
	Online assessment requirements

The timetable comprises of a combination which includes both theory lessons and flight training. Theory lessons and Flight training are scheduled as per the Academic calendar, unique to each enrolment intake. This timetable does not include additional scheduled national assessment requirements and theory lessons aligned with the training program.

Please see **Academic Calendar and Contact hours.**

Contact hours

AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)

The timetable comprises of a combination which includes both theory lessons and flight training.

Training: 6 hours per week

Guided learning: 4 hours per week

Assessment: 14 hours per week

Informal/unsupervised: 8 hours per week

Hours do not exceed 6 hours in one day and 24 hours in one week and student must attend 4 days a week. This attendance is aligned with LTF's Monitoring Academic Progress and Attendance Policy and Procedure. Flight training after these set times are subject to change as per prior learning.

AVI50519 Diploma of Aviation (Instrument Rating)

The timetable comprises of a combination which includes both theory lessons and flight training.

Training: 6 hours per week

Guided learning: 4 hours per week

Assessment: 14 hours per week

Informal/unsupervised: 16 hours per week

Hours do not exceed 6 hours in one day and 24 hours in one week and student must attend 4 days a week. This attendance is aligned with LTF's Monitoring Academic Progress and Attendance Policy and Procedure. Flight training after these set times are subject to change as per prior learning.

Monitoring Attendance

Students will be required to present their swipe card to log on-campus attendance. This record will be calculated over a period of 7 days for 24 hours per week. The amount will be calculated in accordance with on-line attendance which is captured at the beginning of the training lesson. All attendance and non-attendance is logged in the Flight Management System. Students who fail to meet at least 80% attendance will be notified in accordance with Monitoring Academic Progress Policy and Procedure.

Scheduling

Policy

All students enrolled in a Diploma course will be bound by LTF's Scheduling Policy and Procedure. Each student will be scheduled as per their Flight Training Plan, initiated by the Primary Flight instructor at least one (1) week in advance. Student will be scheduled 4 days per week on any given day (can be non-consecutive). Students will be advised of their flight training schedule via email generated by the Flight School Manager (FSM).

Students can have their flight lesson cancelled without prior notice due to unforeseen

circumstances which may include weather conditions and aircraft maintenance. In the event of a cancellation, instructors will reschedule the flights for the students. Students will be allocated a structured lesson of another nature such as a guided learning session.

Sessions which are cancelled due to unforeseen circumstances may be subject to a "make up" session. This may include Pre-licence flight test, check-flight or flight test of any nature which can be scheduled at the next available time. This will be managed and approved on a case by case basis and will be decided upon at the discretion of management.

This scheduling policy is aligned with LTF's Monitoring Academic Progress and Attendance Policy and Procedure and contact hours.

Procedure

1. Students will receive a flight training plan advising of flight lessons and structured guided learning sessions to meet the contact hour requirements set out by LTF and to fulfil the National syllabus and training package (inclusive of date and time).

2. Unit of competency assessment scheduling will be facilitated during the contact hours and students will be notified when assessment is to take place. The assessment pieces are aligned with the Australian Qualification Framework and tracked on the students training and assessment plan.

3. Students will receive an email generated from the FSM 24 hours before confirming the schedule for the preceding day. If a student does not receive a confirmation email for their flight lesson this means the flight has not been scheduled and confirmed to go ahead.

Non-attendance and cancellation
Policy

This policy is implemented for the cancellation and non-attendance of scheduled and confirmed flight training lessons. Students will be charged a $150.00 AUD fee should you fail to attend the confirmed flight training lesson without providing more than 24 hours prior notice to your flight instructor/student manager.

Exemptions may apply when:

1. Student is sick and must produce a medical certificate (refer to medical certificate requirements) and sick leave procedures

2. Compassionate and compelling circumstances

3. Unforeseen circumstances

Failure to comply with the terms and conditions of the cancellation fee, flight training will be suspended until further notice and reported to DHA via eCOE as a non -payment of fees which may affect their visa conditions.

This policy has been implemented to align with LTF's

✈ Course fee schedule

✈ Scheduling Policy and procedure

✈ Leave policy and procedures

✈ Variation of enrolment

Monitoring Academic Progress
Policy

This policy is designed to meet the requirements of Standard 10 of the ESOS National Code – Monitoring Course Progression. In addition, the Standards 9.1 and 9.2 – Completion within the Expected Duration of Study are addressed within this policy and accompanying procedure. LTF will ensure staff are aware of their obligations and remain current through ongoing training and development programs.

Furthermore, LTF will implement a range of communication strategies to inform students of their obligations during orientation and training. LTF monitors course progression and implements intervention strategies to assist Inbound International Students complete their qualification or course within the duration specified within the electronic confirmation of enrolment as based on the duration of the course as registered on CRICOS.

Each student is monitored to assess course progress for each unit of the course in order to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's CoE.

LTF may only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:

1. compassionate or compelling circumstances;

2. LTF implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or

3. an approved deferment or suspension of study has been granted under ESOS National Code (2018)

The Course Progression Intervention Strategy must specify:

✈ provision of information to students;

✈ procedures for contacting and counselling identified students;

✈ strategies to assist identified students to achieve satisfactory course progress; and the process by which the intervention strategy is activated.

✈ process for teaching staff to notify LTF of failure to meet satisfactory course progress, intervention strategies and any variation to enrolment load.

LTF will implement the Course Progression Intervention Strategy for any student who is at risk of not meeting satisfactory course progress requirements. At a minimum, the intervention strategy will be activated where the student has failed or is deemed not yet competent in 80 per cent of the units attempted in any study period.

Variation to course/enrolment

Where there is a variation in the student's enrolment load which may affect the student's expected duration of study in accordance with ESOS National Code (2018), LTF will record this variation and the reasons for it on the student file. LTF will correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.

If required, LTF will notify the student in writing of the intention to report the student for not achieving satisfactory course progress. The written notice must inform the student that he or she is able to access LTF's complaints and appeals process as per ESOS National Code (2018) and that the student has 20 working days in which to do so. Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in two consecutive study periods and the student has not made a successful appeal against this assessment.

If a student is identified for a second but not consecutive study period as not making satisfactory course progress, LTF does not report the student for unsatisfactory course progress. Where the student has chosen not to access the appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting LTF, Management will notify through PRISMS, of the student not achieving satisfactory course progress as soon as practicable.

Procedure

1. Flight Instructors at a minimum must review the student's course progress at the end of each study period/Unit Cluster Phase (which -ever comes first) to make a judgement as to whether a student is:

a. making satisfactory course progress; or

b. at risk of non-completion of the qualification or course within the duration as stated on the students' CoE; or

c. at risk of not making satisfactory course progress in the first study period, and therefore an intervention strategy must be implemented; or

d. not making satisfactory in the following study period after an intervention strategy has been agreed to by the student and implemented within the first four weeks of the second study period.

2. Intervention Strategy at a minimum, the intervention strategy must be activated where the student has failed or has been deemed not yet competent/has not achieved in 80 per cent of the units attempted in any study period and/or is at risk of non-completion of the qualification or course within the duration as stated on the student's CoE.

a. LTF may choose to activate an intervention strategy at any point before the end of a study period/Unit Cluster; however, the intervention strategy must be activated within the first four weeks of the following study period or as soon as practical.
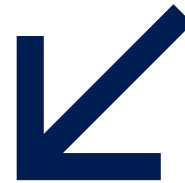
b. Intervention strategy is to be activated by:

➔ informing the student in writing that they have been identified as failing or at risk of failing to meet course progress requirements; and

➔ personal contact with the student by a suitably authorised staff member. The Intervention strategy must specify what support will be provided to the student at risk of not meeting satisfactory course progress requirements.

c. Strategies for assisting students at risk must include:

➔ where appropriate, advising students on the suitability of the course in which they are enrolled;

➔ assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and

➔ advising students that unsatisfactory course progress in two consecutive study periods of a course could lead to the student being reported to DHA and cancellation of his or her visa, depending upon the outcome of any appeals process.

Additional Strategies for assisting students at risk could include, but are not limited to:

➔ transition support;

➔ English language support;

➔ study skills support;

➔ welfare support;

➔ re-enrolment in the unit failed/NYC or missed;

➔ being placed in a suitable alternative subject within a course or a suitable alternative course; **or**

➔ a combination of the above and a reduction in course load.

A copy of the intervention plan signed by both the student and LTF representative is to be sent to the Operations Manager.

If the Intervention Strategy requires a variation to the enrolment and study load a Request for alteration of students CoE is to be sent to the Operations Manager.

3. Written notice of intention to report a student to DHA.

➔ If a student is identified as not making satisfactory course progress in a second consecutive study period in a course, the Operations Manager or delegate must notify in writing the CEO prior to the end of that study period.

➔ The Operations Manager will notify the student in writing of LTF's intention to report the student to DHA for unsatisfactory progress. The written notice must inform the student that he or she is able to access LTF Appeal process and that the student has 20 working days in which to do so.

4. Conditions of Appeal A student may appeal on the following grounds:

➔ LTF failure to record or calculate a student's marks accurately;

➔ Compassionate or compelling circumstance; or

➔ LTF has not implemented its intervention strategy and other relevant Academic Polices

according to its documented policies and procedures that have been made available to the student.

5. Internal Appeal Process

➔ Within 10 working days of receipt of the appeal, a Complaints and Appeal Committee comprising of the key personnel in relation to the course such as Operations Manager, Head of Operations, Student Training Manager and Flight Instructor will be organized and the Head of Operations will be nominated as Chair.

➔ If the evidence is found to be incomplete, the Chair will contact the student and request further documentation.

➔ The student will be invited to formally present their case to the meeting members and may be assisted by a support person.

➔ The meeting will meet as soon as is practicable to review the appeal and evidence submitted in support of the appeal.

➔ The meeting considers the appeal, makes their decision and informs the student by letter of the decision, within fourteen (14) working days of the appeal hearing.

➔ The student will remain enrolled and will have the right to continue to attend classes whilst the appeal is being heard unless there is a compelling reason such as a risk to health and safety to a member of LTF will ensure student is not disadvantaged.

6. Outcome of Internal Appeal

Where the student's appeal is successful, LTF will not report the student to DHA. The outcomes will vary according to the findings of the appeals process.

If the appeal finds that:

➔ there was an error in calculation, and the student actually made satisfactory course progress, in this case there is no requirement for intervention.

➔ the student has not made satisfactory progress, but there are compassionate or compelling reasons for lack of progress, ongoing support must be provided to the student through LTF's Intervention strategy.

➔ Where the student's appeal is unsuccessful, students will be advised of their right to an external appeal.

External Appeal Students have a right to access an external appeals process at minimal or no cost. LTF will not impose any fee related to external appeals.

Procedure

➔ Students who choose to access an external appeals process should notify LTF of this within 10 working days of receipt of the decision.

➔ TF will hold off from any further action until it is advised of the outcome of the external appeal by the external appeal body.

➔ The student will remain enrolled and will have the right to continue to attend classes whilst the appeal is being heard unless there is a compelling reason such as a risk to health and safety to a member of LTF. In this case other arrangements can be made by negotiation to ensure that the student is not disadvantaged.

How to lodge an external appeal

Lodge an appeal or grievance with appropriate external organisations. These include the Human Rights and Equal Opportunity Commission, or the State Equal Opportunity Commission, the State and Commonwealth Ombudsman's Office

or

➔ Contact the Commonwealth Department of Education and Skills Employment in relation to grievances under the ESOS Act. Standard 8. Reporting students for unsatisfactory progress where the student has:

➔ chosen not to access the complaints and appeals processes within the 20working day period.

➔ withdraws from the process, or

➔ the process is completed and results in a decision supporting LTF will notify the Secretary of DESE through PRISMS of the student not achieving satisfactory course progress within 5 working days of the relevant event.

7. Cancellation of Enrolment

Where the decision is taken to cancel the student's enrolment the Operations Manager of LTF will process the cancellation of enrolment.

8. Records

Where LTF has implemented an intervention strategy, the relevant documents including the following must be kept in each student's file within LTF.

✈ Letter generated by LTF informing the students in writing that they have been identified as failing or at risk of failing to meet course progress requirements;

✈ Any notes relating to discussions with the student by a suitably authorised LTF staff member;

✈ Intervention Strategy document signed by both LTF representative and the student;

✈ Request to Operations Manager for alteration to students CoE if the Intervention Strategy requires a variation to the enrolment and study load that would lead to a need to extend the CoE; and,

✈ Notification from LTF indicating that the student is not making satisfactory course progress in a second consecutive study period in a course.

LTF will keep copies of all the following documents, in the student's file:

✈ Letter generated by the LTF informing the students in writing that they have been identified as failing or at risk of failing to meet course progress requirements;

✈ Any notes relating to discussions with the student by a suitably authorised LTF staff member;

✈ Intervention Strategy document signed by both LTF representative and the student;

✈ Notification from LTF indicating that the student is not making satisfactory course progress in a second consecutive study period in a course;

✈ Notification letter of the intention to report the student for unsatisfactory course progression, the appeals process

✈ Written request to the Operations Manager to appeal the intention to notify DHA via PRISMs for unsatisfactory course progression;

✈ Document indicating the outcome of the appeal and any actions required;

✈ Letter to the student advising that the Institute has reported the student to DHA via PRISMS;

✈ Registrars Course Withdrawal Form.

INDUCTION
AND ORIENTATION

- All new students will undertake an orientation tour of the premises by the relevant instructor/ manager prior to the commencement of studies set out in the orientation checklist (provided to students on their first day)

- LTF recognizes the value of appropriate orientation of students in the facilitation of the learning process;

- Students need to be familiar with their surroundings and the people they will deal with on a day to day basis;

- Students need to be familiar with the Policies and Procedure of the Organisation so they can participate fully and act appropriately to comply with rules and regulations;

- All students need to be aware of all relevant legislative requirements;

- Students need to be able to communicate any concerns in an appropriate manner, in the knowledge that any concern will not hinder a continued free dialogue between other students and staff;

- Students need to understand the organisational structure to facilitate appropriate communication and access all services provided by the school;

- Students need to be informed of the Emergency Procedures and reporting of Hazards for the safety of all.

Recognition of prior learning

Policy

LTF ensures that individual's prior learning is recognized, irrespective of how or where the learning has taken place including recognizing the qualifications and Statements of Attainment issued by any other Registered Training Organization. All candidates will be provided with a copy of the Recognition of Prior Learning policy and procedure and application kit. Applications for PRL will be managed and assessed by the RPL Assessor.

RPL will be granted for modules where it can be substantiated that the applicant has achieved the key learning outcomes / units of competency ONLY.

Procedure

Applications for qualification verification should be lodged with the following documents attached:

1. A valid Pilot Licence issued by the Government and abides by the rules of the International Civil Aviation Organisation

2. A Log Book appropriately certified by the relevant authority of the Licence issuing State;

OR

3. A Certificate of Attainment issued by an Australian Registered Training Organisation which is authorized to deliver pilot training under AQF

4. A Log Book appropriately certified by the relevant authority of the Licence issuing State

The student may be required to undertake a practical skills test to verify appropriate attainments claimed prior to acceptance into the course. An assessment and verification of the application will be undertaken. (Further information/ documentation may be requested to be supplied and assessed).

Applicant is then notified of the assessment decision. Where applicable, credit will be given and recorded for identical modules/ units of competence completed elsewhere. Exemptions will be granted and recorded for achievement of the equivalence of a module/ unit of competence. A Statement of Attainment will also be issued. Applicants may appeal a decision. Appeals should be lodged with the Department of Education Skills and Employment.

Leave procedures

Students are able to lodge a **Notice of participant absenteeism form** the following reasons and students will take responsibility of their academic progress monitoring and student visa requirements.

Sick leave

Definition: Unable to attend class or flying lessons due to illness.

Student's responsibility	LTF's responsibility
Students inform their instructor, or Management (in that order) by phone/email (not text message) before the first lesson of the day that they will be absent	Assist students with doctor or hospital visits if needed
Students who need help, for example transport to a doctor, should contact the International Student Manager by phone only	Record in student file
LTF requires students to provide a medical certificate on the day of return, depending on the duration of absence	
Medical certificate must meet minimum medical certificate requirements	
Email: enrol@learntofly.edu.au	

Medical certificate requirements

Policy

Students who are required to obtain a medical certificate for leave requirements must include the following information on the medical certificate for LTF's certification purposes.

1. Name of practicing doctor and certification
2. Doctors surgery contact details: phone number, address, email
3. Doctors surgery ABN
4. Dates which are required to cover student for leave period (inclusive/exclusive duration)
5. Doctor signature
6. Date of medical examination

Failure to meet the minimum requirements may result in the rejection of student sick leave and recorded as non-attendance.

Leave from Study

Definition: Short period of leave during a scheduled training period due to compassionate or personal reasons.

Student's responsibility	LTF's responsibility
Complete Notice of participant absenteeism form	As a general rule, students taking leave from study for extended periods have to go through the departure clearance process.
Visit the relevant managers indicated on the form for the approval of leave	
A formal departure clearance may be needed for longer periods of leave, as advised by Management	

Withdrawal

Policy

LTF is committed to ensure quality and accountability in the management of student enrolment and that no financial, administrative or other barriers would prevent entitled students enrolled in a course of study from withdrawing ten (10) working days prior to course commencement:

1. Enrolment fee of $1,500.00 (Australian Dollars) for each course is non-refundable.

2. Student will receive a refund, without having to apply for one, for any up-front tuition fee payment ten (10) working days prior for the specified unit of study from which they are withdrawing.

3. Will not be charged an additional penalty or fee to allow them to withdraw from a course

4. Under no circumstances, once the course has commenced, a refund will not be available.

5. Additional enrolment fee $1,500.00 (Australian Dollars) will apply to the students who re-enrol into the same and/or different course, and it is non-refundable.

Procedures

Student's responsibility	LTF's responsibility
Inform LTF of your decision to withdraw your enrolment in writing or via email to ensure a date of withdrawal is recorded, at **email:** enrol@learntofly.edu.au	Refund any upfront tuition fees for the specified unit of study
Complete "Refund Form" and hand it to the Operations Manager	Allow students to re-enrol in a course on written notification
To re-enrol, notify the Management in writing or by **email** at enrol@learntofly.edu.au	

Deferment

Please refer to ESOS Legislative Framework for regulation for international student visa holders at https://internationaleducation.gov.au.

This procedure refers to cases where:

1. Students request to either defer their course of study start date or apply to suspend or cancel their enrolment after starting their studies. To defer or suspend enrolment means to temporarily put studies on hold.

2. LTF initiates the deferral of a course start date or the suspension or cancellation of a student's enrolment due to misconduct or lack of sufficient course progress.

Both cases may affect a student's confirmation of enrolment (CoE). Providers do this by notifying the Department of Education Skills and Employment, through Provider Registration and International Student Management System (PRISMS) of the deferment, suspension or cancellation of enrolment.

The following procedures apply:

Student's responsibility	LTF's responsibility
Complete form Variation of Enrolment, including supporting documents	Assess the application and inform the student in writing if their application has been approved or refused, including reasons for the decision
Email application to enrol@learntofly.edu.au	Communicate the decision to the Department of Education, through PRISMS

Suspension or cancellation procedure

Initiated by the student

International students must understand that a request to defer, suspend or cancel their enrolment may affect their student visa. Students may only request a temporary deferment or suspension of their enrolment on one of the following conditions:

1. Unavailability of the course

2. Delay in the visa process

3. Compassionate or compelling circumstances, including but not limited to:

   ✈ Serious illness or injury

   ✈ Bereavement of close family members

   ✈ Major political upheaval or natural disaster

   ✈ Traumatic experience

Students may refer to Critical Incident Policy and Procedure if required
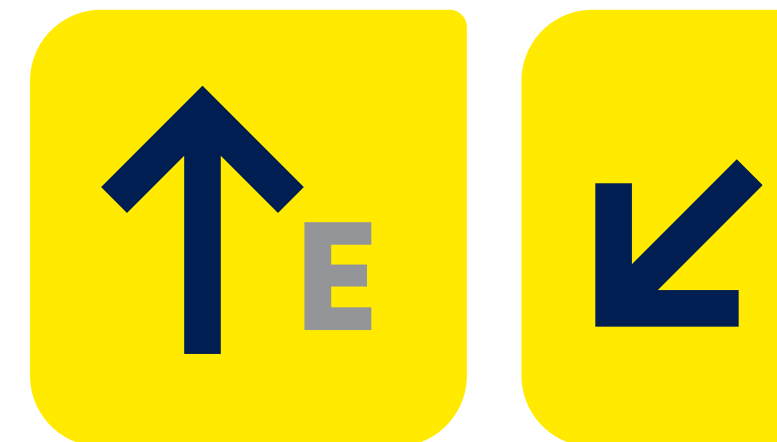
The information in PRISMS will be electronically transferred to Department of Home Affairs (DHA). DHA will consider all the information available and if they decide to consider cancellation, DHA will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation. The student does not need to contact DHA.

A student's application to defer, suspend or cancel their enrolment with LTF will result in three different outcomes for the student's CoE:

1. LTF notifies the Department of Education Skills and Employment through PRISMS that it is deferring or suspending a student's enrolment for a period without affecting the end date of the CoE. In this case there is no change to the CoE or the student's enrolment status on PRISMS i.e. the student's CoE status will still be listed as 'studying'. However, the notice of deferment or suspension will be recorded in PRISMS and sent on to the Department of Home Affairs (DHA). This information will be kept for future reference.

2. LTF notifies the Department of Education Skills and Employment through PRISMS that it is deferring or suspending a student's enrolment for a period which will affect the end date of the CoE. In such situations, PRISMS will cancel the original CoE, and immediately offer the provider the opportunity to create a new CoE with a more appropriate end date. If the provider does not know when the student will return, it can choose

not to create a new CoE at that point, but to wait until the student has notified the provider of the intended date of return before creating the new COE.

3. LTF notifies the Department of Education Skills and Employment through PRISMS that it wishes to permanently cancel (terminate) the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'.

Deferment, suspension or cancellation initiated by LTF (Provider)

LTF may need to defer a student's course start date or cancel a course due to insufficient student numbers.

LTF's responsibility in this case will be to:

1. Inform the student in writing about the postponement or cancellation of a course before the student arrives in Australia, stating the reasons for the decision.

2. Refund all upfront payments to the student.

3. Communicate the decision to the Department of Education Skills and Employment, through PRISMS.

LTF may decide to suspend or cancel a student's enrolment due to misconduct or insufficient course progress. Please refer to the section 'Monitoring of Academic Progress' for an explanation and guidelines of performance monitoring. The section 'Misconduct' gives further detail on what LTF considers unacceptable behaviour and how it will be handled.

Procedure

Student's responsibility	LTF's responsibility
Appeal the decision using LTF's complaints, appeals and grievance procedures within 28 working days from receiving LTF's letter of intention to cancel enrolment. This does not mean the appeals process needs to be completed within 28 working days	Inform the student in writing about the intention to suspend or cancel their enrolment in 28 working days, stating the reasons for the decision
DHA will consider all the information available and if they decide to consider cancellation, DHA will send a Notice of Intention to Consider Cancellation (NOICC) to a student prior to a decision being made to cancel the student's visa	Inform the student of their right to appeal the decision, using LTF's complaints, appeals and grievance procedure
Students will be given an opportunity to respond to the NOICC and explain their situation. The student does not need to attend a DHA office	After 28 working days or after the appeals process, if unsuccessful, inform the Secretary of the Department of Education through PRISMS of the student not achieving satisfactory progress
	Allow the student to continue with training during the process if practical

Refund Policy

LTF is committed to ensure quality and accountability in the management of student enrolment and that no financial, administrative or other barriers would prevent entitled students enrolled in a VET course of study from withdrawing 28 days prior to course commencement:

a. LTF has adopted a policy of taking all tuition fees in arrears or partial completion of a discrete part of the course and therefore as no fees are taken in advance no refund policy is required. You will be provided with a payment in arrears agreement when your application has been successful.

b. If a visa application is rejected for a student applying for enrolment from offshore, then the enrolment fee of AUD$1500.00 is non-refundable. But all other fees such as the accommodation booking fee and airport pick-up fee will be refunded.

c. If a visa application is rejected for a student applying for enrolment from onshore, before the date of the course commencement as indicated on the eCoE, then the enrolment fee of AUD$1500.00 is non-refundable. But all other

fees such as the accommodation booking fee and airport pick-up fee will be refunded.

d. If a student withdraws from a course in 28 days or more before the course start date, the enrolment fee of AUD$1,500.00 is non-refundable. If a student withdraws from a course in less than 28 days before the course start date, the application of AUD $1,500.00 is non-refundable.

e. The provider is seeking exemption under the ESOS Act 2000 from the requirement to contribute to the ESOS Assurance Fund. If the provider is exempt from this requirement international students will have no rights to claim on the ESOS Assurance Fund, should the provider be unable to provide the course.

Implementation of policy:

a. The Provider and the student agreeing that no payment will be pre-paid, and tuition fees will only be payable as each part of a course has been provided.

b. This agreement does not remove the right to take further action under Australia's consumer protection laws nor to pursue other legal remedies.

LTF may need to defer a student's course start date or cancel a course due to insufficient student numbers. LTF's responsibility in this case will be to:

a. Inform the student in writing about the postponement or cancellation of a course before the student arrives in Australia, stating the reasons for the decision.

b. Refund all upfront payments to the student

c. Communicate the decision to the Department of Education, Skills and Employment through PRISMS.

LTF may decide to suspend or cancel a student's enrolment due to misconduct or insufficient course progress. Please refer to LTF's Monitoring Academic Progress and Attendance Policy and Procedure for compliance.

The following procedures apply for refund:

Students responsibility	LTF's responsibility
Inform LTF of your decision to withdraw your enrolment in writing or via email to ensure a date of withdrawal is recorded at enrol@learntofly.edu.au	Ensure students who decide to withdraw are not enrolled in the specified VET units of study from the time of notification
Complete Application for refund and submit to Management (if required)	Refund any upfront tuition fees for the specified unit of study (if applicable)
To re-enrol notify management in writing or via **email** enrol@learntofly.edu.au	Allow students to re-enrol in a unit of study/course on written notification.

Student transfer procedures

Procedures for accepting a transferring student

LTF will not knowingly enrol students from another provider before they have completed six months of their principal course of study, except in the following circumstances:

1. The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered.

2. The original registered provider has provided a written letter of release.

3. The original registered provider has had a sanction imposed on its registration by the Australian government or state or territory government that prevents the student from continuing his or her principal course.

4. Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

The six months restriction applies to any prerequisite courses in a package of courses, as well as the first six months of the course. After the first six months the course no restrictions apply.

The following procedures apply:

Student's responsibility	LTF responsibility
Student follows LTF's enrolment application to LTF with authentic information about their current enrolment status.	Management assess the enrolment application and refers to PRISMS to determine if the student has truthfully disclosed their current enrolment status.
The student provides a letter of release from the provider of the course the student wants to transfer from. If the transfer will affect the start dates of any subsequent courses covered by the visa, the student needs to obtain letters of release for those courses	Management informs the student in writing within two weeks if their application has been approved or refused, including reasons for the decision.
	Issue a letter of offer of enrolment to the student if the application is successful.
	Accept the student's letter of release from the other provider

Student complaints, appeals and grievance

Grievance or complaint means an actual or supposed circumstance regarded as just cause for complaint. Appeal refers to the review of decisions made by LTF, including assessment decisions and termination of a training contract due to misconduct or failure to progress with flight or ground theory training at a reasonable and/or safe rate.

LTF is committed to ensure that grievances and appeals are resolved in a confidential, fair and timely manner, following the principles of natural justice and procedural fairness. Students are expected to continue their training while a grievance/appeals process is underway, if practical. Students have a right to be accompanied by a support person of their choice during any stage of the complaint process. No fees will be charged to the student during the internal or external resolution stage of the grievance/appeal process.

The process applies to:

1. Academic matters, for example student progress, assessment, outcomes and awards in a VET course of study.

2. Non-academic matters, for example harassment, discrimination, fines, payments, financial matters and complaints about privacy and LTF's processes.

The following procedure applies to student grievances and complaints:

Student's responsibility	LTF's responsibility
Discuss the problem informally with the most appropriate staff member, for example a flying or ground instructor or Management	LTF acknowledges the grievance/ appeal via email and record it in the SMS
Both parties should do their best to reach a workable solution in the best interest of the student	LTF investigates the matter and gathers information from relevant parties to determine if the grievance is justified
If dissatisfied with the outcome, submit form Student Grievance/Appeal within one week of the informal discussion to enrol@learntofly.edu.au	LTF recommends a resolution in consultation with the CEO via a written report within two weeks of the lodgement of the complaint, including reasons for the decision
If the student remains dissatisfied with the proposed solution of the complaint, they can appeal to an external independent mediator within ten working days of when the written report was received	LTF records and documents the complaint and solution in the LMS
	LTF will implement decisions made by an external independent mediator and keep a record of the entire process on the student's electronic file.

Misconduct

The code of conduct is intended to provide general principles that govern acceptable behaviour. It presents the standards and norms that LTF, its students as well as the individuals, companies or organisations executing functions on behalf LTF must respect and sets the tone for what is considered appropriate behaviour.

The code applies to all students and company's premises, sponsored accommodation and/or any activity approved and conducted in accordance with the company's affiliates.

The code will be published via the Manager. An exam to ensure all students have read and understood the code of conduct will be administered.

The company reserves the right to update or amend the code of conduct at any time and will communicate to all applicable the latest version via the Manager.

General Behaviour

1. Students must; at all times behave professionally, ethically and comply with academy policies and procedures and regulatory obligations.

2. The company aims to provide an environment in which all parties may participate in all aspects of their learning environment through practice of professional courtesy and non -discriminatory practices.

3. Students must not engage in unlawful discrimination; harassment or bullying

4. At our company we value and respect the social and cultural diversity of our staff and students, encouraging inclusive behaviour in order to provide an environment that is supportive, professional and productive.

5. The company expects that students are fully committed to their study and flight training to ensure satisfactory and timely completion of their respective program.

Personal Conduct

Some acts of commission or omission that will be treated as serious breaches of discipline and if proved may lead to the student's suspension or dismissal from the company. Listed below some examples but not limited to:

1. Falsification of leave, absence records, documents and certificates

2. Wilful insubordination of any order or direction received from the company for adherence

3. Habitual late or irregular attendance

4. Absence without leave or beyond the sanctioned leave without sufficient reasons or satisfactory explanation and/or certification

5. Neglect of study or negligence of academic performance

6. Disclosing or divulging proprietary information of the company for personal wrongful gain

7. Damage to any property of the company due to gross negligence, wilful misconduct or dereliction of duty.

8. Giving false information on any matter related to training during the course

9. Drunkenness or indecent/disrespectful behaviour within the company premises, on the premises of customers or suppliers and outside the premises where such behaviour is in connection with the company's business reputation or prospects

10. Dishonesty/lack of integrity in any regard; and

11. Discrimination against harassment of any company employee/vendor/trainee based on race, religion, sex, age, nationality, disability or any other factor unrelated to the company's legitimate interests.

Academic conduct

It is academic misconduct if a student in relation to an examination or assessment:

1. Cheats

2. Engages in plagiarism

3. Improperly colludes with another person

4. Fails to comply with examination or assessment rules or directions; or

5. Engages in other conduct with a view to gaining unfair or unjustified advantage

In Ground School and Flight Operations

All deviations from below rules shall be set as a violation to the code of conduct and action taken accordingly

1. Except for the extraordinary leave requirement arising out of extreme compassionate or medical grounds, no leave shall be granted when a student is assigned to ground training activities.

2. Students shall be seated and present in classroom at least 5 minutes before starting time

3. During breaks between classes students are permitted to be outside their classrooms in the corridor provided it is not a noise issue

4. Absence or being late may result in additional charges towards completing the ground training syllabus

Other rules

Staff offices

✈ Students must not be in a staff office unless invited and a staff member is in attendance

Student rooms

✈ Conversation and noise levels must be kept to a minimum

✈ Leave the area in a tidy condition

✈ Place unused paper and all rubbish in the nearest bin

✈ Tables clear and chair stowed

✈ No food and / or drink

Mobile phones

✈ Mobile phones are to be switched off or in silent mode in classrooms and must be turned off in the aircraft

✈ All mobile phones and other portable devices shall be handed to the invigilator prior to the examination

Social media and networking

LTF respects student's right to a private life. However, the company must also ensure the confidentiality and its reputation are protected.

The LTF classifies social media as, but not limited to:

✈ Microblogs

✈ Message boards

✈ Chat rooms

✈ Electronic newsletters

✈ Online forums

✈ Social networking sites

✈ And other sites and services that permit users to share information with others

Company students using any of the above listed services must:

✈ Avoid associating the company with inappropriate comments

✈ Ensure that they do not conduct themselves in a way that is detrimental to the reputation of the company

✈ Interactions with other websites that could damage working relationships

✈ Do not upload videos, pictures to social media with the company logos and / or assets for commercial use

✈ Selfies are not to be taken during flight

LTF reserves the authority and rights to request students to remove and/ or delete pictures and/or video, and or/ comments from social media

Other

✈ No electronic device gaming during study period

LTF may decide to terminate a student's enrolment due to wilful or deliberate behaviour that is inconsistent with the continuation of their training contract and/or may cause serious risk to the health and safety of other students and staff at LTF, or to the reputation, viability or profitability of LTF. Misconduct includes but is not limited to where students:

1. Engage in theft, cheating, fraud or assault

2. Are intoxicated (under the influence of illicit drugs/alcohol) during training

3. Refuse to carry out a lawful and reasonable instruction that is consistent with their training contract

4. Direct unreasonable behaviour towards others, which creates a risk to a person's mental or physical health and safety.

LTF may decide to also suspend a student's training during the termination process as a risk management process to protect the business' tangible and intellectual property. Students have a right to be accompanied by a support person of their choice during any stage of the termination process.

STUDENT
EXIT PROCEDURE
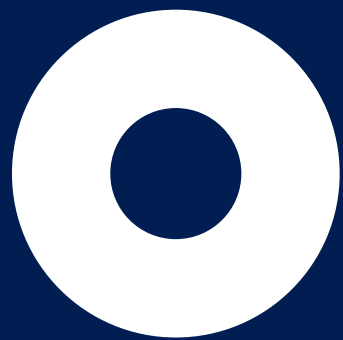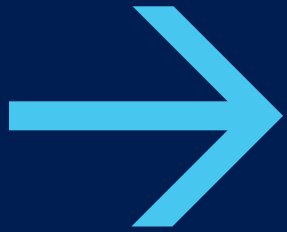
Graduation and Certification

LTF will issue nationally recognised qualifications to students on completion of their training. Certificates and Statement of Attainment will be issued and either mailed with a receipt confirmation request or handed to students before they leave. Certification must be completed within 30 days of course completion.

Certificate is an important document and should be stored carefully. You will have to present it if you are applying for courses at any other Registered Training Organisation. It may also be required by an employer or other person if you have applied for and been granted an extension or variation to your VISA. Reporting and on-going compliance of certification is governed by the Certification Committee.

Incomplete Qualifications

If you leave the course without actually completing and being deemed competent in all of the assessments in full, a Statement of Attainment to be issued only.

LIFE IN AUSTRALIA

Australia is diverse and multicultural. The country's original inhabitants, the Aboriginal and Torres Strait Islander people, have been living in Australia for at least 40 000 years. The rest of Australia's people are migrants or descendants of migrants who have arrived since the first European settlement was established at Sydney Cove in 1788. This unique mix of cultures, food, languages and religious backgrounds, directly influenced Australia's culture and values.

Planning your arrival

Once you have accepted your Letter of Offer and been issued with your Confirmation of Enrolment (CoE), you will need to prepare for your move to Australia. Plan to arrive two to three weeks prior to the term commencing. This will give you time to settle in before your classes commence.

Overseas Student Health Cover

International students wishing to study in Australia must apply for OSHC before applying for a student visa. It includes cover for visits to the doctor, some hospital treatment, ambulance cover and limited pharmaceuticals (medicines). OSHC insurers can provide a range of different OSHC products. These may range from a basic product which covers only the compulsory minimum services to comprehensive products which cover, in addition to the compulsory minimum services, extra services as specified under the particular policy.

For further information please visit the Department of Home Affairs website www.homeaffairs.gov.au. If a student enters Australia before their OSHC begins, they are in breach of their visa conditions. To apply for a visa, the student must declare that they have obtained OSHC for the entire period of their stay, unless they are exempt from this requirement. Exemptions apply to some Belgian, Norwegian and Swedish students, who are not required to purchase OSHC.

A student will not be able to continue with their student visa application until they have declared they have OSHC for the entire period of their stay. Students will have to indicate in their application the date their OSHC starts and the date it ends. A DHA visa processing officer may need to verify that OSHC has been obtained by asking the student for evidence, such as policy details. Private international students must organise their own OSHC.

Student Visa

Overseas students studying in Australia require a student visa from the Australian Department of Home Affairs. For more information visit http://www.border.gov.au/ or contact the nearest Australian Embassy or Consulate.

Students will need a medical examination by an immigration approved doctor before a student visa will be approved. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the CRICOS website at http://cricos.education.gov.au

Please review the ESOS framework at https://internationaleducation.gov.au

Cost of living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia.

From 23 October 2019, the 12-month living cost is:

- ✈ Student/guardian   AUD$21,041
- ✈ Partner/spouse   AUD $7,362
- ✈ Child   AUD $3,152

LEARN TO FLY

Accommodation

LTF's newly renovated double storey student accommodation house is 570sqm, with a large backyard and undercover deck area. The house features split system heating and cooling throughout and is situated only 1.5km from the LTF training base at Moorabbin Airport.

Please refer to LTF's Student Accommodation Flyer for further information. Students who wish to book Student Accommodation will be subject to a Student Accommodation Agreement.

Airport Pick up service

LTF provides an airport pick up service for international students arriving in Australia. Students will need to select this service upon enrolment. A fee of $120.00 AUD will be charged and listed on student's enrolment agreement as "other expenses" if this service is selected by the student applicant.

MELBOURNE

About Melbourne

Melbourne is the coastal capital of the South Eastern Australian state of Victoria. At the city's centre is the modern Federation Square development, with plazas, bars and restaurants by the Yarra River. In the Southbank area, the Melbourne Arts Precinct is the site of Arts Centre Melbourne- a performing arts complex- and the National Gallery of Victoria, with Australian and indigenous art.

MOORABBIN AIRPORT

About Moorabbin Airport

Moorabbin Airport, one of four in the city, serves the general aviation needs for the south-eastern suburbs of Melbourne. It has five intersecting runways, the longest being Runway 17L/35R with a length of 1,335 metres (4,380ft). Usually, two parallel runways are used at the same time. The airport also has a control tower. The airport is home to the Royal Victorian Aero Club, the Australian National Aviation Museum and several flight training facilities.

SUPPORT
SERVICES

Academic Services

Library Services

Textbooks for all courses (available for borrowing)

On-line resources and links

Navigation sessions on Learning Management System and Student Portal Management

Advice and preparation on study plans and managing study load

Academic Integrity Workshops and guides on Referencing

On-campus room bookings

Non-accredited Short Courses for Professional Development (5 modules)

✈ Importance of professional portfolio

✈ How to address Selection Criteria

✈ CV and Resume Writing

✈ Job Interview Process

✈ The mock interview

Workshops and Seminars (Industry relevance)

Guest Speaker

Student Forums to build intellectual climate and advise of any changes that affect student enrolment such as Policy amendments

Remedial Sessions

Student Mentor Program

Counselling services

LTF does not offer formal welfare or guidance services, but every effort will be made to assist clients to access appropriate support agencies.

Beyondblue

Depression and anxiety affect people from all cultures. You can call Beyondblue 24 hours a day, or talk to a counsellor online from 3.pm to midnight every day. An interpreter service is available via TIS.

P: 1300 224 363
www.beyondblue.org.au

Lifeline

Lifeline provides free, confidential telephone counselling 24 hours a day, 365 a year

P: 13 11 14
www.lifeline.org.au

Student advocacy

Student advocacy deals with assistance relating to a range of academic activities

Grievance and appeals Policy and procedure

Monitoring Academic progress

Please seeLTF's policies and procedure for further assistance.

Health and welfare

Clinics

Medical One

www.medicalone.com.au

Heritage One

www.enerchimedicalclinic.com

Oversea Student Health Cover

Medibank

www.medibank.com.au/oshc

Bupa

www.bupa.com.au/health-insurance/oshc

Chemists and Pharmacies

Chemist Warehouse

www.chemistwarehouse.com.au

Transport

DAA does not offer transport services

Public Transport

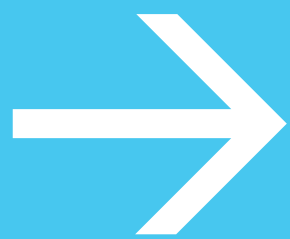www.ptv.vic.gov.au

Myki Travel Card

www.ptv.vic.gov.au

TAXIS

13 Cabs: 13 22 27
www.13cabs.com.au

Silver Top Taxi: 13 10 08

www.silvertop.com.au

ABBREVIATIONS

E

ACN	Australian Company Number
AQF	Australian Qualifications Framework
AOC	Air operator's Certificates
ARN	Aviation Reference Number
ASIC	Aviation security identification Card
ASTAS	Aus student Tuition Assistance Scheme
ASQA	Australian Skills Quality Authority
ATPL	Air Transport Pilot Licence
CASA	Civil Aviation Safety Authority
CASR	Civil Aviation Safety Regulations
CEO	Chief Financial Officer
CLARC	CASA Licence and Registration Centre
CPL	Commercial Pilot Licence
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
LTF	Learn To Fly Australia Pty Ltd
DAME	Designated Aviation Medical Examiner
DAMP	Drug and Alcohol Management Plan
ESOS	Education Services for Overseas Students
HOO	Head of Operations
ICAO	International Civil Aviation Organisation
IELTS	International English Language Testing System
MOS	Manual of Standards
PPL	Private Pilot Licence
PRISMS	Provider Registration & International Students Management System
RPL	Recognition of Prior Learning
RPL	Recreational Pilot Licence
RTO	Registered Training Organisation
USI	Unique Student Identifier

APPENDIX

Appendix 1

Units of Competency Diploma of Aviation (Commercial Pilot Licence – Aeroplane)

AVIE0006	Maintain aircraft radio communications
AVIF0026	Implement aviation risk management processes
AVIF0027	Implement aviation fatigue risk management processes
AVIF0029	Implement threat and error management strategies
AVIF0030	Manage safe flight operations
AVIF0033	Manage aircraft passengers and cargo
AVIF0035	Manage human factors in aviation operations
AVIH0010	Plan a flight under visual flight rules
AVIH0014	Navigate aircraft under visual flight rules
AVILIC0003	Licence to operate a commercial aeroplane
AVIO0017	Manage disruptive behaviour and unlawful interference with aviation
AVIW0029	Manage pre and post flight actions
AVIW0032	Operate and manage aircraft systems
AVIY0033	Operate aircraft using aircraft flight instruments
AVIY0034	Operate in controlled airspace
AVIY0035	Operate in Class G airspace
AVIY0036	Operate at non-towered aerodromes
AVIY0037	Operate at a controlled aerodrome
AVIY0040	Apply aeronautical knowledge to aviation operations
AVIY0041	Apply the principles of civil air law to aviation operations
AVIY0046	Execute advanced aeroplane manoeuvres and procedures
AVIY0047	Manage abnormal aeroplane flight situations
AVIZ0006	Manage situation awareness in aircraft flight
AVIY0054	Control aeroplane on ground
AVIY0055	Take off aeroplane
AVIY0056	Control aeroplane in normal flight
AVIY0057	Land aeroplane
AVIY0058	Manage aircraft fuel
AVIH0015	Plan a flight under night visual flight rules (Elective)

AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)

Equipment list

VFG

All maps (as advised)

Flight Computer

ERSA

Map ruler

All textbooks for the course (e.g. Bob Tait Text Books)

RPL and PPL Volume 1 and 2

CPL Aerodynamics

CPL General Knowledge

CPL Meteorology

CPL Navigation

CPL Air Law

CPL Performance

CPL Human Performance and Limitations

Appendix 2

Units of competency of AVI50519 Diploma of Aviation (Instrument Rating)

AVIW0032	Operate and manage aircraft systems
AVIH0013	Plan a flight under instrument flight rules
AVIH0017	Navigate aircraft under instrument flight rules
AVIY0076	Perform visual circling approach
AVIF0029	Implement threat and error management strategies
AVIF0030	Manage safe flight operations
AVIY0033	Operate aircraft using aircraft flight instruments
AVIY0073	Operate aircraft in the traffic pattern at night
AVIY0075	Perform published instrument departure procedures
AVIY0044	Conduct a 2D instrument approach
AVIY0022	Perform instrument arrival and standard arrival route procedures
AVIY0074	Perform non-published instrument departure procedures
AVIY0081	Conduct a 2D global navigation satellite system non-precision instrument approach
AVIY0045	Conduct a 3D instrument approach (Elective)

AVI50519 Diploma of Aviation (Instrument Rating) Equipment List

All textbooks for the course (e.g. Instrument Rating by Bod Tait)

All departures and approach publications (including maps, ERSA and AIP)

STUDENT
DECLARATION

I _____ hereby acknowledge that I have read and understood the contents and conditions of this handbook **Version 1.0** outlining my rights and responsibilities of a student prior to commencing the course with LTF. I understand that failure to comply with the conditions of this handbook may result in disciplinary action at the discretion of management.

Print Name: _____

Signature: _____

Date: _____

Please return this signed page to the training provider, along with your enrolment application.

LEARN TO FLY

22-24 Northern Ave,
Moorabbin Airport VIC 3194