



**Providing world class  
aviation training solutions**

***Code of Practice***

## **INTRODUCTION**

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services to students by Flight Training Adelaide (FTA), a Registered Training Organisation (RTO) registered in South Australia by the Training and Skills Commission, National Provider Code 40173.

FTA provides world class aviation training solutions for the fixed wing and rotary wing industry. FTA is located at Parafield Airport, South Australia and started operations in 1982. Through the constant pursuit of excellence, today the school has achieved a sound reputation for the quality of its training programs. As a RTO, FTA is compliant with The Australian Skills Quality Authority (ASQA) which is the national regulator for Australia's vocational education and training sector.

Adelaide Flight Training Centre (AFTC) operates under the FTA Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS) provider code is 02649J. The AFTC is a wholly owned subsidiary of FTA.

## **EDUCATION AND TRAINING SERVICES**

FTA maintains policies and procedures which ensure high professional standards in the marketing and delivery of training services and which safeguard the interest and welfare of its customers.

FTA takes pride in its record of achievement and is committed to maintaining the highest professional standards of its trainers and the quality of the training facilities and equipment to ensure these are conducive to the success of its students. FTA undertakes regular audits of student records and satisfaction surveys to ensure standards are upheld.

Student progress and attendance will be monitored and assessed in accordance with FTA procedure for timely completion of courses.

FTA works to the Aviation Training Package and meets the training package requirements. The training and assessment meets the requirements of FTA's Licensing Authority CASA, in which the College uses CASA approved syllabi and assessment for theoretical and practical. The Aviation Training Package was created in conjunction with CASA requirements. This ensures that FTA's graduates hold the required skills and knowledge to the standard of performance required in the workplace.

## **RECRUITMENT AND PLACEMENT**

FTA accepts students from all groups including both genders; people from culturally and linguistically diverse backgrounds; mature age people and people from rural and remote regions.

Training staff and management also recognise that other factors may often have an adverse effect on a student's ability to study or complete study patterns, nominal hours or practicum time. FTA believes that personal difficulties deserve empathy and understanding and every effort is made to work with and counsel the student in question, without compromising work or study obligations, whilst supporting and encouraging ongoing study commitments. FTA has a dedicated Student Welfare team to address such issues and help students whilst on campus.

Recruitment of students will be conducted in an ethical and responsible manner and consistent with the requirements of the curriculum. FTA will ensure that student selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the student is likely to achieve the stated competency standards and outcomes of the course, based on the student's qualifications and proficiencies. Industry experts will at all times guide us. FTA ensures that the educational background and English language proficiency of intending students is assessed by suitably qualified persons.

## **QUALIFICATIONS ISSUED**

FTA issues Certificates and Statement of Attainments for students who have completed part or all of their training at FTA and who have met the required outcomes of a qualification in accordance with all relevant National Guidelines. FTA meets the AQF requirements as per the AQF handbook. FTA identifies the RTO number on all certificates and statement of attainments and includes the NRT logo.

## **ASSURANCE OF QUALITY TRAINING AND ASSESSMENT**

FTA qualifications are nationally recognised and industry recommended. FTA creates training and assessment materials and continuously seeks feedback from learners, employers and industry as to the services provided by FTA.

All qualifications offered by FTA are nationally recognised courses of training that are recognised within the boundaries of training.gov.au. FTA is registered with the Australian Skills Quality Authority (ASQA). ASQA is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

## **MARKETING AND ADVERTISING**

The College's Quality System ensures that marketing of education and training services is undertaken in a professional manner and maintains the integrity and reputation of the airline industry.

FTA ensures students and clients are provided with full details of conditions in FTA's contract arrangement and will not enrol a student unless we have provided the student with accurate and current information.

FTA shall not give false or misleading information or advice nor actively recruit a student where there are any conflicts.

## **RECOGNITION OF PRIOR LEARNING**

FTA offers students an opportunity to apply for recognition of their prior learning at the time of enrolment. This is assessed based on formal, informal and non-formal learning and will determine the credit outcomes of an individual's qualification.

## **FINANCIAL STANDARDS**

FTA has annual financial viability assessment carried out by its auditors PricewaterhouseCoopers and certified. FTA has appropriate insurance with ACPET in place to ensure students are not financially disadvantaged in the event of the financial failure of the College.

FTA makes its fair and equitable refund information available to all students via handouts and contracts.

Students enter into written contracts that stipulate the mutually agreed requirements, including costs and charges.

## **STUDENT SERVICES**

FTA has documented processes that ensure the protection for the health, safety and welfare of students together with adequate and appropriate support services in relation to student orientation, academic and personal counselling. FTA is committed to principles of access and equity and will not unlawfully discriminate against clients.

## **COMPLAINTS AND APPEALS MECHANISMS**

FTA ensures that students and clients have access to a fair, equitable and inexpensive process for prompt dealing with grievances and provides an avenue for students to appeal against decisions that affect their progress. Every effort is made by FTA to resolve students' and clients' grievances. Students are informed of the contact person for such matters and the procedure to be adhered to including who to contact could a grievance not be resolved internally.

## **RECORD KEEPING**

FTA keeps complete and accurate records of the attendance and progress of students. Records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by the student or under law.

## **QUALITY FOCUS**

FTA has a commitment to providing a quality service and focus on continuous improvement. We value feedback from customers, students and staff.

Continual improvement within the College's quality management system is achieved through customer communication, course reviews, student surveys, staff surveys, staff suggestion box, quality indicators, internal quality audits and Regulatory Authorities reports.

FTA plans and manages the process necessary for the continual improvement of the quality management system through: quality policy and objectives; audits results; analysis of data; corrective actions; management reviews; and monthly quality meetings.

**Signed:**  \_\_\_\_\_

**Chief Executive Officer of:** Flight Training Adelaide. National Provider Code 40173

**Dated:** April 2015

**Version:** 1.2