



DOCUMENT
ADM-D.003

DOCUMENT TITLE
STUDENT HANDBOOK

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Welcome to Flight Training Adelaide!

Whether you are starting a new career at entry level or are visiting us for an upgrade or advanced course, we are glad to have you as part of the family.

Flight Training Adelaide (FTA) has two campuses, and one overall management system. If you are flying at any of FTA's venues, you are training with FTA.

FTA has traditionally been an airline training school for numerous world-class airlines over the last 40 years. We also train individual, self-funded students towards a commercial aviation career. Our training ethos is focussed on producing future airline and helicopter captains that are employable in industry, rather than simply training students to obtain a licence. To achieve this we have made, and continue to make, considerable systemic, infrastructure and asset investments to remain abreast of the needs of the industry.

Our campuses have been purposefully designed for flight training, with theory classrooms, simulators, aircraft maintenance and administration facilities. The aircraft parking areas and student accommodation are within the campus boundary.

FTA has approximately 80 aircraft and 12 simulators to meet the demands of training. The composition of aircraft and simulators are part of a strategic plan of providing a seamless supply chain for flight training, mitigating negative training and providing students with a building block learning experience, allowing educational synergy to the end of their training.

FTA employs over 350 staff to deliver training annually to approximately 500–600 students, with the single purpose of creating an optimal, enjoyable learning environment.



Johan Pienaar

CEO/Managing Director

Section 1 ABBREVIATIONS

AME	Aircraft Maintenance Engineer	ICAO	International Civil Aviation Organisation
AQF	Australian Qualifications Framework	ITECA	Independent Tertiary Education Council Australia
AOC	Air Operator's Certificates	MBD	Manager Business Development
ARN	Aviation Reference Number	MFS	Manager Flight Safety
ASQA	Australian Skills Quality Authority	MGT	Manager Ground Training
ATPL	Air Transport Pilot Licence	MHR	Manager Human Resources
CASA	Civil Aviation Safety Authority	MHT	Manager Helicopter Training
CASRS	Civil Aviation Safety Regulations	MIS	Managers Information Systems
eCAF	Electronic Commonwealth Assistance Form	MIT	Manager Instructor Training
CE	Chief Engineer	MO	Manager Operations
CEO	Chief Executive Officer	MQC	Manager Quality and Compliance
CFO	Chief Financial Officer	MRS	Manager Residential Services
CLARC	CASA Licence and Registration Centre	MSD	Manager Standards Development
COO	Chief Operating Officer	MSW	Manager Student Welfare
CPL	Commercial Pilot Licence	MUT	Manager University Training
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students	MSA	Manager Student Administration (UniSA)
DAME	Designated Aviation Medical Examiner	PPL	Private Pilot Licence
DAMP	Drug and Alcohol Management Plan	RA	Residential Assistant
DOT	Director of Training	RPL	Recreational Pilot Licence or Recognition of Prior Learning
ESOS	Education Services for Overseas Students	RTO	Registered Training Organisation
FC	Financial Controller	SAO	Student Administration Officer
FSMG	Flight Safety Management Group	UPRT	Upset Prevention and Recovery Training
HAAMC	Head of Aircraft Maintenance	TM	Training Manager
HKCAD	Hong Kong Civil Aviation Department	TPS	Tuition Protection Service
HOO	Head of Operations	VSL	VET Student Loans

Section 2 GENERAL INFORMATION

2.1 PURPOSE OF THE STUDENT HANDBOOK

The Student Handbook is used in the following ways:

- To provide information to applicants that will enable them to make informed decisions about studying in Australia and at FTA.
- To provide a reference for enrolled students about FTA's policies and processes, and their rights and obligations.
- To provide a reference and training tool to all staff at FTA of VET processes and procedures.

FTA'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. If you have any questions, please contact FTA at info@flyfta.com

2.2 STATEMENT OF QUALITY ASSURANCE

FTA is a Registered Training Organisation (RTO) with National Provider Code 40173 and approved to offer certain courses under the Australian Qualifications Framework (AQF). <https://training.gov.au/Organisation/Details/40173>

FTA 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. FTA's CRICOS code is 02649J, visa subclass 572, Vocational Education and Training (VET): <http://cricos.education.gov.au/>

As a registered provider FTA must meet the following requirements:

- Be compliant with all components of the Vocational Education and Training (VET) Quality Framework which includes, but not limited to, the *Standards for Registered Training Organisation 2015*, as per *National Vocational Education and Training Regulator Act 2011* (the Act).
- Be compliant with The National Code of Practice for Providers of Education and Training to Overseas Students 2018. The National Code 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).
- Be compliant with the *VET Student Loans Act 2016* that governs VET and VSL in Australia.

As a flight training provider with multiple venues FTA must comply with Civil Aviation Safety Authority (CASA) regulations, as well as other aviation regulators such as HKCAD. Regulations include standards for aircraft and simulator operation, aircraft maintenance and syllabus content.

At the successful completion of the ground theory and flight training phases, students will be recommended for external CASA or other aviation regulator theory exams and

flying tests, after which the relevant aviation regulator will issue students with a flight crew licence.

FTA will issue students with AQF certification documentation in a timely manner at the successful completion of their studies, which will be accepted by other RTOs nationwide.

Students who withdraw from study before completing a qualification will be issued with a statement of attainment in a timely manner of units of competency completed.

FTA publishes maximum course fees on [Your Career](#) and information about course dates and schedule of fees on our website at <http://www.flyfta.com/course-information/schedule-of-fees>

2.3 STUDYING IN AUSTRALIA

2.3.1 Student Visa

Overseas students studying in Australia require a student visa from the Australian Department of Home Affairs. For more information visit <https://www.homeaffairs.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.

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. 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 of Practice for Providers of Education and Training to Overseas Students 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 legislative framework at <https://www.education.gov.au/esos-framework>

If you have any questions, please contact FTA at: info@flyfta.com

2.3.2 Overseas Student Health Cover (OSHC)

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.

Your OSHC policy must cover the full period of your visa. Your student visa can be granted up to the maximum duration outlined in the table below.

Visa Type	Enrolment Type	Duration of Study	Duration of Visa
500	Coursework	10 months or less	One month longer than the duration of your program.
500	Coursework	Longer than 10 months	Two months longer than the duration of your program.
500	Coursework	Longer than 10 months and finishing at the end of the Australian academic year.	Until 15 March of the following year.

For more information please visit the Department of Home Affairs website <https://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 DOHA 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. FTA will organise OSHC for sponsored airline cadets.

Options are outlined on FTA's website. AHM is recognised by ITECA and is FTA's preferred provider www.ahm.com.au/oshc.

2.3.3 Confirmation of Enrolment

Confirmation of Enrolment (CoE) is an official document issued to international students. It confirms that you have accepted a place in a course by signing a written agreement and have paid your deposit. A CoE shows the scheduled start and end date of your course.

You obtain a CoE from FTA by completing the enrolment process. Refer to the [Section 4.2.2.1](#) in this document for international student entry procedures.

2.3.3.1 Cancellation of Confirmation of Enrolment

If your student visa is cancelled for whatever reason, you will have 28 calendar days from the date of CoE cancellation to either leave Australia, or arrange for a new CoE, or apply for a different visa subclass.

FTA will send you a notification email to confirm the cancellation of your CoE and you will also be sent an official notice of cancellation from the Department of Home Affairs (DOHA). If you have any further questions regarding your visa status, you will need to contact DOHA directly. DOHA can be contacted on 131 881. After the 28-day period, it is likely that DOHA will cancel your student visa.

Even if your student visa is not cancelled, it is unlawful to remain in Australia on a student visa without an active CoE any longer than the 28-day allowance.

2.4 PRIVACY

Refer to POL-D.025 Privacy Policy at [Link](#) for information about the management of student privacy and the procedures and processes relating to the privacy of personal information, including:

- Providing students access to their personal information
- Provide for students to have incorrect personal information corrected
- Provide accurate information about the use and disclosure of personal information collected by the provider, including that the information may be disclosed to the Commonwealth and tuition assurance scheme operators.

2.5 UNIQUE STUDENT IDENTIFIER (USI)

Students undertaking nationally recognised training need to have a USI. A USI gives you access to your online USI account that contains your nationally recognised training records and results from 1 January 2015 onwards. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime. It is free and easy for to create your own USI online, just follow the link www.usi.gov.au/ and follow instructions.

Please provide a USI on your FTA enrolment form.

2.6 FORMAL COMMUNICATION WITH STUDENTS

FTA uses email as the primary method of communicating with students and providing them with information. Written notices under Standard 11.6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) will be given by electronic communication.

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.

The following procedures apply:

Student's responsibility	FTA's responsibility
<ul style="list-style-type: none"> • Notify FTA immediately of changes of personal details by email to info@flyfta.com. • Check emails very regularly. • When required students have to acknowledge read receipt of emails. 	<ul style="list-style-type: none"> • FTA formally checks twice a year if international students' contact details are correct in and updates the student management system. • FTA receives updates from students of personal details at all times and updates the student management system and PRISMS.

2.7 TUITION ASSURANCE

FTA has tuition assurance in place to ensure students are protected in case their course of study is no longer available at FTA or FTA ceases to exist.

Please refer to [POL-D.022 Tuition Protection](#) on FTA's website for processes and procedures relating to tuition assurance for VSL students, local self-funded students and international self-funded students.

2.8 PROCEDURES AS REPLACEMENT PROVIDER

Refer to [Section 4.4](#) for processes and procedures for students enrolling at FTA as a replacement provider.

2.9 INCIDENT AND ACCIDENT REPORTING

Please refer to POL-D.029 Workplace Hazard and Incident Reporting Policy on OneDrive.

2.9.1 Flight Safety

FTA's Manager Flight Safety (MFS) will explain the flight safety management system to students during induction. FTA places flight safety as the highest priority. We have a 'just' reporting system, which means any staff or student who submits a safety report involving a genuine human error will in no way be blamed.

FTA also maintains a 'whistle blower' policy, which means if anyone sees or hears of a colleague or fellow student conducting an unsafe act or practice, the reporter will be guaranteed absolute anonymity and confidentiality.

Any accident or incident involving a company aircraft is considered a 'reportable incident'. An incident or accident report is intended to bring to the attention of the MFS anything that affected the safety of FTA staff, students or visitors. The report is submitted to the MFS and can be done anonymously. The report will be shared with the rest of the flight safety management group (FSMG), which consist of senior management representatives.

2.9.2 Work Health and Safety (WHS)

FTA aims to provide a safe and healthy work environment for staff, students and visitors. All incidents, work-related injuries and illnesses, and near-miss events should be reported immediately via the electronic WHS/Flight Safety reporting system to avoid the incident happening again.

2.10 EMERGENCIES REQUIRING AN AMBULANCE

Students should always call for an ambulance (000) when in doubt of the severity of a medical situation, especially after hours. After calling emergency services, students should always call a student welfare staff member.

Private students are responsible for their own medical expenditure. Sponsored students need to clarify payments matters for medical bills with Student Welfare.

2.11 CIVIL AVIATION SAFETY AUTHORITY (CASA)

CASA is primarily responsible for maintenance, enhancement and promotion of safety for civil aviation in Australia. CASA have outsourced the delivery of exams to Assessment Services Pty Ltd (Aspeq). Their website is: <https://www.aspeq.com/>

Please note that photo ID is required by Aspeq when attending exams.

For more information on CASA and their fees please go to their website <https://www.casa.gov.au/>

2.11.1 Aviation Reference Number (ARN)

All individuals who plan to do flight training in Australia need to apply to CASA for an ARN as soon as possible. You will need an ARN before you can book an aviation medical examination.

CASA has implemented an online service for ARN applications. You can access the portal here: <https://www.casa.gov.au/standard-page/individual-aviation-reference-number>

2.11.2 Aviation Medical

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

There are two types of CASA medicals certificates:

- 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 FTA 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 FTA 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 <https://www.casa.gov.au/licences-and-certification/aviation-medicine/classes-medical-certificates>

2.11.3 Drug and Alcohol Management Plan (DAMP)

2.11.3.1 DAMP Policy

Please refer to POL-D.010 Drug and Alcohol Policy on the OneDrive and V5-C-S9 Drug and Alcohol Management Plan.

All students will be subject to:

- Drug and alcohol testing after an accident/incident, after the return to work from rehabilitation and also if there is sufficient evidence or suspicion.
- Random drug and alcohol testing by both CASA and FTA.

Flying staff and students also need to complete the CASA AviationWorx online DAMP awareness for SSAA employees. This can be done before the course start, and students will be reminded of the obligation during induction.

Refer also to TRG-F.152 for the IndiGo Breath Test Policy.

2.11.3.2 DAMP Procedures

Student's responsibility	FTA's responsibility
<ul style="list-style-type: none"> • Complete the CASA eLearning module <i>DAMP Awareness for SSAA employees</i> • Give a printed copy to your Training Manager. 	<ul style="list-style-type: none"> • Student Welfare will enter <i>DAMP Awareness for SSAA employee's</i> expiry date in Apollo. • Training Manager will place a copy of <i>DAMP Awareness for SSAA employees</i> on each student's training file.

2.11.4 Aviation Security Check

All students enrolled in a CASA CPL or MECIR course require an Australian Security Identification Card (ASIC) prior to the issue of their licence. Please apply for an ASIC via [Aviation ID Australia](#)

Student should start the application process as soon as possible after enrolment has been accepted and submit their application to Student Welfare as soon as practical.

Please note that photo ID is needed for an ASIC application.

2.11.5 Previous Flying Experience

The review of previous flying experience is part of the student entry procedures and the application for recognised prior learning (RPL) at FTA.

Under CASA part 61 CASR 142.380 a nominated person from a flying school takes responsibility to review the previous flying experience of students who transfer from other flying facilities. Candidates will be guided through the RPL application process during enrolment. FTA will ask the student's permission to request their training records from their previous training provider.

FTA's nominated person will communicate the outcome of the assessment to relevant FTA staff before a training agreement will be compiled for the student.

Please refer to the [section 4.1](#) in the Student Handbook on FTA's entry procedures for guidance on applying for recognised prior learning.

2.11.6 English Language Requirements

FTA nominated staff are responsible for assessing students' English language ability according to CASA and ICAO standards to ensure they can operate safely in Australian airspace. All applicants must provide evidence that they meet one of the criteria listed in Subsection 8 of CAO 40.0.

For more information on CASA English language requirements visit the CASA website www.casa.gov.au

International students who do not have the required level of English may choose to enrol in an appropriate English language course.

2.12 LEAVE AND BREAKS

Students will ideally have two days break between study and flying activities each week. At times due to weather, student progress or other matters out of FTA's control there will be a requirement to fly or study over a six-day week. At a minimum, students will always receive one day free of scheduled activities. Due to the course structure, holidays are not usually programmed into our courses, with the exception of the week between Christmas and New Year.

Leave will be considered for compassionate reasons or if the student is well ahead of schedule, but due to the FTA flying program, which is based on the flexibility of a six-day ahead booking regime, leave will only be approved at short notice and for short periods.

2.12.1 Sick Leave

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

Student's responsibility	FTA's responsibility
<ul style="list-style-type: none"> • Students inform their instructor, TM or MSW (in that order) by phone/email before the first lesson of the day that they will be absent. • Students who need assistance should contact Student Welfare. • Students may be required to provide a medical certificate on the day of return. 	<ul style="list-style-type: none"> • Assist students with doctor or hospital visits if needed. • FTA reserves the right to require a drug and/or alcohol test from a student who cancels a training session or exam due to illness. Refer to Section 2.11.3 of this document.

2.12.2 Leave from Study

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

Student's responsibility	FTA's responsibility
<ul style="list-style-type: none"> • Complete form ADM-F.015, available from Student Welfare. • Visit the relevant managers indicated on the form for leave approval. • Students applying for suspension of study must follow FTA's deferment/suspension procedures. Refer to Section 8.2.1 of this document. 	<ul style="list-style-type: none"> • As a general rule, students taking leave from study for extended periods are required to go through the departure clearance process.

2.12.3 Overnight or Weekend Leave for Campus Students

Definition: Spending the night away from campus.

Student's responsibility	FTA's responsibility
<ul style="list-style-type: none"> • Campus students must inform FTA if they plan to spend the night or weekend away from campus, to ensure they can be accounted for in an emergency. • Complete form ADM-F015 and hand to Student Welfare 	

2.13 COURSE LEADERS

FTA appoints a course leader on course commencement. The course leader is either recommended by their sponsoring airline or elected by their class. Their duties are mainly administrative, providing FTA management and fellow course members with a single point of contact. FTA expects course members to cooperate with and respect the role of the course leader to ensure good communication channels and problem solving. Assistant course leaders may be appointed to help with the workload.

2.14 CAMPUS COMMITTEE

The aim of the Campus Committee is to provide assistance to FTA management and to assist fellow students with organising their personal time during their training. It is important that all sponsored and private students are represented on the Campus Committee.

The Campus Committee is responsible to and overseen by Student Welfare. Members are appointed by outgoing Committee Members under guidance Student Welfare staff.

Serving on the Campus Committee provides students an opportunity for personal development. They make valuable contributions to campus life and FTA recognises their time and effort with a merit certificate. Their leadership, time and organisational skills are also recorded in progress reports.

2.14.1 Duties of the Campus Committee

Portfolio	Responsibility
President	<ul style="list-style-type: none"> • Administer campus committee management, laying down guidelines and coordinating and controlling accordingly. • Call meetings to deal with urgent and routine matters. • Monitor campus discipline, standard of dress and general cadet behaviour and advise the MSW of concerns. • Represent the student body at the course leaders' monthly meetings. • Meet with the COO to provide feedback on the student body matters and concerns as required. • Represent the student body at formal and informal functions when required by COO.
Vice-President	<ul style="list-style-type: none"> • Act as deputy to President and assist them with duties. • Assist other committee members in their duties.
Treasurer	<ul style="list-style-type: none"> • Administer the campus fund under guidance of the MSW. • Follow up payment of outstanding dues. • Ensure funds are not overdrawn. • Maintain up to date records of all campus fund transactions. • Provide financial reports at the campus meetings.
Food Member	<ul style="list-style-type: none"> • Liaise with the MRS to solve any issues. • Advise on meal timings and menus. • Advise on meal protocol and activities. • Advise on food quality and quantity. • Maintain food suggestions book. • Arrange regular cultural theme nights.
Bar Member	<ul style="list-style-type: none"> • Develop and maintain the bar facility. • Ensure cleanliness of bar area and adjacent outside veranda at all times. • Advise and control bar timings in liaison with MRS and MSW. • Advise on bar protocol and activities. • Liaise with the Residential Assistant as required. • The terms of the bar liquor licence are to be enforced by the bar members at all times.

Sport Member	<ul style="list-style-type: none"> • Organise routine sports activity. • Organise sports competitions, both in-house and with outside teams. • Maintain sports inventory. • Maintain an inventory of gym equipment and requests for new equipment and submit to the MSW.
Property and Security Member	<ul style="list-style-type: none"> • Assist the MRS with the issue of FTA property to users when required. • Assist with maintenance of college property when required. • Carry out routine and random inspections when required. • Assist with inventory checks when required. • Assist the cadets' lost and found procedure. • Assist with problems arising from daily security inspections. • Identify and deal with unaccompanied strangers in residential area after hours. • Assist with FTA security procedures. • Assist the MSW with updating the accommodation layout plan.
WHS Member	<ul style="list-style-type: none"> • Assist with FTA WHS practices. • Represent the student body at WHS meetings. • Manage the campus student first aid kit. • Attend to afterhours minor first aid needs and report to appropriate staff on major first aid needs.

2.15 PERSONAL CONDUCT

Refer to FTA's POL-D.039 Personal Conduct Policy on OneDrive. FTA expects all employees and students to observe certain core standards of behaviour. A person breaching these standards will be exposed to disciplinary action, including termination of employment or enrolment.

2.16 ENGLISH AS THE OFFICIAL LANGUAGE AT FTA

All staff and students shall communicate in English in all areas of business and operation. This is mandatory for the following reasons:

- English is the international language of aviation and FTA is obligated to promote the development of students' English language proficiency throughout their training.
- FTA students and staff represent a diverse group of different languages speakers. To promote inclusiveness, all students and staff shall speak English in the workplace and mess area.

2.17 USE OF MOBILE DEVICES

The use of mobile phones and other mobile devices in the maintenance hangar, on the flight line or around aircraft is strictly prohibited for safety reasons.

2.18 LIFESTYLE AND AVIATION SAFETY

The safety of all staff and students of the college and the general public is a core responsibility of the company.

As an aviation trainee you will be operating machinery (i.e. aircraft), that requires a high level of skills and alertness. Your readiness for each ground and flight lesson is not limited to the ability of paying attention to learning, but also to the ability to recall information, and apply the skills learned in a very dynamic and challenging environment.

Scientific research shows that the ability to perform under the influence of certain substances including legal and illicit drugs and/or fatigue can be significantly impaired.

During your training you will be required to fulfil the role of pilot in command (PIC) during solo flight training or command hour building. Under the Civil Aviation Safety Authority regulations, the pilot in command of the aircraft is required to report fit for duty and ready to fulfil his/her responsibilities.

Your responsibility as a trainee is to adhere to a lifestyle that is conducive of suitable learning and provides you with the best opportunity to fulfil your role as pilot in command.

To that end, guidance is provided as follows:

- **Alcohol:** consumption of any form of alcohol within 12 hours prior to reporting for duty is severely prohibited. Your BAC at the commencement of a tour of duty is required to be 0. During the course of your training you will be subject to regular alcohol and drug testing by CASA and FTA personnel.
- **Medicines and drugs:** if you are required to take medicines or drugs either prescribed, over-the-counter or if you have taken any illicit drug, you are required to notify your instructor and training manager prior to conducting any flight training activity. Some medicines and drugs contain prohibited substances under the effect of which you are not allowed to act as pilot.
- **Sleep:** you should achieve a minimum of 8 hours of sleep each night.
- **Food:** you should consume a suitable meal prior to each flight, i.e. you should not operate an aircraft, neither as trainee nor as pilot in command unless you have consumed a meal (breakfast, lunch or dinner) within 3 hours of the time of departure or, if unpractical, a nutritious snack within 1 hour of departure.
- **Exercise:** research shows that regular exercise enhances alertness. You should aim to be active by conducting at least 30 minutes of regular exercise every day.

Flight training can be stressful. Under certain circumstances you might be unable to meet the provided guidelines. If you operate the aircraft without being rested and nourished, you will be putting yourself and other people in danger.

If you are unable to achieve the abovementioned guidelines you are required to notify your instructor, training manager or senior management personnel prior to conducting any flight operation. FTA enforces a just culture where no blame is cast upon staff or students that report themselves as unfit for duty. Management and instructors will not pressure you to perform any task under the influence of fatigue.

2.19 DRESS CODE

As part of the professional culture at FTA students are required to wear a standard uniform while studying.

The following dress code applies to students:

Scheduled to fly/sim/attend ground school:

- Must wear full FTA uniform

Not scheduled to fly/sim/attend ground school:

- Monday to Friday (weekday) – must wear full FTA uniform
- Weekends – must be dressed in smart casual attire.

Students who visit the mess must be appropriately dressed at all times. All rules also apply to guests.

Please refer to ADM-F.030 Campus Guides on OneDrive for site specific guidelines.

Uniforms can be supplied by the student or purchased from FTA, preferably before or on the course start date.

- White short or long sleeve shirt
- Navy trousers
- Navy tie to wear with long sleeves only
- Navy jumper or jacket
- Black socks and shoes
- Epaulettes.

2.19.1 Grooming

Your personal appearance, cleanliness and grooming should reflect the professional standard of the aviation profession, as well as respect for staff and fellow students. This is especially important when operating as flight crew in an enclosed flight deck.

Students and staff should adhere to the following guidelines:

- Wear a clean and neatly pressed uniform every day
- Daily bath or shower
- Maintain good oral hygiene
- Use an effective antiperspirant or deodorant, but avoid overpowering perfumes, colognes and other fragrances
- Maintain groomed hair, beards or moustaches

- Keep footwear clean and in good repair.

2.19.2 Jewellery

The following jewellery is allowed to be worn while in uniform:

- A tight-fitting watch and/or medical bracelet
- A small ear ring or stud in each ear lobe
- Wedding/engagement ring or dress ring.

2.20 STUDENT CONCESSION CARD

Students can apply for concession cards via Student Welfare. This entitles you to student travel rates on public transport i.e. train, buses and trams. You may also be entitled to students' discounts at certain stores and cinemas etc.

2.21 PERSONAL MAIL

All students may use FTA's postal service for personal mail. Mail will be sent to and from the reception area in the administration building. Individuals are responsible for the postage cost of outgoing mail, which can be paid at reception.

Incoming mail for students (or parcel receipts) will be placed a designated area for each course. Parcels can be collected from reception.

2.22 MEDIA POLICY

Refer to FTA's POL-D.007 Media Policy on the OneDrive.

Only the Chief Executive Officer (CEO) or site-specific Chief Operating Officer (COO) or authorised delegate, shall make any official comment to any external agency in relation to any incident or issue that may arise. The CEO/COO will gather information, check all facts and determine the official FTA response.

No employee, student or contractor of FTA shall allow themselves to be interviewed or make statements about any company issue to any media representative without the consent of the CEO/COO. Failure to comply with this directive will result in disciplinary action.

If a member of the media is requesting information from an employee, then that employee must politely direct the media representative to the CEO/COO and decline further requests to provide information.

2.23 CAMPUS SECURITY

Refer to FTA's POL-D.042 campus safety and security.

To promote safety and security, all staff and students must:

- Display their FTA issued photo ID card at all times while on site.
- Direct non-ID carrying visitors to the reception area to sign in.
- Disallow non-ID carrying visitors access to the operations area.

- Take responsibility for their personal property by not leaving it unattended and by locking their room or office when leaving the premises.

Section 3 COURSE INFORMATION

FTA offers nationally recognised courses in the table below, as published on the National Register at <http://training.gov.au/Organisation/Details/40173>

FTA is responsible for the quality of training and assessment, and for the issuing of all qualifications and statements of attainment.

Code	Name	Currency	Mode of delivery	Duration
AVI50222	Diploma of Aviation (Commercial Pilot Licence – Aeroplane)	Current	Classroom and one-on-one flying instruction	31–106 weeks
AVI50322	Diploma of Aviation (Commercial Pilot Licence – Helicopter)	Current	Classroom and one-on-one flying instruction	32–106 weeks
AVI50519	Diploma of Aviation (Instrument Rating)	Current	Classroom and one-on-one flying instruction	7–9 weeks
AVI50419	Diploma of Aviation (Flight Instructor) (Helicopter)	Current	Self-study, classroom and one-on-one flying instruction	23 weeks
AVI60219	Advanced Diploma of Aviation (Pilot in Command)	Current	Classroom and self-study for external CASA exams MCC simulator instruction	13 weeks classroom time. 3 weeks simulator training and MCC theory briefings.

3.1 TUITION FEES

Refer to FTA's tuition fees policy (POL-D.026), available to student on the website and OneDrive.

Tuition fees are published on FTA's website at <http://www.flyfta.com/course-information/schedule-of-fees> for students who are not part of an arrangement with an industry customer.

3.2 WHAT CAN I EXPECT FROM FLIGHT TRAINING?

Undertaking flight training requires full commitment. Your dedication and hard work will be essential to your success on a flight training course.

Consider the points below.

3.2.1 Student engagement with their training

All FTA courses are delivered face-to-face. We believe the close interaction between students and trainers and their level of engagement in the program help students to succeed.

Students who fail to show they are appropriately engaged in their studies and actively training may face termination of enrolment.

Your progress will always be under review and you are expected to keep in communication with your training manager, at least on a weekly basis, to discuss how you can best advance through the course.

Students show engagement in their training by:

- Compulsory induction
- Monitored attendance
- Compulsory workshops (mass briefs) to link theory to the practical flying of a certain skill set
- Individual flying lessons, consisting of a pre-flight brief, air exercise and post-flight brief. A report is compiled for every lesson, signed by both the student and trainer
- Formal progress monitoring by a dedicated training manager. Students are expected to stay in weekly contact with the training manager during periods of self-study.
- Participating in scheduled internal theory assessments
- Providing evidence to Ground School of external theory exams
- Appointed course leaders act as a link between management and students
- Course leaders meet with the DOT monthly to discuss any training concerns
- Student campus committee members engage with management and represent the students in key areas.

3.2.2 Integrated training program

FTA's integrated training programs consist of face-to-face ground theory classes and one-on-one flying lessons. All students get an iPad on loan that contains all their learning resources, gives them access to conducting internal cyber examinations, and it becomes their Electronic Flight Bag.

FTA uses the latest technology in delivering flying and ground theory training. All courseware is in digital format and students have access to all information updates via our wireless coverage on campus.

Nonetheless, we strongly believe there is no substitute for actual face-to-face teaching. FTA employs dedicated area specialists in delivering flying, ground theory and multi-crew cooperation training.

3.2.3 What can I expect during the Ground School phase?

3.2.3.1 Educational requirements

Although there are no formal educational qualifications needed to train as a pilot, CASA requires at least an ICAO English level 4 to obtain a CPL. Also, due to the complexity of ground theory subjects, we recommend academic competency equal to the successful completion of Senior Secondary School Maths and Physics.

3.2.3.2 Time table

An integrated flying course towards a CASA CPL consists of two Ground School phases and two flying phases. Ground theory is presented in a classroom scenario over a period of 12–14 weeks or 360 hours. During this time students are expected to attend classes between 0800–1630 hours every week day and pass all internal and external examinations.

3.2.3.3 Internal and external assessment

In compliance with RTO Standards, students enrolled in nationally recognised training programs are assessed internally as competent before being recommended for an external examination for an aircrew licence. Both types of assessment are required for successful completion of a qualification before a certificate is issued.

The following ground theory subjects are presented in preparation for flight training:

Ground Theory	Subjects
Commercial pilot licence	Basic Aircraft Knowledge, Pre-Solo Air Law, Aerodynamics, Air Law, Aircraft General Knowledge, Human Performance and Limitations, Loading Fundamentals, Performance Fundamentals, Navigation, Meteorology, aircraft type course, Instruments, Basic Gas Turbines and Operations (Flight Planning).
Instrument rating	IREX and aircraft type course
ATPL (CASA)	Human Factors, Navigation, Meteorology, Air Law, Aerodynamics and Aircraft Systems, Performance and Loading, Flight Planning.
ATPL (HKCAD EASA)	Flight Rules and Procedures, ATPL Aviation Law, Flight Planning and Monitoring, IFR Communications, VFR Communications, Radio Navigation, Human Performance, Operational Procedures, Instrumentation, Performance, Principles of Flight, Meteorology, Airframes/Systems/Power Plant, Mass and Balance, General Navigation.
Instructor rating	Principles and methods of instruction

Students are provided with a loan iPad containing study material for the course and have access to a Learning Resource Centre. Students are also expected to participate in class and group learning activities.

The pass mark for internal and external exams varies between 70% and 80%.

Students must show competence in internal ground theory assessments before an external exam is attempted. Failure to pass the required exams may result in a delay of the practical flying component of the course.

Students have access to instructors to help with any remedial teaching that may be required.

The following rules apply to external examinations:

- External exams are booked by FTA on behalf of the student, based on the course schedule. The same rule applies to re-bookings after a fail.
- Re-booking fees will be charged to the student's account.
- Exam dates are set and cannot be deferred by the student.
- Not attempting an exam will be considered a fail.
- Changes to exam bookings must be approved by the Manager Ground Training and the Manager Flight Training ahead of time. Approval will only be granted for compassionate reasons beyond the student's control.
- Students shall provide a copy of exam results to Ground School on the day following the exam.

Different courses apply variations of FTA's flying and ground theory syllabi and may have different schedules and timetables depending on entry levels and regulatory authority licence rules.

3.2.4 What can I expect during the practical flying phase?

3.2.4.1 Time table

Each student has an appointed flight instructor who will plan and schedule their student's training program to ensure the required resources are available. Students must be available to conduct at least one flight a day, although this may not always be possible as aviation is affected by external factors like weather. Flights may also be scheduled at any time of the day, depending on the availability of aircraft and air work slots and students need to remain flexible with their time management during this phase.

3.2.4.2 Study and preparation

In preparation for a flying lesson, students need to allow 1–2 hours the night before to study and revise techniques, procedures, radio calls and fundamental theory for the planned event. On the day of the flight, all pre-flight preparation like flight plans, weather and performance charts must be completed 1 hour prior to a flight to avoid delays. Flights may depart any time after sunrise every morning.

3.2.4.3 Continuity of training

Successful flight training relies heavily on continuity. If you are absent from training for even a couple of days, you risk consolidation of the required skills, which may result in additional training flights. It is strongly advised that no leave is planned during your flight training.

3.2.4.4 Assessment

The completion of the pilot licence or rating flight test can only take place after all CASA theory examinations have been completed.

It is essential that you manage your own progress through these examinations with assistance from your training manager and the Ground School department.

Please take note that CASA allows almost immediate re-sits for the first, second and third attempts of an external exam, but a third failure will result in a lockout period of three months. Ongoing re-sits and a lockout period will impact the completion date of your course.

3.3 ATTENDANCE AND PERFORMANCE MONITORING

Application and self-discipline are essential ingredients required to succeed as a commercial pilot. We actively monitor and record attendance and flying progress. Students are also assessed on non-flying factors such as punctuality, decision-making, appearance, discipline and leadership skills, which form an integral part of the development of a professional pilot.

Performance monitoring also aims to provide private students with a mentoring service. Students progress at their own pace, according to their circumstances and ability. Students who do not perform to the required level will receive remedial training and extra practice sessions as required and agreed upon with their instructor.

Although students are assessed internally throughout their training in theory and performance skills, the final assessments for the issue of a licence or rating are conducted by CASA or other regulator authorised examiners. Students will only be recommended for a final external CASA or other regulator test when they have passed the internal assessment and are deemed ready and likely to successfully pass the final test.

FTA uses the following methods and guidelines for performance monitoring with the aim to identify students with difficulties as early as possible:

- Ground instructor's record attendance every day and monitor theory knowledge through compulsory internal exams before students sit the external CASA or other regulator exams.
- Flying instructors assess the required knowledge and skills from the qualification training package during every flying lesson as set out in the course syllabus, and record this in students' training records.
- Flying instructors record mass brief attendance in students' training records.
- Training managers regularly monitor the reason for student-initiated cancellation of scheduled flights to determine possible trends that may result in unsatisfactory course progress.
- FTA has set a progress check flight at the end of every module of the flying syllabus, which is carried out by an appropriately qualified instructor or flight examiner.

- Flying instructors and training managers compile a performance report for each student at the end of each module of the syllabus, which are electronically available to students and their airlines (if applicable) and are kept as part of their training history.
- Flying performance is rated in student training records and modular reports as follows:
 - 1 - Requires considerable further training (two or three sessions)
 - 2 - Requires some further training (one more session)
 - 3 - Satisfactory after instructor input or correction
 - 4 - A good standard with no ingrained faults
 - 5 - A polished standard.
- Trends and ratings below '3' in training records and modular reports indicate performance below competency level and are reported to the TMs via instructor reports in the Electronic Student Records (ESR).
- Although students progress at their own pace, according to their circumstances and ability, FTA sets guidelines for rate of progress and rate of learning to ensure flight safety. The following general guidelines are used for early identification before an intervention strategy/support package is implemented:
 - Excessive overfly (requiring more hours of flying to reach the set standard than originally planned)
 - Receiving a score of 2 or 1 in performance and personal factors, which indicates performance below competency level
 - Identify performance trends via instructor reports.
- Students must meet individually and formally with management at least twice during their course to discuss their progress, which is usually scheduled at the end of Module 2 and the end of Module 4. At these points students are expected to have shown a competent standard of aviation knowledge via internal theory exams needed for the next phase of flight training to operate safely in Australian airspace.
- FTA will suspend a student's flight training program at the end of Module 4 until all the required internal and external CPL theory exams have been passed successfully.
- The progress and performance of sponsored airline students are monitored in consultation with the airline company's representatives and student mentors.
- Decisions to terminate a student's enrolment based on duration of training and overfly, is explained as follows:
 - a. Duration of training

Self-paced international and local students must take no longer than six months to complete a single module of training, and must complete a qualification within the following periods:

 - PPL – 12 months
 - CPL – 24 months
 - CIR – 6 months

b. Overfly

Overfly means that a student requires more hours of flying than stated in the syllabus in order to reach competency level.

Refer to Annex A–F for detail on overfly and student support processes

3.4 TRAINING SUPPORT PROCEDURE

FTA will initiate a training support strategy as early as possible when it becomes clear to the TM that a student needs additional help to reach the required competency level in the timeframe of the syllabus module. Open communication between the student, the instructor and the TM throughout the process is extremely important. Concerns about progress, theory or flying, are flagged during student review meetings and recorded by TMs. Concerns about progress may include:

- Failure of exams
- Overfly
- Failure to reach competency level
- Lack of engagement
- Duration of completing a module of training
- Safety
- Personal factors.

Processes and procedures:

- a. Concerns about progress that are not resolved must lead to a formal support plan. Student training support must be documented in the ESR and acknowledged by the student. At this point a student would already have had some extended training (which forms part of flight training procedures).

The TM will organise a meeting with the student to initiate the support program, which will state the fundamental cause of lack of progress and set clear and measurable goals and timelines to ensure training can be completed within the planned duration of the course.

If the training period must be extended and possibly the student's COE, the detail must be included in the intervention plan.

The support program will include any or all of the following:

- Remedial training package, which has a financial implication
 - Referral to Student Welfare for personal support
 - Referral to English Language Department for help with English
 - Individual help from Ground School.
- b. Ideally the support program will help the student to continue with training and complete the course.

- c. If the intervention plan has not been honoured by the student or all reasonable and fair progress guidelines have failed, FTA will initiate close of enrolment. A decision will be made by a review panel to cancel enrolment. Refer to [Section 8.1.3](#) on suspension or cancellation of enrolment initiated by FTA.
- d. Students have the right to appeal against the decision by following FTA's complaints and appeals procedures.

Section 4 STUDENT ENTRY PROCEDURES

Student entry procedures set out the requirements and matters of FTA's nationally recognised courses and must indicate that a person is academically suited to a course before the enrolment process is complete.

4.1 RECOGNITION OF PRIOR LEARNING (RPL)

Prior to the completion of enrolment, FTA will assess the competencies of students that may have been acquired through formal, non-formal and informal learning to determine the extent to which students meets the requirements specified in the training package or VET accredited courses.

Formal learning refers to learning completed in an AQF qualification, supported by a statement of attainment from a training provider. Formal learning may result in credit transfer towards an FTA course of study.

Non-formal learning refers to learning that takes place through a structured program of instruction but does not lead to the attainment of an AQF qualification or statement of attainment, for example a CASA flight crew licence.

Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities.

Students need to apply for RPL via an electronic form. The link to the RPL application form will be provided to students by the recruitment team. RPL will be reflected in the course price and noted in their training agreement. FTA will base the assessment of RPL on the required knowledge and flying evidence of the training package that the student needs to successfully complete the course of study.

4.1.1 Integrated Training

FTA will, as part of the RPL process, assess applicants' previous flying training to determine the applicant's entry point onto FTA's integrated course. If an applicant was not previously enrolled on an integrated flying program they will be recommended for a 200-hour program or may choose to complete FTA's full integrated course without RPL. The DOT or HOO may recommend that an assessment flight with a Grade 1 instructor is required before the course starts to formalise a syllabus of training. A separate set of conditions will apply when reviewing ground theory RPL in relation to FTA's integrated program. The following general guidelines apply:

- Students transferring from a Part 142 flying school will receive RPL for hours flown once it has been verified by the previous training provider.

- Students not transferring from a non-Part 142 flight training institution will have to meet the CASR CPL 200-hour criteria (Part 61.160).

4.1.2 Guidelines for RPL

4.1.2.1 RPL for Recreational and Private Pilot Licences

The PPL licence will be used as the instrument to award RPL for flying experience.

The actual entry point on FTA's integrated program will be subject to the assessment of the student's training recency prior to their application to join the course and the outstanding CPL aeronautical requirements to be tested for the CPL license.

4.1.2.2 RPL for flying experience without holding a licence

Students selected for enrolment may have to complete an assessment flight prior to commencement of training to ensure currency of knowledge and skills.

4.1.2.3 RPL for CPL theory credits – External Theory Providers

Should an applicant have a CASA flight crew licence examination credit for any or all of the CPL subjects or have evidence of certificate of attainment from a flight training provider, FTA will offer the following RPL options:

- For all CPL subjects for which applicant holds a CASA theory credit, the student will not have to participate in any face-to-face theory lectures in that subject but must pass an internal exam to assess relevant knowledge.

The following procedures apply:

Student's responsibility	FTA's responsibility
<ul style="list-style-type: none"> • Complete FTA's electronic RPL application form and attached evidence of prior experience. • Provide authorisation for FTA to request training records from your previous provider via the electronic RPL application form. • Support documents should include: <ul style="list-style-type: none"> ○ Copies of full qualifications or statement of attainment from your previous training provider, including academic transcripts. ○ Copy of logbook, flight crew examination result advice (KDR) and flight crew licence. ○ Full resume and detailed information about previous non-academic experience, if applicable to the course of study. • Accept the outcome of FTA's assessment of their application for RPL by replying to the email with offer of training with RPL. • If a student has reason to believe the outcome of their application for RPL is incorrect or have 	<ul style="list-style-type: none"> • Assessing the RPL information contained in the enrolment form before the course start date. • Inform the student in writing in a letter of offer of the outcome of their application for RPL, stating reasons for approval or refusal. • If deemed necessary, FTA may require a student to sit an internal theory exam or do a flight as part of the assessment process. • Record PRL or course credit information in the student's training contract or agreement. • If RPL or course credit leads to a reduction in course duration, FTA will report the change through PRISMS for overseas students. • Request a student's logbook and training records from their previous flying school

been unfairly assessed by FTA, they have a right to appeal the decision through FTA's complaints and appeals process.

as required under *CASR Part 142.360*.

- Keep evidence of RPL or course credit granted, including all correspondence and support documents on the student's electronic file in Student Records.

4.2 PRE-ENROLMENT SELECTION

FTA will inform candidates of the results of the selection as soon as practically possible. Students will be offered a place on one of our planned courses. FTA will provide a successful candidate with a training agreement, stating course cost and other arrangements and conditions. Students will sign the agreement and return it to FTA before the course start date.

Refer to FTA's brochure *Private Student Selection* on our website:

<http://www.flyfta.com/course-information/course-brochures>

4.2.1 Selection validity period

Candidates who have successfully completed a selection event must start a course of training within the following 12 months. Once the selection validity period has expired a candidate will have to go through the selection process again.

4.2.2 Private students

Before private students (non-airline) are offered a place on course they must meet FTA's pre-enrolment selection criteria. The process is as follows:

a. Entry level courses

Candidates entering the following training programs **with or without** prior flying experience are considered 'entry level' students:

- AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)
- AVI50322 Diploma of Aviation (Commercial Pilot Licence – Helicopter)

Location	Attend in person on an agreed date at one of the FTA campuses. Depending on the type of computer-based aptitude used, candidates may be able to complete part of the selection assessment remotely.
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Duration: Allow one day

- | | |
|----------------|--|
| Process | <ul style="list-style-type: none"> • Aviation theory assessment: Candidates will receive a computer-based theory package two weeks before selection day. On selection day candidates will pass theory assessment based on the material before progressing to the next stage of selection. • Aptitude test: Candidates must pass a 2-hour computer-based pilot aptitude test. Depending on the type of computer-based aptitude used, candidates may be able to complete part of the selection assessment remotely. • Interview: Discuss career goals and test results with a senior manager. |
|----------------|--|

- **VSL academic eligibility:** Basic Key Skills Builder (If required) Refer to [Section 5.1.7](#)
- **Flight assessment:** Candidates entering with prior flying experience will do a flight assessment as part of the RPL process once they start the flying component of the course.

b. AVI50519 Diploma of Aviation (Instrument Rating)

This training program is not an entry level qualification. The course prerequisites are:

- CASA CPL or PPL
- 50 flying hours cross country command.

Location	Attend in person on an agreed date at one of the FTA campuses. Duration: Allow 4 hours
Process for non-FTA students	<ul style="list-style-type: none"> • Simulator assessment: Basic IFR assessment • Interview: Discuss career goals and test results with a senior manager • VSL academic eligibility: Basic Key Skills Builder (If required) Refer to Section 5.1.7
Process for FTA students	Students who have completed a previous qualification at FTA are selected based on past performance.

c. AVI50419 Diploma of Aviation (Flight Instructor)

This training program is not an entry level qualification. The course prerequisite is:

- CASA CPL

Location	Attend in person on an agreed date at Parafield Campus Duration: Allow 4 hours
Process for non-FTA students	<ul style="list-style-type: none"> • Flight assessment: One-hour flight check in a DA40 aircraft, demonstrating knowledge and skill in aircraft control, procedures and flight management to CPL standard. • Interview: Discuss career goals and test results with a senior manager • VSL academic eligibility: Basic Key Skills Builder (If required) Refer to Section 5.1.7
Process for FTA students	Students who have completed a previous qualification at FTA are selected based on past performance.

d. AVI60219 Advanced Diploma of Aviation (Pilot in Command)

This training program is not an entry level qualification. The course prerequisites are:

- CASA CPL
- CASA CIR

Location	Remote selection
Process	<ul style="list-style-type: none"> • Phone or Zoom interview: Discuss career goals with a senior manager • VSL academic eligibility: Basic Key Skills Builder (If required) Refer to Section 5.1.7

4.2.3 VSL Academic suitability

Refer to [Section 5.1.7](#) for detail on the collection of VSL eligibility documentation.

As part of the selection process, FTA will collect evidence of academic suitability for VSL. A student is academically suited to undertake a particular approved course if the following conditions set out in sections a, b and c below are met:

- a. One of the following requirements is met in relation to the student:
 - Student provides a copy to FTA of a Senior Secondary Certificate of Education that has been awarded to the student by an agency or authority of a State or Territory for the student's completion of Year 12; or
 - The student is assessed as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy using an assessment tool approved under section 82 of *VET Student Rules 2016*. And FTA reasonably believes the student displays that competency.
 - Student provides a copy to FTA of a certificate at level 4 or above in the Australian Qualifications Framework; or an overseas qualification that has been assessed by a Federal, State or Territory government agency which assesses overseas qualifications (or an organisation contracted by such an agency to undertake such assessments) as equivalent or comparable to a qualification at level 4 or above in the Australian Qualifications Framework. The course for the qualification in all cases must have been delivered in English.
- b. The student meets FTA's specific academic entry requirements for the course as described in [Section 4.2.1](#) of this document.
- c. FTA believes on reasonable grounds that the student is academically suited to undertake the course.

4.2.2.1 Basic Key Skills Builder (bksb)

As part of the selection process, students who do not have evidence of academic suitability for VSL will do the initial assessments in Maths and English of the Basic Key Skills Builder (bksb) under exam conditions at FTA (at no cost to the student):

- Senior Secondary Certificate of Education that has been awarded to the student by an agency or authority of a State or Territory for the student's completion of Year 12.
- Copy of certificate at level 4 or above in the Australian Qualifications Framework, for a course completed in English.

- Copy of an overseas qualification that has been assessed by a Federal, State or Territory government agency which assesses overseas qualifications (or an organisation contracted by such an agency to undertake such assessments) as equivalent or comparable to a qualification at level 4 or above in the Australian Qualifications Framework, for a course completed in English.
- Copy of result obtained at Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy.

bksb is an assessment tool approved by the Secretary under VSL Rules 2016 section and published on the Department's website.

FTA will ensure the process is conducted with honesty and integrity, under exam conditions.

FTA will ensure that the results of assessing a student's competence in reading and numeracy will be reported to the student as soon as practicable after the assessment. This is usually done during an interview with a senior manager after all selection tests have been completed. The student will also receive the results in an email from FTA as soon as practicable after completion.

FTA will give the assessment results to the Secretary in the form, manner and time requested by the Secretary.

FTA will keep the assessment results on the student's personal file in Student Records.

4.2.4 International private students

International students who are in Australia when applying for enrolment will be subjected to the same selection criteria as Australian private student.

International students who are not in Australia when applying for enrolment are not expected to travel to FTA for selection. The following minimum entry requirements apply to international students on a student visa:

- Age 18 years or older
- Pre-enrolment assessment of qualifications and prior learning
- English language requirement set by CASA

CASA sets a minimum standard of general English language proficiency and has nominated IELTS or TOEFL or TOEIC as the acceptable general English language tests, which are delivered by independent companies.

International students whose first language is not English are required to have an IELTS score of at least 6.0 per band or an equivalent proficiency per band. For further information visit <https://www.casa.gov.au/standard-page/general-english-test-criteria>

4.2.3.1 International student entry procedures:

Student's responsibility	FTA's responsibility
<ul style="list-style-type: none"> • Complete FTA's electronic enrolment form when the link is received from an FTA staff member. • Attach the following evidence: <ul style="list-style-type: none"> ○ Proof of English language proficiency (IELTS 6.0 or equivalent) ○ Australian matriculation English result (if applicable) ○ Proof of ID • Student accepts the training agreement by signing and returning the form via email. • Student pays a tuition fee deposit of \$2500. • After FTA issues a COE, the student applies for a student visa, which includes arrangement for private health cover in Australia and international medical certificate. • Student applies for a CASA ARN and CASA medical examination. 	<ul style="list-style-type: none"> • Respond to student enquiry by providing compliant marketing information and a link to FTA's electronic enrolment form. • Provide an offer of training via a training agreement after assessing student application and support documents. • Accepts signed training agreement • Accept tuition fee deposit. • Issue COE via PRISMS • Continue to correspond with student and compile all documents needed for enrolment. File all documents in Student Records. • When student visa has been issued, send student induction information.

4.2.5 **Airline sponsored/aligned students**

FTA assists airline customers as agreed with pre-course selection, but the final decision rests with the airline. Certain information and documentation are provided by airlines on students' behalf. Students need to provide FTA with enrolment information including a USI prior to the course start date via FTA's electronic enrolment.

4.3 **Enrolment process**

Students must be formally enrolled in a course of study before the course start day. Enrolment is complete when a person has:

- Been found academically suited to a course via the pre-enrolment selection program.
- Provided FTA with personal and other information via a signed and dated electronic enrolment form. A link to the enrolment form will be provided to students by FTA.
- Provided FTA with documented evidence as stated on the enrolment form for the collection and verification of information for VSL/student visa purposes, as described in [Section 5.1.7](#) of this document.

- Completed the application process for recognised prior learning, if applicable, and accepted the outcome of FTA's assessment.
- Indicated a decision to commit to a course of study by signing an agreement or training contract.
- Submitted an eCAF for VSL before the first census date on the schedule of fees (if applicable).

4.4 ENROLMENT PROCESSES AND PROCEDURES WITH FTA AS REPLACEMENT PROVIDE

Tuition assurance refers to the protections and assistance available to support VSL students in the event that their approved provider stops offering their course or closes.

The following enrolment process applies to displaced students enrolling at FTA under guidance of the Department of Employment and Workplace Relations (the Department) with the assistance of a third-party tuition assurance administrator:

- a. When contacted by the tuition assurance administrator, FTA will determine if it can reasonably offer place on an equivalent course to affected students.
- b. FTA will respond to the tuition assurance administrator's request for student placement with accurate information in the best interest of the students.
- c. FTA will enrol a displaced student in a similar, eligible VET course that leads to the same or a comparable VET qualification.
- d. FTA will follow its processes for recognition of prior learning and course credit. Refer to [Section 4.1](#) of this document.
- e. For any units of study, a student has successfully completed with their first provider, FTA will ensure the student receives full credit towards the same or comparable VET qualification or as much credit as possible towards the same or comparable VET qualification, if the Secretary agrees that the first course was of such a specialised nature that full credit transfer cannot be arranged.
- f. Recognition of prior learning is a process of assessing competency. After completing the RPL assessment process, FTA will advise the student of any additional tuition fees required (including any 'gap' fee amounts, in excess of the approved course cap (for those requiring access to a VET Student Loan)).
- g. FTA will ensure a student is taught-out at no additional cost for any replacement unit (or part of a replacement unit), if the student has already incurred a debt for that unit.

Section 5 VET STUDENT LOAN SCHEME (VSL)

5.1 WHAT IS VSL?

VSL is an Australian Government loan program that helps eligible students enrolled in approved higher-level vocational education and training (VET) at approved training providers pay their tuition fees. Refer to the Department of Employment and Workplace Relations website for more information: <https://www.dewr.gov.au/vet-student-loans>

Before applying for a VSL, students need to consider the following facts:

- It is a loan from the Commonwealth
- A VET student loan gives rise to a VETSL debt that continues to be a debt due to the Commonwealth until it is repaid.
- The loan may, until the debt is repaid, reduce a person's take-home (after-tax) wage or salary and may reduce the person's borrowing capacity.
- The loan must be paid to the Australian Taxation Office when your income reaches a certain level.
- Students should seek independent financial advice before applying for a loan.
- A loan fee of 20% will be added to the VSL loan amount.
- Each eligible student has a VETSL limit that can be used over their lifetime. The loan cannot be greater than the student's remaining VETSL balance
- Each approved VET course at FTA has a maximum loan (cap), indexed annually, that can be used under the VET Student Loan scheme
- The Commonwealth pays the funds directly to your training provider for your tuition fees. Your Commonwealth Higher Education Student Support Number (CHESSN) is connected to information about your VETSL debt.

5.1.1 How do I apply for a VET student loan?

Regardless of the information you have given to FTA during the selection and enrolment process, you must **complete a Commonwealth Assistance Form (eCAF) for a VET Student Loan before the first census date** on your schedule of fees (or the nearest applicable census date for your entry point) to be eligible for a VSL.

The following eCAF procedures apply:

Student's responsibility	FTA's responsibility
<ul style="list-style-type: none"> • The eCAF system sends an email to the student with instructions on how to access their application. • The student informs FTA of any information that needs updating in the eCAF. • The student completes the pre-populated eCAF, including providing their Tax File Number (TFN). Refer to Section 5.1.3 below for more info on TFN. • For students under 18 additional information is required. Refer Section 5.1.2 below. • A student cannot submit an eCAF earlier than two business days after the enrolment date in the eCAF. This ensures that students have adequate time to consider their decision to take on a loan. • The eCAF must be submitted on or before the census day for which they want the loan to apply. • After submitting the eCAF, the student receives a receipt via email with confirmation that the application has been approved. 	<ul style="list-style-type: none"> • FTA assesses the student as eligible for VSL. • FTA enters the student's enrolment information into the electronic Commonwealth Assistance Form (eCAF) system. • FTA corrects information in eCAF if needed. • FTA will monitor eCAF due dates and send students reminders.

The application process is now complete. The student will be able to access a VET Student Loan, paid to the provider, for any census days that occur after the eCAF submission date.

5.1.2 Students under the age of 18

Before qualifying for a VSL, students under 18 have two options:

- Submit a VET Student Loans parental consent form available on the Department website: <https://docs.employment.gov.au/documents/vet-student-loans-parental-consent-form> to FTA signed and dated. FTA will email the form to the student and the student must return the form by email.
- Provide FTA with evidence of the assessment of receipt of youth allowance on the basis that the student is independent, under part 2.11 of the Social Security Act 1991.

The student must email their Centrelink Income Statement that notes that they have been assessed as independent to FTA. FTA will upload the document to eCAF.

5.1.3 Tax file number (TFN) requirements

To apply for a VET Student Loan a student needs to have a valid TFN. Students should apply for a TFN well in advance of the course start date.

If a student cannot remember their TFN they should call the Australian Taxation Office (ATO) on 13 28 61.

If a student does not have a TFN by the time the eCAF is due, the following process applies:

- a. The student requests a *Certificate of Application for a Tax File Number* from the ATO. This is a certificate from the ATO that shows that a student has applied for a TFN.
- b. The student must attach this certificate to their eCAF before submitting it to the department.
- c. Once the student receives their TFN from the ATO they need to contact FTA immediately.
- d. FTA will need to re-open the eCAF to allow the student to update their TFN.
- e. The student will receive an email telling them to update their eCAF record with their TFN.
- f. After entering their TFN, the student then resubmits the eCAF.

This process must be done within six weeks of the 'first census day of the loan application' in the eCAF.

Without a TFN, the student will not be able to use the loan to pay their fees. Without a TFN included in the eCAF, providers will not be paid the loan amount and providers cannot recover the course fee from students.

5.1.4 Payment options for tuition fees

Students on a VSL approved course of study have the following payment options:

- Payments by the student as fees become due
- VET student loan for all or part of the tuition fees.

5.1.5 Fees covered by VSL

Only tuition fees are covered by the VSL loan, which include the training cost associated with ground theory and flying training as set out on your schedule of fees. This includes all learner guides, manuals and handbooks, which will be made available to students electronically.

5.1.6 Fees other than tuition fees

Students need to understand that there is a cost to flight training that includes fees other than tuition fees, which is a total liability to the student and is not covered by VSL.

Cost **not** covered by the VSL loan scheme is set out in a training agreement between a student and FTA.

Fees other than tuition fees that are collected by FTA are included in the payment schedule in the training agreement or invoiced as required. Such fees include:

Fee description	Purpose
Campus accommodation, if applicable	Personal
iPad bond – refundable if returned undamaged	Borrowing FTA equipment
Uniform, if applicable (students may supply their own)	FTA dress code
Resits of CASA external flight and theory resits	Students are responsible to pay for a re-attempt of a CASA examination.
Remedial training packages, if applicable	Additional training outside the approved syllabus to achieve competency
Flight cancellation fees	Overhead cost of flight if a student fails to cancel the flight within the agreed timeframe.

Fees other than tuition fees that are not collected by FTA are the responsibility of the student. Such fees include but are not limited to:

Fee description	Purpose
Travel arrangements	Personal
CASA medical examinations	Applying, qualifying for and maintaining a CASA flight crew licence
CASA application for ASIC	Applying, qualifying for and maintaining a CASA flight crew licence
Equipment, including: <ul style="list-style-type: none"> Subscription to Aircservices Navigation equipment: 'wizz wheel', scale ruler, compass, protractor, maps and charts. Pilot logbook.	Equipment or items used during training that become the student's physical property and are not consumed in the course.

5.1.7 Student VSL eligibility requirements

Before course commencement, FTA will collect and verify VSL eligibility documentation described in the table below of students applying for a VET student loan.

VET student loans will not be approved for students who do not meet eligibility requirements.

The documents will be stored on a student's personal file in FTA's student management system.

To be eligible for a VSL loan, a person must provide evidence of the following:

Eligibility requirement	Documented proof
<p>VETSL balance</p>	<p>Students are responsible to keep track how much VETSL they have available for a specific qualification and overall. VETSL balance can be checked as follows by using your CHESSN:</p> <ul style="list-style-type: none"> • myGov account: will show you how much you owe and any repayments you have made. • myHELPbalance will show you how much you have borrowed. <p>FTA will also use its privileges as training provider to access VETSL balances via myHELPbalance.</p>
<p>Academic suitability required by VSL Rules</p>	<p>Provided by student, either:</p> <ul style="list-style-type: none"> • Copy of Senior Secondary Certificate of Education that has been awarded to the student by an agency or authority of a State or Territory for the student's completion of Year 12; or • Copy of certificate at level 4 or above in the Australian Qualifications Framework, for a course completed in English; or • Copy of an overseas qualification that has been assessed by a Federal, State or Territory government agency which assesses overseas qualifications (or an organisation contracted by such an agency to undertake such assessments) as equivalent or comparable to a qualification at level 4 or above in the Australian Qualifications Framework, for a course completed in English; or • Copy of result obtained at Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy.

Eligibility requirement	Documented proof
<p>Additional academic suitability required by FTA:</p> <ul style="list-style-type: none"> • Abbreviated aviation theory course/exam • Pilot aptitude test/flight assessment • Interview 	<p>Provided by FTA after selection:</p> <ul style="list-style-type: none"> • Aviation theory assessment results • Recommendation email from interviewer with assessment results and interview checklist attached.
<p>Date of birth</p>	<p>Students under 18, must provide either:</p> <ul style="list-style-type: none"> • Parent consent form signed and dated. VET Student Loans Parental Consent Form available on the Department website: https://www.dese.gov.au/vet-student-loans/resources/vet-student-loans-parental-consent-form • FTA will upload the form to eCAF. • Evidence of the assessment of receipt of youth allowance on the basis that the student is independent. The student must email their Centrelink Income Statement that notes that they have been assessed as independent to FTA. FTA will upload the document to eCAF.
<p>Citizenship/residency requirement by Department:</p> <p>Who qualify?</p> <ol style="list-style-type: none"> 1. Australian citizens 2. Qualifying NZ citizens 3. Permanent humanitarian visa holder of Australia 4. A pacific engagement visa holder, who is usually resident in Australia. <p>1. Australian citizen</p>	<p>Student to provide, either:</p> <ul style="list-style-type: none"> • Copy of current Australian passport; or • Copy of Australian citizen certificate; or • Copy of Australian birth certificate <p>Different rules apply for birth certificates:</p> <ul style="list-style-type: none"> ○ Born before 20/8/1986 to Aus parents: copy of full birth certificate ○ Born before 20/8/1986 to overseas diplomats/consular officers in Aus: copy of Aus citizen certificate ○ Born on or after 20/8/1986 to at least one Aus parent who was born before 20/8/1986: copy of full

	<p>birth certificate of student and of parent, or copy of Aus citizenship received from Home Affairs</p> <ul style="list-style-type: none"> ○ Born on or after 20/8/1986 to parent who was Aus permanent resident: copy of Aus citizenship ○ Born on or after 20/8/1986 to non permanent non-permanent residents or non Aus citizen, and applicant spent first 10 years in Aus: copy of Aus citizen certificate ○ Aboriginal or Torres Strait Island applicants without current Aus passport, who was not registered at birth: statutory declaration as provided on the department's Information for VET Student Loans Approved Providers page under 'Forms'. ○ Born to Aus parent overseas: copy of Aus citizen certificate by descent ○ Applicant or their parent born in Papua New Guinea prior to 16 Sep 1975: copy of Aus citizenship certificate issued by Home Affairs
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Becoming an Australian citizen	<p>If a student acquires Australian citizenship part way through their course, they may be eligible for a VET Student Loan for parts of a course not yet completed, for which the census dates have not passed. This includes for parts of a course in which the student is currently enrolled. The student must submit an eCAF after acquiring Australian citizenship and prior to the next census day for their course.</p>
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2. Qualifying NZ citizens	<p>Student to provide all of the following:</p> <ul style="list-style-type: none"> ● Copy of Special Category Visa ● Evidence of being a dependant when first entered Aus; school reports/certificates/photos ● Evidence of living in Aus for at least ten years: International movement record from Home Affairs ● Evidence of living permanently in Aus for at least eight out of the last ten years: International movement record from Home Affairs ● Spent at least 18 months out of the last two years permanently in Aus: International movement record from Home Affairs
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3. Permanent Aus humanitarian visa holders	<p>FTA will check each individual's visa details, conditions, visa type and expiry date before making an offer of training at www.homeaffairs.gov.au/vevo. Home Affairs' Visa Entitlement Verification Online (VEVO)</p>
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Application and enrolment requirements	<ol style="list-style-type: none"> 1. FTA will send successful applicants a link to an electronic enrolment form. Students must provide information via the enrolment link, and sign and date the form. Information include: <ul style="list-style-type: none"> ● Unique Student Identifier
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- Commonwealth Higher Education Student Support Number (CHESSN)
 - Detail about prior education
 - Personal contact detail
 - Inform FTA they want to access VSL.
 - Detail about the portion of VSL the student wants to use towards the course.
2. FTA will verify VSL eligibility data
 3. FTA will activate for each eligible student an Electronic Commonwealth Assistance Form (eCAF). Students must provide a (verifiable) tax file number (TFN) via the eCAF and submit the application for a loan before or on the first census day on the relevant schedule of fees. Refer to [Section 5.1.3](#) for more information about TFN.
 4. Students younger than 18 years:
 - Parent consent form signed and dated. FTA will email the form to the student and the student must return the form by email. FTA will upload the form to eCAF.
 - Evidence of the assessment of receipt of youth allowance on the basis that the student is independent. The student must email their Centrelink Income Statement that notes that they have been assessed as independent to FTA. FTA will upload the document to eCAF.

Progression and engagement

Enrolled students must confirm their engagement and progression to continue to access the loan throughout the course, in February, June and October each year.

The process will be activated by FTA via the eCAF system and communicated to students.

5.1.8 Evidence of Progression and Engagement

Students must meet engagement and progression requirements by completing a Progression Form to continue accessing a VET Student Loan. Progression Forms are used to verify that VET Student Loan students are genuine and are reasonably engaged in their course. This is important, as the Department is not required to pay VET Student Loan amounts for students that are not considered genuine.

There are three fixed progression points throughout the year, at four-month intervals. Delivery dates are in February, June and October.

Where a student fails to complete two consecutive Progression Forms or where a student indicates they have completed or withdrawn from their course, the department may take the view that they are no longer a genuine student and payments may be impacted.

If students advise providers they mistakenly indicated an incorrect status response (for example, 'completed' instead of 'continuing') in a submitted Progression Form,

providers can generate another Progression Form for the student to enter the correct response.

The process is as follows:

- a. FTA will activate the VSL engagement milestone for students via the eCAF system.
- b. The eCAF system sends an invitation to the student containing their passkey. The email address will default to the personal email address from the previously submitted progression or eCAF but can be overridden by the provider in the eCAF system if the student's email address has changed.
- c. Students access the Progression Form by logging in to the eCAF system using the passkey provided, then complete and submit the form.
- d. An email is then sent to the student acknowledging receipt of the form. It also provides a summary of their responses and reminds students that they are agreeing to a VET Student Loan being used to pay their tuition fees.
- e. Students have two weeks to complete and submit the form before it expires. If a student does not submit their Progression Form within the two-week period, FTA will need to initiate the process again.

Further to the requirement by the Department, FTA has very strict processes in place to monitor attendance and progress of training. Refer to [3.3](#) in this document.

5.1.9 How do I keep track of my VSL loan?

VETSL debt or (VSL debt) balance can be checked as follows by using your CHESN:

- [myGov](#) account: will show you how much you owe and any repayments you have made.
- [myHELPbalance](#) will show you how much you have borrowed.

FTA will send you a *VSL Fee Notice* at least 14 days before each census date on your schedule of fees to alert you of an upcoming VETSL debt. This is to ensure you have all the information you need to make study and payment decisions.

If you do not formally cancel your request for VSL with FTA before or on the upcoming census date, you will incur the debt for that unit of study.

FTA will provide you with a Commonwealth Assistance Notice (CAN) within 28 days after every census date of your schedule of fees to state the VETSL debt that you have incurred for that unit of study.

Please keep copies of these notices as part of your personal records. You have the right to request a correction of the information contained in these notices if needed.

5.1.10 Schedule of fees

FTA publishes schedule of fees for different courses at its two venues, with start dates and census days on our website at <http://www.flyfta.com/course-information/schedule-of-fees>

Tuition fees are reasonably apportioned across a specified number of sequential fee periods and each fee period contains at least one census day. FTA schedule of fee period/units of study directly represents the training program of your qualification.

5.1.11 Significance of a census date

The census dates on your schedule of fees are the most important dates of your course of study. FTA regards the exact deadline of a census date as 2359 hours or 11.59 pm. A census date is the last date you can:

- Submit an eCAF to access a VET student loan
- Withdraw from enrolment without incurring the cost or debt for that unit of study.

5.2 APPLICATION FOR RE-CREDITING A VETSL BALANCE

Refer to FTA's POL-D.021 Tuition Fee Refund and Re-Crediting Policy published on FTA's website at <http://www.flyfta.com/about/publications> for processes and procedures regarding the re-crediting of students' VETSL balances under Part 6 of the Act.

5.3 REQUEST FOR REVIEW OF A DECISION NOT TO RE-CREDIT A VETSL BALANCE

Refer to POL-D.023 Student Review Policy on FTA's website at <http://www.flyfta.com/about/publications> for processes and procedures regarding the request for review or reconsideration of a decision not to credit a VETSL debt.

Students who appeal a decision made by FTA will be treated fairly and with respect, without victimisation or discrimination.

Section 6 INDUCTION AND ORIENTATION

On the course start day students will be inducted into the course and operations at FTA. It is compulsory to attend induction as it covers important information about safety and VET provider regulations. The following subjects are covered during induction:

- iPad use
- Flight program and CBT login details
- Flight safety briefing
- WHS briefing: incident/hazard reporting
- Introduction to training managers
- Timetable/schedule information
- Tour of the college: facilities and resources
- Quality: VSL loan scheme
- Finding resources, documents and forms on the system
- Student support services: who can I talk to about problems?
- Emergency and health services
- Students' legal rights and obligations
- Complaints, grievances and appeals
- Student visa conditions (international students)
- Answers to students' questions.

Section 7 SUPPORT SERVICES

7.1 STUDENT WELFARE DEPARTMENT

We aim to provide a warm and friendly environment for students. We value our dedicated student welfare department who support students with personal needs like attendance requirements, accommodation and medical issues.

Student Welfare is the first point of contact for students and has access to many services designed to assist students. We understand that sometimes students may need assistance with a particular subject or general learner support.

If at any time a student needs advice, counselling, support of any kind or just someone to talk to, they can contact Student Welfare staff who will provide them with the appropriate contact should external help be needed.

In addition, all instructors, staff and managers have a genuine open-door policy to help students with training and/or personal concerns.

7.2 ENGLISH LANGUAGE DEPARTMENT

FTA Parafield has an English language section dedicated to help second language speakers improve their English, with specific attention to aviation English. Instructors and training managers will refer students to the English language department for additional lessons if needed.

7.3 CAMPUS COMMITTEE AND COURSE LEADERS

Our student campus committee and course leaders play an important role in the formal communication between students and FTA management. They also help fellow students to manage their environment and to organise after hours activities. These formal forums provide students with the opportunity for personal development and leadership ability.

7.4 LEARNING RESOURCE CENTRE

The Learning Resource Centre (LRC) offers an aviation specific library, with a wide range of educational and recreational resources. Access to the LRC is free.

Section 8 STUDENTS' RIGHTS AND OBLIGATIONS

8.1 WITHDRAWAL, DEFERMENT, SUSPENSION OR CANCELLATION

Students can face challenges with their studies or personal circumstances, but there may be solutions other than cancelling your enrolment. If you are thinking of withdrawing from course, please contact to one of the following staff members for advice:

- Your training manager
- Director of Operations and Training
- Student Administration
- Student Welfare.

Definitions:

Deferment/Suspension: Postpone the start date of a course or part of a course after enrolment has been completed, or temporary leave from study. A return date is needed.

Withdraw: Decision by the student to cancel their enrolment, without the intention of returning to complete the course.

8.1.1 Withdrawal Policy

Please refer to FTA [POL-D.032 Student Withdrawal](#).

FTA 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 before or on a census date. Student may cancel their enrolment from a VET unit of study by withdrawing on or before the census date, in which case the student:

- Will not incur a VETSL debt for that unit of study.
- Will receive a refund, without having to apply for one, for any up-front tuition fee payment on or before the census date for the specified unit of study from which they are withdrawing.
- Will not be charged an additional penalty or fee to allow them to withdraw from a VET unit of study.

8.1.2 Withdrawal/Deferment/Suspension Initiated by Student

Students who have completed the enrolment process but are unable to start the course at the agreed date must inform FTA soon as possible of their decision to defer at info@flyfta.com. A training place on a future course will be subject to availability.

8.1.2.1 Maximum deferment/suspension period

Students will be allowed to defer or suspend their training only once during a course of training and for a maximum period of six months. Students who do not return to full time training within the 6-month period will be required to go through a recognition of prior learning assessment process before continuing their studies.

If deferment is initiated by personal choice, you may be subject to revised fees as per the schedule of fees applicable at the time of continuing your training.

The following procedures apply to Australian students who have started their training and then decided to either withdraw from study or have a break in training.

Student's responsibility	FTA's responsibility
<ul style="list-style-type: none"> • Inform your training manager of your decision to cancel/defer/suspend your enrolment by either: <ul style="list-style-type: none"> ○ Email, or ○ Form ADM-F.167, available on the website. • Student completes the departure process. • To re-enrol, notify your training manager in writing or by email. • Student responds to progression email from the Department via the eCAF system to indicate either deferment or active status. 	<ul style="list-style-type: none"> • Training Manager (or person receiving the withdrawal/deferment notification) to complete Centrik form AM-002, followed up with an email to Departures and Arrivals. • Stakeholders complete AM-WF.003. • Suspension/deferment of enrolment of a VSL students will be managed via the eCAF system as follows: <ul style="list-style-type: none"> ○ FTA activates progression in eCAF system to enable student to indicate a 'deferred' status. ○ FTA notes return date (as per withdrawal from) in Apollo and Outlook calendar. ○ FTA follows up with student close to return date and activates progression via the eCAF system to enable student to indicate 'active' status. • FTA ensures students who decide to withdraw/suspend are not enrolled in the specified VET unit of study or subsequent units of study from the time of notification. • FTA arranges an exit interview for a student who has withdrawn, with an appropriate staff member. • FTA refunds any upfront tuition fees for the specified unit of study. • FTA allows students to re-enrol in a unit of study on written notification.

8.1.3 Suspension or cancellation procedure initiated by FTA

Suspension or cancellation of a course of study may occur in the following circumstances:

- FTA may decide to suspend or cancel a student's enrolment due to misconduct, insufficient course progress, overdue course payments/fees and/or a student becoming disengaged with their training program.
- Refer to [Section 3.3](#) on 'Attendance and performance monitoring' for an explanation and guidelines of performance monitoring.

- [Section 8.4](#) on 'Misconduct' gives further detail on what FTA considers unacceptable behaviour and how it will be handled.
- 'Disengagement' refers to a student that has not actively participated in a training activity listed in 'Student engagement with their training', other than during periods of approved leave or breaks.
- FTA will refund/re-credit tuition fees received from a student for the portion of training that we did not deliver if a decision is made to close a student's enrolment.
- In the case of VSL students, if FTA initiates the cancellation of enrolment after a census date, FTA will re-credit tuition fees for all training that was not delivered.
- In the case of airline students, an airline may suspend or terminate (cancel) an airline student's sponsorship or alignment due to the airline's behaviour, progress or performance requirements not being met.
- The cancellation of a student's enrolment will take final effect only after any grievance procedures initiated by the student have been completed. The process is described below.

The following processes and procedures apply:

- a. The relevant TM will compile a letter of intent to suspend/cancel enrolment (template ADM-F.095), stating a brief summary of the intervention process and all reasons of concern.

The letter will include a date when enrolment will be closed, to give students at least 28 days to initiate grievance procedures before the cancellation takes final effect. Refer to Student Handbook and POL-D.024 Student Complaints, Grievance and Appeal Policy for processes and procedures.
- b. The letter of intent to suspend/cancel enrolment will be signed by the CEO, COO or DOT and retained electronically in Student Records. The scanned letter will be emailed to the student by the TM with a delivery and read receipt.
- c. The original letter will be mailed to the student's permanent home address, with registered mail and request for signature, if deemed necessary.
- d. The close of enrolment date will be recorded in the TMs Outlook calendar as a prompt for action.
- e. The TM will complete Centrik form AM-002, followed up with an email to Departures and Arrivals.
- f. Stakeholders will complete workflow AM-WF.003.
- g. The TM will complete Centrik form AM-002, followed up with an email to Departures and Arrivals.
- h. Stakeholders will complete workflow AM-WF.003.
- i. If a student does not appeal the decision in the 28-day period, the relevant TM will send a final close of enrolment letter (template ADM-F.188) by email to the student on the planned day of close of enrolment to notify them that their enrolment has been closed, with delivery and read receipt.

- j. If the student appeals the decision to terminate, following FTA's complaints/grievance and appeals process (refer to Section 8.4.2.1 of this document), FTA's appeals procedure will be followed.
- k. The TM will communicate the decision to all relevant staff for action and request a financial close out.
- l. FTA will notify the student by email of the amount of tuition fees that will be refunded or invoiced to their account, whichever is applicable.
- m. All emails, letters and support plans shall be clearly labelled and filed in Student Records for easy access and secure recordkeeping. This is the TMs responsibility, supported by Student Administration.

8.2 INTERNATIONAL STUDENTS

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

This procedure refers to cases where:

- 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.
- FTA 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, through Provider Registration and International Student Management System (PRISMS) of the deferment, suspension or cancellation of enrolment.

8.2.1 Deferment, suspension or cancellation initiated by the student

Sponsored airline students' visa applications, course start dates and termination are managed between FTA and the airline.

Private 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:

- Unavailability of the course
- Delay in the visa process
- 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.

The following procedures apply:

Student's responsibility	FTA's responsibility
<ul style="list-style-type: none"> • Complete form ADM-F.167, including supporting documents (available on FTA's website from Student Welfare). • Email or hand the application to your current Training Manager or to Student Welfare. 	<ul style="list-style-type: none"> • Assess the application and inform the student in writing if their application has been approved or refused, including reasons for the decision. • Communicate the decision to the Department of Education, through PRISMS.

The information in PRISMS will be electronically transferred to Department of Home Affairs (DOHA). DOHA will consider all the information available and if they decide to consider cancellation, DOHA 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 DOHA.

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

- FTA notifies the Department of Education 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 (DOHA). This information will be kept for future reference.
- FTA notifies the Department of Education 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.
- The provider notifies the Department of Education 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'.

8.2.2 Deferment, suspension or cancellation initiated by FTA

FTA may need to defer a student's course start date or cancel a course due to **insufficient student numbers or insufficient resources to deliver the course**.

FTA responsibility in this case will be to:

- 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.
- Refund all upfront payments to the student.
- Communicate the decision to the Department of Education, through PRISMS.

Refer to [section 8.1.3](#) of this document. The same cancellation and suspension procedures apply to overseas students on a student visa who are responsible for their own funding.

Additional processes and procedures applicable to student visa holders are:

- FTA will inform the Department of Education and Training through PRISIMS of cancellation of enrolment after 20 working days of sending the student a letter of intent to close enrolment (observing all FTA appeals and grievance procedures and timelines).
- DOHA will consider all the information available and if they decide to consider cancellation, DOHA 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.
- Students will be given an opportunity to respond to the NOICC and explain their situation. The student does not need to attend a DOHA office.

8.2.3 Deferment, suspension or cancellation initiated by FTA (airline students)

The behaviour, progress and performance criteria for remaining an airline student is dictated by the student's airline, and students are monitored in consultation with the airline's representatives and student mentors. Airline students should familiarise themselves with the expectations and progress requirements of their airline.

The ground school and flying student support as listed in the Appendices will apply to airline students, however, an airline may have different limitations, requirements and tolerances for successful continuation of training.

An airline student may have their airline sponsorship or alignment deferred, suspended or terminated (cancelled) by their airline if they do not meet the airline's behaviour, performance or progression requirements.

If this occurs, FTA responsibility in this case will be to:

- Inform the student in writing about the deferment, suspension or termination (cancellation) of training as directed by their airline.
- Refund all upfront payments to the student (if applicable).
- Communicate the decision to the Department of Education, through PRISMS.

Refer to [section 8.1.3](#) of this document. The same cancellation and suspension procedures apply to overseas students on a student visa who are responsible for their own funding.

Additional processes and procedures applicable to student visa holders are:

- FTA will inform the Department of Education and Training through PRISIMS of cancellation of enrolment after 20 working days of sending the student a letter of intent to close enrolment (observing all FTA appeals and grievance procedures and timelines).
- DOHA will consider all the information available and if they decide to consider cancellation, DOHA 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.
- Students will be given an opportunity to respond to the NOICC and explain their situation. The student does not need to attend a DOHA office.

8.2.4 Student Transfer Procedures

Refer to POL-D.030 Student Transfer Policy on FTA's website at <http://www.flyfta.com/about/publications> . These procedures apply to overseas students on a student visa who want to transfer from one training provider to another. Local students wanting to transfer to or from training providers should follow the FTA's withdrawal procedures.

8.2.5 Procedures for accepting a transferring student

FTA 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:

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered.
- The original registered provider has provided a written letter of release.
- 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.
- 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 principal course. After the first six months of the principal course no restrictions apply.

The following procedures apply:

Student's responsibility	FTA's responsibility
<ul style="list-style-type: none"> • Student follows FTA's student entry procedures by submitting an enrolment application to FTA with authentic information about 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. 	<ul style="list-style-type: none"> • FTA will assess the enrolment application and refers to PRISMS to determine if the student has truthfully disclosed their current enrolment status. • FTA will inform the student in writing within two weeks if their application has been approved or refused, including reasons for the decision. • FTA will issue a letter of offer of enrolment to the student if the application is successful. • FTA will accept the student's letter of release from the other provider and proceed with the student entry procedure.

8.2.6 Procedure for transferring to another provider

The student's decision to transfer is considered student 'default' because they are defaulting on their enrolment. FTA's student withdrawal and refund procedures will apply.

The six months restriction applies to any prerequisite courses in a package of courses, as well as the first six months of the principal course. After the first six months of the principal course no restrictions apply, and students can cancel their enrolment via the withdrawal procedure.

Students wanting to cancel their enrolment with FTA to continue their studies with another training provider **before completing six months** of study in a primary course must follow the process below:

Student's responsibility	FTA's responsibility
<ul style="list-style-type: none"> • Complete TRG-F.051 Application for Letter of Release and submit to their TM with all the required support documentation, including a valid enrolment offer from the receiving provider and details about the student's circumstances and reasons for the transfer. • Students have the right to appeal a decision by FTA to refuse the issue of a letter of release via the complaints, appeals and grievance process. 	<ul style="list-style-type: none"> • TM will consider the request within two weeks of the application, during which an interview with the student will be arranged. • Within two weeks of the interview FTA will inform the student in writing if the application has been approved or refused, stating reasons for the decision. • If the application is approved, FTA will, at no cost to the student: <ul style="list-style-type: none"> ○ Give the student a letter of release. ○ Communicate the student's course variation to the Department of Education via PRISMS. ○ Inform Department of Home Affairs (DOHA) via 'Student left Provider' criteria. ○ Advise the student to either contact the local DOHA office, call 131 881 or visit www.immi.gov.au to ask assistance with student visa issues. • If the application has been refused, FTA will inform the student that they have the right to appeal the decision via the complaints, appeals and grievance process.

8.3 STUDENT COMPLAINTS AND APPEALS

Refer to FTA policy POL-D.24 Student Complaints and Appeals on FTA's website at [LINK](#) for processes and procedures.

FTA is committed to providing an efficient and effective academic and non-academic grievance handling process for all students, ensuring that matters are resolved confidentially in a fair and timely manner.

The complaints and appeals processes and procedures include the management of all allegations involving assessment decisions and the conduct of:

- FTA, its trainers, assessors or other staff
- A third-party providing services on the FTA's behalf, its trainers, assessors or other staff
- A student of FTA.

The processes and procedures ensure the principles of natural justice and procedural fairness are adopted at every stage of the grievance/complaint and appeal process:

- Are publicly available
- Set out the procedure for making a complaint or requesting an appeal
- Ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable
- Provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

8.3.2 Definitions

Complaint or grievance means an actual or supposed circumstance regarded as just cause for complaint. A complaint/grievance may be lodged if a person has an honest belief based on reasonable grounds that:

- Academic matters or decisions made within FTA affects them because it is unfair or unreasonable, including matters relating to student progress, assessment, curriculum and awards for an approved course.
- Non-academic matters or decisions made within FTA affects them because it is unfair or unreasonable, including matters relating to enrolment in a course and personal information held by the provider.
- The conduct of another person adversely affects them because it is unfair, unreasonable, offensive, intimidating, humiliating or threatening.

Appeal refers to the review of decisions made by FTA, 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.

Note: suspension or termination decisions relating to a student's airline sponsorship or alignment cannot be appealed to FTA, instead must be directed to the appropriate airline.

8.3.3 Complaints/grievances and appeals processes and procedures

FTA acknowledges that making a complaint or appeal requires courage from the individual and confidence in the person to whom the complaint is entrusted, specifically if it is of a sensitive nature. To support students making complaints we have the following structures in place:

- There is no cost to the student to make a complaint or raise a grievance or an appeal against a decision in either the internal or external stage of the process. However, each party involved in any stages of the process have the right to be accompanied or assisted by another person, at that party's cost.
- A number of designated male and female staff members are identified for the purpose of being relatable to students. They are appropriately trained and made known to students during induction and on the Student IntraWeb. Students are encouraged to talk to any of these individuals, or anyone else they feel they can trust if they have a problem.
- Students are encouraged to ask a friend or someone they can trust to accompany them during any stage of the complaints/grievance or appeals process.
- Students may choose to use FTA's publicly available electronic complaints system on the Student IntraWeb to lodge a complaint (anonymous or in name) instead of airing it with someone in person.
- The link below to FTA's electronic complaints/appeals management system is publicly available to student on the Student IntraWeb: [Make a Complaint or Appeal](#)
- FTA will protect information disclosed during complaints/grievance and appeals processes according to FTA's privacy policy.
- Students are expected to continue their training while a complaint/appeals process is underway, if practical.
- Students are provided with FTA's policies and procedures, and any information about their rights and obligations as students as per the Student Handbook via OneDrive and FTA's website. When information is updated students receive notification via email.
- Students are provided with information about the free services of the Commonwealth Ombudsman (nationally) and the Office of the Training Advocate, which can offer independent advice.

8.3.3.1 The internal complaints process is as follows:

- a. Students are encouraged discuss problems informally without delay with the most appropriate staff member, for example a flying or ground instructor, training manager or Student Welfare. Both parties should do their best to reach a workable solution in the best interest of the student.
- b. Students may also choose to discuss a grievance with one of the designated staff members identified on the Student IntraWeb.
- c. Staff entrusted with a student concern must do their best to reach a workable solution in the best interest of the student. Any information of a sensitive nature or high risk to the wellbeing of the student or the company **shall** be brought under the attention of the COO on the same day it was raised.

- d. If dissatisfied with the outcome of the informal discussion, students are encouraged to lodge a formal complaint via the following link (also available on the Student IntraWeb) [Complaints and Appeals](#)
- e. MQC will receive the formal complaint and as soon as practical acknowledge the receipt of the complaint with the complainant by email, if the complaint was not anonymous.
- f. MQC will raise the complaint with the DOT and the COO between 2–5 working days, who will investigate the matter and gather information from relevant parties to determine if the complaint is justified.
- g. MQC will initiate a meeting via Centrik to record all discussing and decisions about the complaint.
- h. The DOT, in consultation with the COO, will prepare a written response without delay to address the matter, including reasons for decisions and advice about how to appeal the decision. The written response must be compiled as soon as practical, based on the complexity of the issue, but no later than 28 days after receiving the complaint. The response will be made available to stakeholders via the meeting in Centrik and emailed to the complainant all parties by the DOT/COO, with a delivery and read receipt.
- i. Documented evidence of the complaint and decisions and actions to address the issue will be kept in a confidential location in the quality management system. Parties who have used the procedure for a particular complaint will have access to the records.
- j. FTA will implement decisions made in the complaints/grievance/appeals procedures as soon as practical via the quality management system.

8.3.3.2 Internal appeals process

- a. If the student is dissatisfied with the outcome of FTA decisions about suspension/termination of enrolment, or of the complaint/grievance procedures, they can lodge an appeal against the decision, via the following link on the Student IntraWeb at: [Complaints and Appeals](#)
- b. MQC will receive the formal appeal and as soon as practical acknowledge the receipt of the appeal with the appellant.
- c. MQC will notify the COO of the appeal without delay and organise a meeting via Centrik between an internal panel of stakeholders with appropriate expertise to reconsider every part of the decision made during the suspension/termination or grievance/complaints processes, as well as additional information presented by the appellant.
- d. Each party concerned at any stage of the internal appeals procedure may be accompanied or assisted by another person, at that party's cost.
- e. COO will compile a written response with decisions made by the panel on the appeal, including the reasons for decisions and advice about how to have the decisions reviewed. The response will be made available to all parties in Centrik by the COO and emailed to the appellant with a delivery and read receipt. The

response must be compiled as soon as practical, based on the complexity of the issue, but no later than 28 days after receiving the appeal.

8.3.3.3 External complaints/appeals procedures

- a. If the student remains dissatisfied with the outcome of the complaint/appeal, FTA will make arrangements with an external and independent third party with appropriate expertise to review the matter.
- b. FTA will enable each party to the review to be accompanied or assisted by another person at the review, at the party's cost.
- c. FTA will give a written notice of the decision on the review to each party, including reasons for the decision.
- d. FTA will implement decisions made by an external independent mediator and keep a record of the entire process on the student's electronic file for at least five years for each use of the complaints/grievance/appeals procedures.

The following independent statutory authorities will be used as advocacy to address appeals:

Cost: Free service

FTA Parafield	FTA Queensland
<p>Commonwealth Ombudsman Office hours: Mon to Fri 9.00am–5.00pm Phone: 1300 362 072 Online: http://www.ombudsman.gov.au/making-a-complaint Visit: Level 11, 25 Grenfell St, Adelaide SA 5000</p>	<p>Queensland Training Ombudsman Office hours: Mon to Fri 8.30am–4.45pm Phone: 1800 773 048 Email: info@trainingombudsman.qld.gov.au Post: PO Box 15090, City East Qld 4002</p>

8.3.3.4 Complaints received via the Ombudsman or external agency

All external complaints or request from the Ombudsman will be handled by the CEO.

The process is as follow:

- a. The CEO will collect all relevant information and correspondence about the matter and carry out an independent investigation to determine the cause of the external complaint.
- b. The CEO will provide the Ombudsman with all documented evidence requested as well as a decision on how the matter would be resolved.

8.3.3.5 Privacy

FTA is committed to protecting your privacy. We collect and handle personal information relating to complains, grievances and appeals for the purpose of investigating, responding and recordkeeping.

FTA will only use your information in accordance with relevant privacy and other laws. In order for us to provide services to you effectively and efficiently, we may need to share your personal information with individuals that deal with the matters identified in your feedback.

If you choose to remain anonymous, FTA will implement any relevant improvements we can identify, but may be unable to deliver the full range of services you require.

If you wish to contact MQC Manager, who is responsible for managing the personal information that you provide on this form, please call (08) 8209 4386.

You also have the right to access your information and seek its correction under the Freedom of Information Act 1982.

<https://www.oaic.gov.au/freedom-of-information/faqs-for-individuals/how-do-i-make-a-freedom-of-information-request>

8.3.3.6 External Theory Examinations

All final assessments to determine competency outcomes are external theory and flying examinations. The ground theory exams are conducted online via Assessment Services Limited.

Student dissatisfied with any matters concerning an external CASA theory examination could submit a query to [CASA](#).

Students dissatisfied with any matters concerning an external HKCAD EASA examination should contact the Manager Ground Training gbarr@flyfta.com for help in following up the issue with HKCAD.

8.3.3.7 External Flight Examinations

Flight tests at FTA are conducted by CASA and HKCAD approved FTA flight examiners or delegated CASA flight examiners. Both civil aviation regulators make it very clear in their manual of standards that students have the right lodge a written appeal against the conduct of flight test within 14 days, but the result of the test will not be reversed. Students will usually be given the opportunity to re-sit the flight test.

FTA flight examiners will inform students of the appeal process as part of the examination procedure.

8.4 MISCONDUCT

FTA may decide to cancel (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 FTA, or to the reputation, viability or profitability of FTA. Misconduct includes but is not limited to where students:

- Engage in theft, cheating, fraud or assault
- Are intoxicated (under the influence of illicit drugs/alcohol) during training
- Refuse to carry out a lawful and reasonable instruction that is consistent with their training contract

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

FTA 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. Refer to [Section 8.1.3](#) of this document for cancellation of enrolment procedures and processes.

Section 9 STUDENT EXIT PROCEDURES

9.1 DEPARTURE CLEARANCE

Students are required to go through a departure clearance process at the end of their training to ensure all financial matters are settled and equipment is returned, including iPad and headsets. Students must meet with Student Welfare near the end of their training for advice on the departure process.

The student departure process is managed and monitored via Centrik.

9.2 EXIT SURVEY

FTA will provide students with at least one survey during their training to record feedback in the Quality Management System. Information gained from surveys is treated as confidential and is intended to help improve services to customers.

9.3 GRADUATIONS

The training of airline sponsored students is usually concluded with a graduation ceremony. The date and form of the function is decided between FTA and the airline.

9.4 CERTIFICATION

FTA will issue nationally recognised qualifications to students on completion of their training. Certificates and Statements of Attainment are usually issued in digital format via the Australian digital credentialing agency, QVault.

QVault meets all of the AQF requirements for certification and issuance as defined by the 2007 guidelines for certificates and testamur issuance, and provides a virtual secure environment for students to store their credentials.

Section 10 ACCOMMODATION AND MEALS ON CAMPUS

All sponsored airline students live on campus, and local and international private students have the option of living on campus, subject to room availability. Accommodation includes a single furnished room and shared bathroom, laundry facilities and lounge. It also includes three meals a day in the student mess and is open after hours for beverages and snack food.

Students living on campus are within walking distance of all their flight training and classes. They also have access to recreational facilities, including a swimming pool, gymnasium, tennis and basketball courts, student recreational room, student bar and soccer pitch.

Accommodation on campus includes:

- Full board, including all meals and use of all facilities
- Accommodation in a furnished single room
- A weekly accommodation cleaning service, including linen change.
- Full use of the sporting facilities
- 24 hours Internet
- Campus security.

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ANNEX A: AVI50222 DIPLOMA OF AVIATION (COMMERCIAL PILOT LICENCE - AEROPLANE)

A.1. Entry Requirements

No prior flying experience needed, but pre-enrolment requirements apply. Refer to Section 4 of the Student Handbook for student entry procedures.

A.2. Course Structure

The course structure below is based on an integrated CASA CPL syllabus of 360 ground theory hours and 155 flying hours, which includes 10 hours of simulator flying and the CPL flight test.

Module/phase of training	Level of training
Ground School Phase 1	Foundation aviation knowledge for the early stages of flying
Flying Phase 1: Module 1–3	First solo; advanced circuits and training area solo; basic navigation
Ground School Phase 2	Theory knowledge required to achieve CPL level flying competency
Flying Phase 1: Module 4–5	Advanced navigation; CPL refinement and test

A.3. Course Progress Policy and Procedures

Learning to be a pilot requires the appropriate theory knowledge and flying skills to be able cope in an ever-changing flying environment.

FTA is a CASA approved integrated flying school and RTO, and all FTA training programs are based on integrated learning. This ensures that the student's theory knowledge, aircraft handling skills, aviation law knowledge and cockpit management skills develop simultaneously. It is essential that a student reaches a minimum standard at a specific point in the course to allow further training to continue. This will ensure the required skills-based, knowledge-based and rules-based behaviour all develop successfully.

FTA also provides training to airline sponsored students who needs to meet both the course requirements as described in the relevant syllabus and the requirements of the sponsoring airline. The performance management of these airline sponsored students is conducted in partnership with the sponsoring airline.

Students are expected to have a working knowledge of Mathematics and Physics, and can get additional study material from Ground School.

A.4. Ground Theory Subjects

Basic Aircraft Knowledge, Pre-Solo General, Aerodynamics, Air Law, Aircraft General Knowledge, Human Performance and Limitations, Loading Fundamentals, Performance Fundamentals, Navigation, Meteorology, and DA40 Type Course, Instruments, Basic Gas Turbines and Operations (Flight Planning).

Students completing their Hong Kong CAD Licence will complete the EASA ATPL theory in lieu of CASA CPL theory as described above.

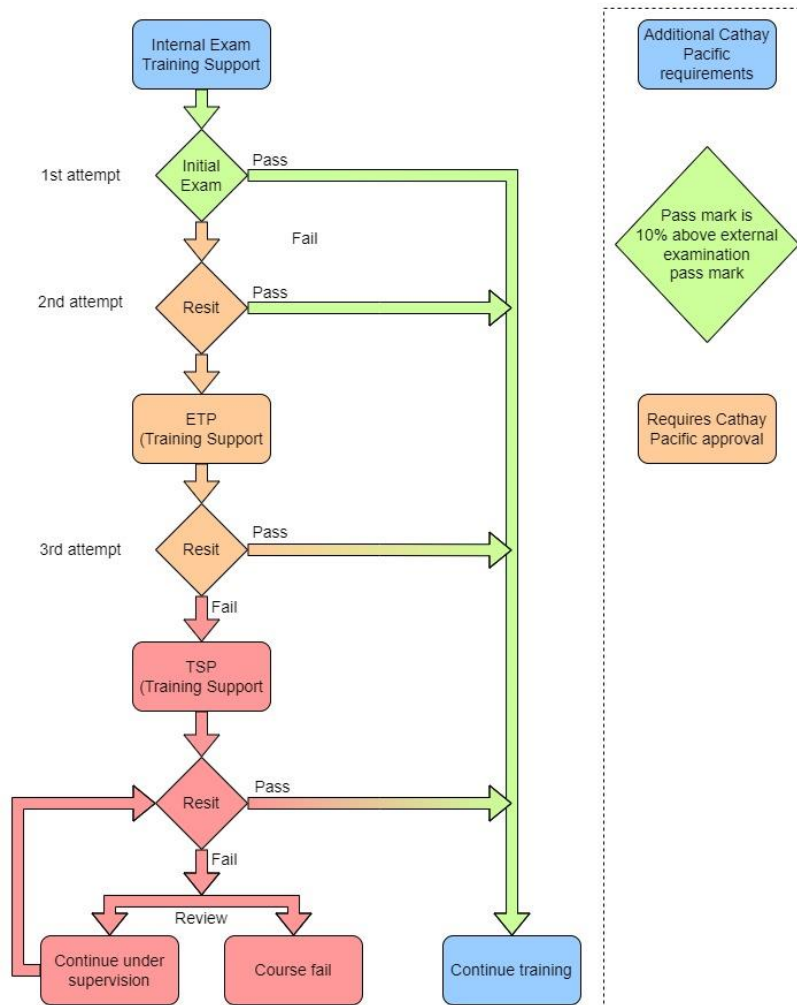
A.5. Ground School Attendance

Students must attend all the scheduled classes to ensure the required theory knowledge is covered and to meet the FTA expositions requirements of the integrated program. Students shall contact the Manager Ground Training before the first period of the day if they will not be attending class.

A.6. Internal and External Ground Theory exams

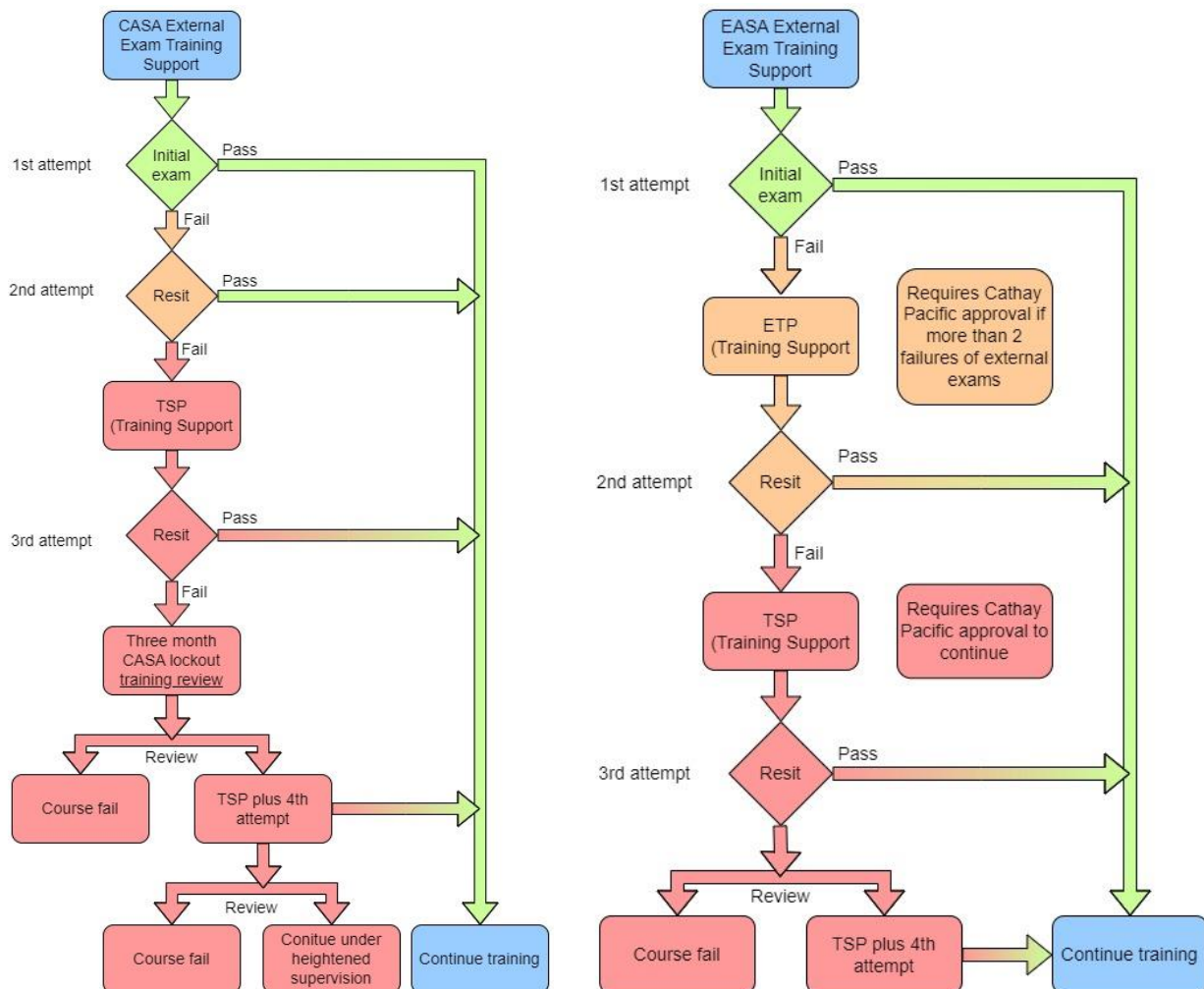
In compliance with RTO Standards, students enrolled in nationally recognised training are assessed as competent before being recommended for an external examination for an aircrew licence. Without evidence of internal assessment, a qualification cannot be issued. This will restrict further access to VSL and, in the case of international students, the consideration of cancelling the student's COE.

The diagrams below explain student support in completing internal examinations.



Annex A AVI50222 Information

The diagrams below explain student support in completing either CASA or EASA external examinations.



A.7. Ground School Phase 1

The integrated program starts with a period of full time Ground School where foundation aviation knowledge for the early stages of flying is covered with specific focus on the following six subjects:

- Basic Aircraft Knowledge (BAK)
- DA40 type exam
- Aerodynamics
- Aircraft General Knowledge
- Human factors
- Air Law 1

Before a student is allowed to start practical flying training in Module 1 of the program, internal assessments in all six subjects must be successfully completed. The minimum pass mark for internal exams is 70% (80% for Air Law) and is a requirement before students will be allowed to sit the external CASA exam.

The following support arrangement applies:

- If a student is unable to pass the six internal exams by the planned completion of Module 1, that student will not be allowed to start flying but will be allowed to continue with Ground School Phase 2 with the rest of the group. The student can use the remainder of the time allocated to Flying Phase 1 will be used to complete the six internal exams and three external exams before starting with Ground School Phase 2.
- If a student is unable to pass the six internal and three external exams before the start date of Ground School Phase 2, training review will be held to determine course failure or if there are any extenuating circumstances.

For students completing the EASA ATPL theory the following subjects will be covered in the first phase of theory:

- Mass and Balance
- Aircraft General Knowledge
- General Navigation
- Meteorology
- Aircraft Performance
- Principles of Flight.

In the case where a student has failed any external examinations the student is allowed to continue practical flying once approval has been received from the sponsoring airline.

A.8. Flying Phase 1

The first flying phase covers Module 1–3 of the flying syllabus. The flying skills achieved during this phase set the foundation for CPL theory studies.

A.9. Ground School Phase 2

This phase provides students with the additional theory knowledge required to complete the remaining flying required in Module 4-5 to achieve the CPL level competencies. The relevant internal exams for this phase are:

- Navigation
- Ops and Performance
- Meteorology
- Air Law (Internal).

The following support arrangement applies:

- After Ground School Phase 2, students who met the internal exam criteria and started Flying Phase 1, will continue with Module 4 if they have also passed all the internal exams of Ground School Phase 2.
- For those students who did no flying in Flying Phase 1, will be allowed to start practical flight training in Module 1–3. They are required to have passed all the internal exams of Ground School Phase 2 before they start Module 4.

- Students must have passed all seven external CASA examinations before they start flight training in Module 5.

For students completing the EASA ATPL theory the following subjects will be covered in the second Ground School phase:

- Flight Planning
- Radio Navigation
- Human Performance
- Ops and Procedures
- Instruments
- VFR and IFR Communications
- Hong Kong Air Law.

The second Ground School phase may be presented consecutive to the first Ground School phase. In the case where a student has failed any external examinations the student is allowed to continue practical flying once approval has been received from the sponsoring airline.

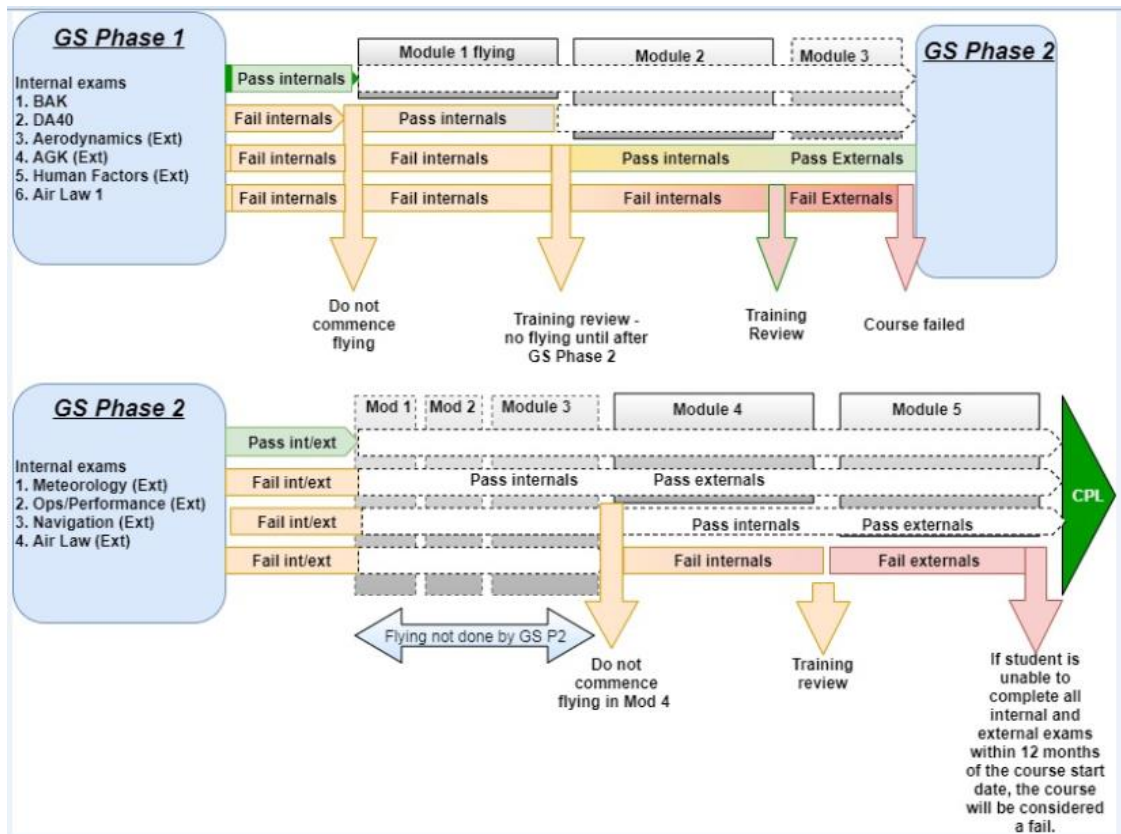
A.10. Flying Phase 2

Flight training in Module 4 and 5 is aimed at building on basic flying skills and consolidating knowledge and flying skills to a commercial standard while achieving the required legislated flying hours to qualify for a Commercial Pilot Licence. Flying continuity is an imperative in the lead up to the CPL flight test.

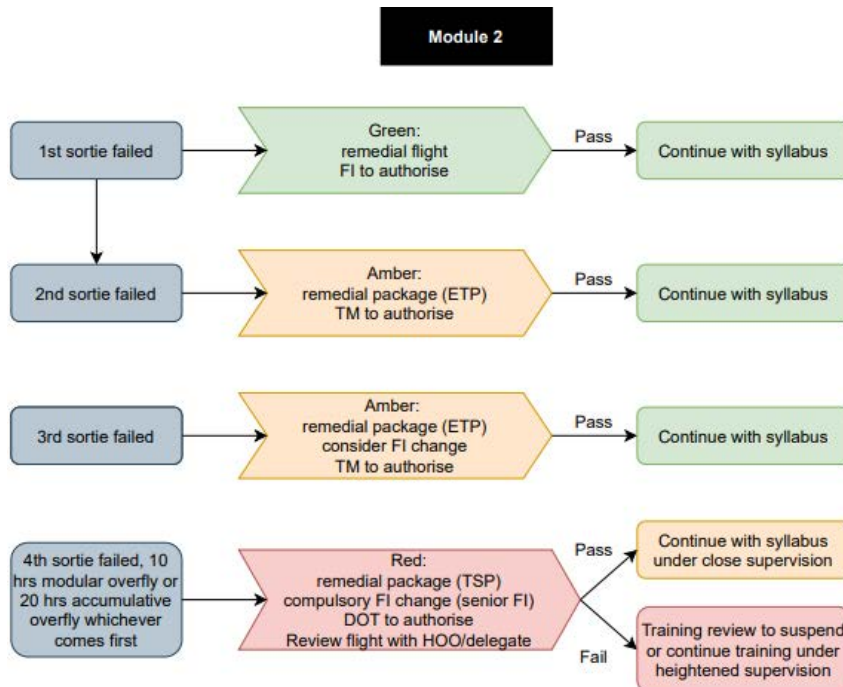
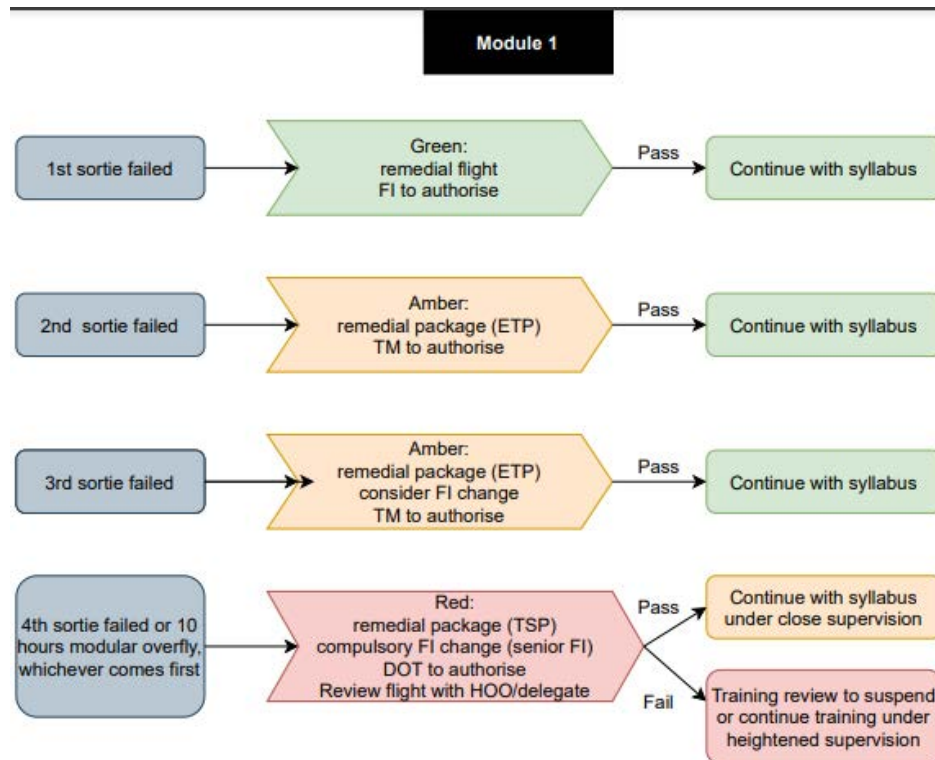
FTA has a trial and tested system of student support that uses extended training and training support packages to assist students who are struggling with either the ground component or the flying component of the course.

If a student is unable to pass all seven CASA external theory exams within the 12 month period starting at the original course start date, the course will be considered a fail and options will be discussed with the student.

Student support (stop fly) is summarised in the diagram below.



A.11. Student Support during the Flying Phases

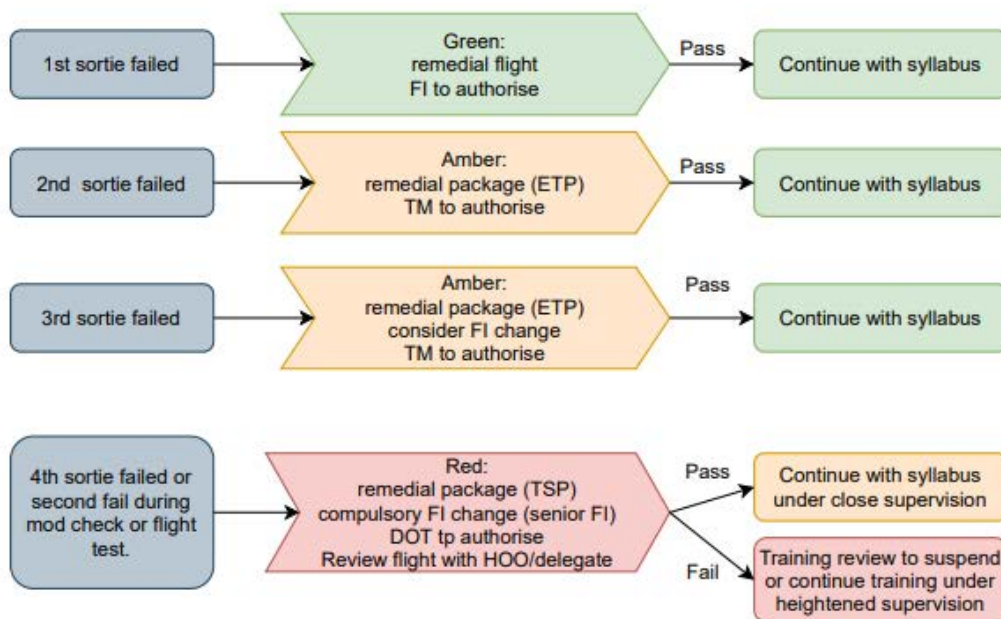


Module checks and flight test failures:

1. **First fail in a module: ETP**
2. **Second fail in a module: TSP**
3. **Third fail in a module: training review**

Module 3, 4 and 5

Note: Should any failed sortie and associated remedial hours flown as part of an ETP cause the student to exceed either the per module overfly of 15 hours or the total course overfly of 30 hours, this will trigger an immediate TSP, regardless of the amount of failures.



Module and flight test failures:

- 1. First fail in a module - ETP**
- 2. Second fail in a module - TSP**
- 3. Third fail in a module - training review**

In addition to the described student support during the flying phase, the Training Manager will be required to engage with any sponsoring airline to receive approval for additional hours as contained in agreements between FTA and the sponsoring airline.

A.12. Qualifications and Training Packages

Australian Industry Skills Councils have developed a training package for the qualification you are enrolled in, which sets the standard of the skills and knowledge you will need to work as a commercial pilot. Competency standards are a set of benchmarks used to assess the skills and knowledge that a person must demonstrate in the workplace to be seen as competent. These benchmarks are packaged into combinations to form units of competency. Each unit of competency identifies a discrete workplace requirement and includes the knowledge and skills that underpin competency as well as language, literacy and numeracy and occupational health and safety requirements.

The training and assessment for each unit of competency you need for each qualification is built into your integrated training program at FTA, and are shown below.

The training package consists of **29 units of competency** comprising of **28 core units plus 1 general elective unit**. The general elective unit must contribute to the vocational outcomes of the qualification. Students wishing to study at FTA will already have a selected elective included in the training program.

Core units

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
AVIY0083	Execute advanced aeroplane manoeuvres and procedures
AVIY0047	Manage abnormal aeroplane flight situations
AVIY0054	Control aeroplane on the ground
AVIY0055	Take off aeroplane
AVIY0056	Control aeroplane in normal flight
AVIY0057	Land aeroplane
AVIY0058	Manage aircraft fuel

AVIZ0006 Manage situational awareness in aircraft flight

Elective

AVIY0073 Operate aircraft in the traffic pattern at night.

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ANNEX B: AVI50322 DIPLOMA OF AVIATION (COMMERCIAL PILOT LICENCE - HELICOPTER)

B.1. Entry Requirements

No prior flying experience needed, but pre-enrolment requirements apply. Refer to Section 4 of the Student Handbook for student entry requirements.

B.2. Course Structure

The course structure below is based on an integrated CASA CPL syllabus of 430 ground theory hours and 103 flying hours, which includes 10 hours of simulator flying.

Module/phase of training	Level of training
Ground School Phase 1	Foundation aviation knowledge for the early stages of flying
Flying Phase 1: Module 1–2	First solo; advanced circuits and training area solo; basic navigation
Ground School Phase 2	Theory knowledge required to achieve CPL level flying competency
Flying Phase 1: Module 3–3	Advanced navigation; CPL refinement and test

B.3. Course Progress Policy and Procedures

Learning to be a pilot requires the appropriate theory knowledge and flying skills to be able cope in an ever-changing flying environment.

FTA is a CASA approved integrated flying school and RTO, and all training programs are all based on integrated learning. This ensures that the student's theory knowledge, aircraft handling skills, aviation law knowledge and cockpit management skills develop simultaneously. It is essential that a student reaches a minimum standard at a specific point in the course to allow further training to continue. This will ensure the required skills-based, knowledge-based and rules-based behaviour all develop successfully.

FTA also provides training to airline sponsored students who needs to meet both the course requirements as described in the relevant syllabus and the requirements of the sponsoring airline. The performance management of these airline sponsored students is conducted in partnership with the sponsoring airline.

Students are expected to have a working knowledge of Mathematics and Physics and can get additional study material from Ground School.

B.4. Ground Theory Subjects

Basic Aircraft Knowledge, Pre-Solo General, Aerodynamics, Air Law, Aircraft General Knowledge, Human Performance and Limitations, Loading Fundamentals, Performance Fundamentals, Navigation, Meteorology, Aircraft Type Course, Instruments, Basic Gas Turbines and Operations (Flight Planning).

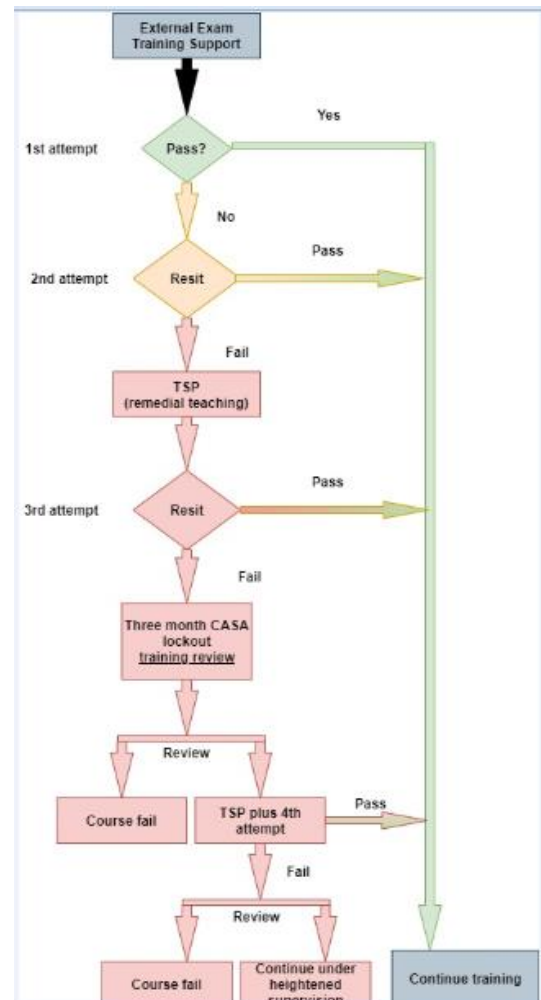
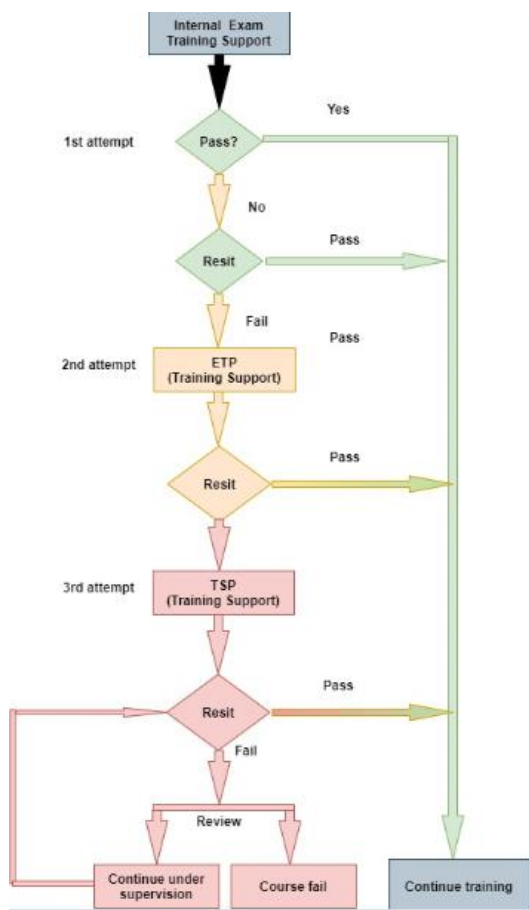
B.5. Ground School Attendance

Students must attend all the scheduled classes to ensure the required theory knowledge is covered and to meet the FTA expositions requirements of the integrated program. Students shall contact the Manager Ground Training before the first period of the day if they will not be attending class.

B.6. Internal and External Ground Theory exams

In compliance with RTO Standards, students enrolled in nationally recognised training are assessed as competent before being recommended for an external examination for an aircrew licence. Without evidence of internal assessment, a qualification cannot be issued. This will restrict further access to VSL and, in the case of international students, the consideration of cancelling the student's COE.

The diagrams below explain student support in completing internal and external ground theory assessments.



B.7. Ground School Phase 1

The integrated program starts with a period of full time Ground School where foundation aviation knowledge for the early stages of flying is covered with specific focus on the following six subjects:

- Basic Aircraft Knowledge (BAK)
- DA40 type exam
- Aerodynamics
- Aircraft General Knowledge
- Human factors
- Air Law 1

Before a student is allowed to start practical flying training in Module 1 of the program, internal assessments in all six subjects must be successfully completed. The minimum pass mark for internal exams is 70% (80% for Air Law) and is a requirement before students will be allowed to sit the external CASA exam.

The following support arrangement applies:

- If a student is unable to pass the six internal exams by the planned completion of Module 1, that student will not be allowed to start flying but will be allowed to continue with Ground School Phase 2 with the rest of the group. The student can use the remainder of the time allocated to Flying Phase 1 will be used to complete the six internal exams and three external exams before starting with Ground School Phase 2.
- If a student is unable to pass the six internal and three external exams before the start date of Ground School Phase 2, training review will be held to determine course failure or if there are any extenuating circumstances.

B.8. Flying Phase 1

The first flying phase covers Module 1–2 of the flying syllabus. The flying skills achieved during this phase set the foundation for CPL theory studies.

B.9. Ground School Phase 2

This phase provides students with the additional theory knowledge required to complete the remaining flying required in Module 3-4 to achieve the CPL level competencies. The relevant internal exams for this phase are:

- Navigation
- Ops and Performance
- Meteorology
- Air Law (Internal).

The following support arrangement applies:

- After Ground School Phase 2, students who met the internal exam criteria and started Flying Phase 1, will continue with Module 3 if they have also passed all the internal exams of Ground School Phase 2.
- For those students who did no flying in Flying Phase 1, will be allowed to start practical flight training in Module 1–2. They are required to have passed all the internal exams of Ground School Phase 2 before they start Module 3.
- Students must have passed all seven external CASA examinations before they start flight training in Module 4.

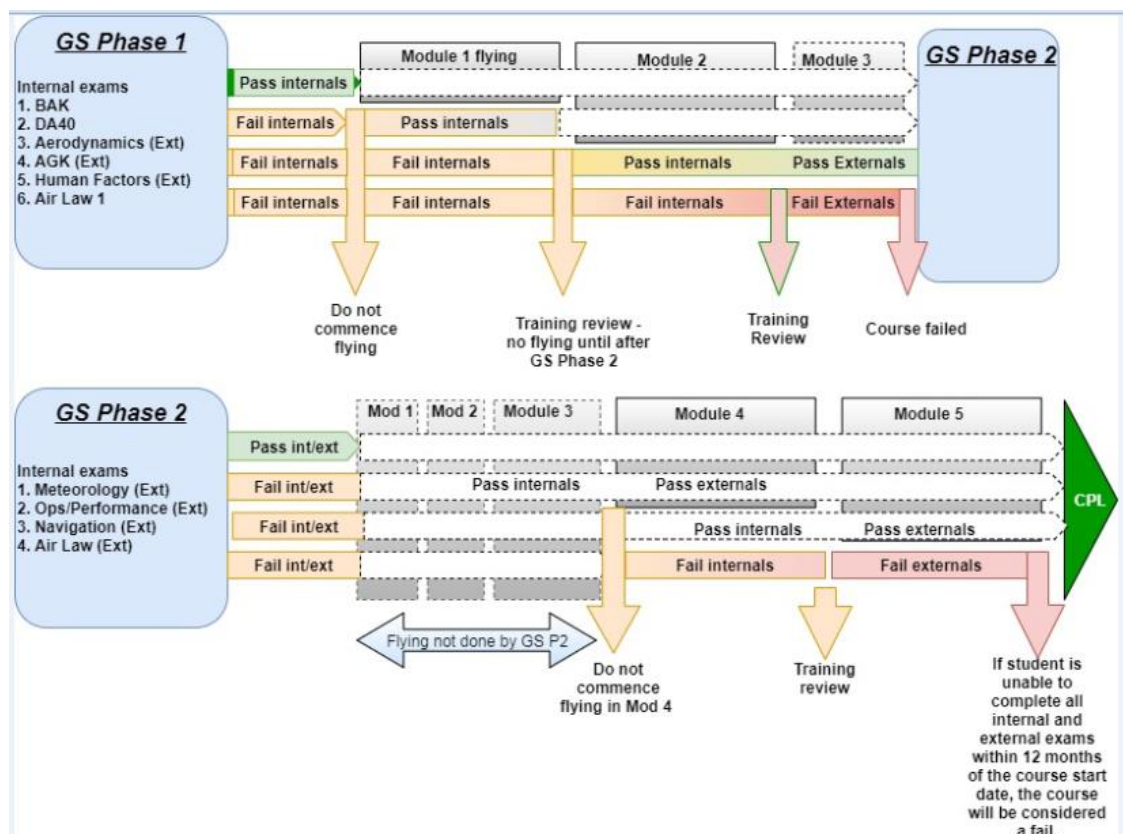
B.10. Flying Phase 2

Flight training in Module 4 and 5 is aimed at building on basic flying skills and consolidating knowledge and flying skills to a commercial standard while achieving the required legislated flying hours to qualify for a Commercial Pilot Licence. Flying continuity is an imperative in the lead up to the CPL flight test.

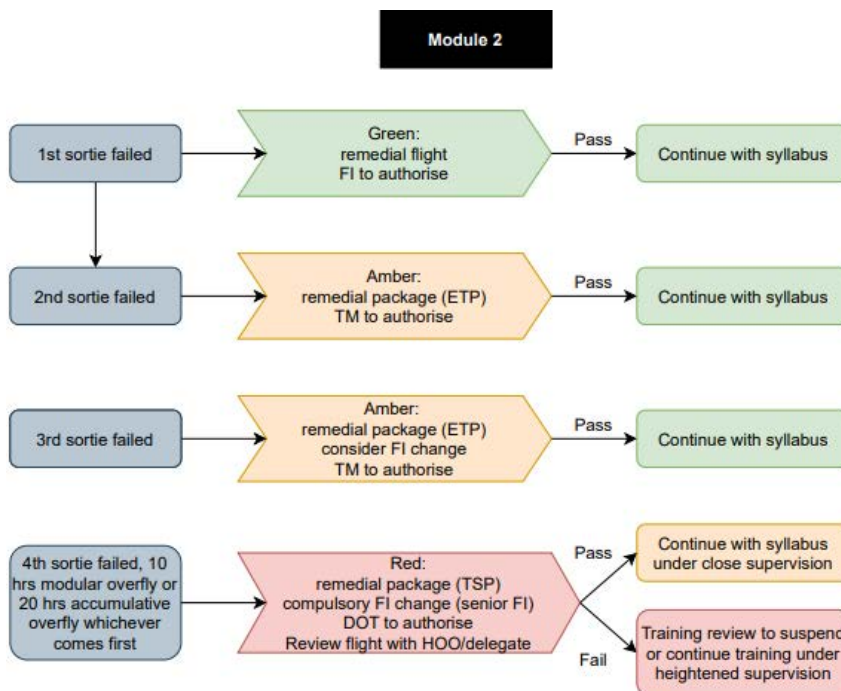
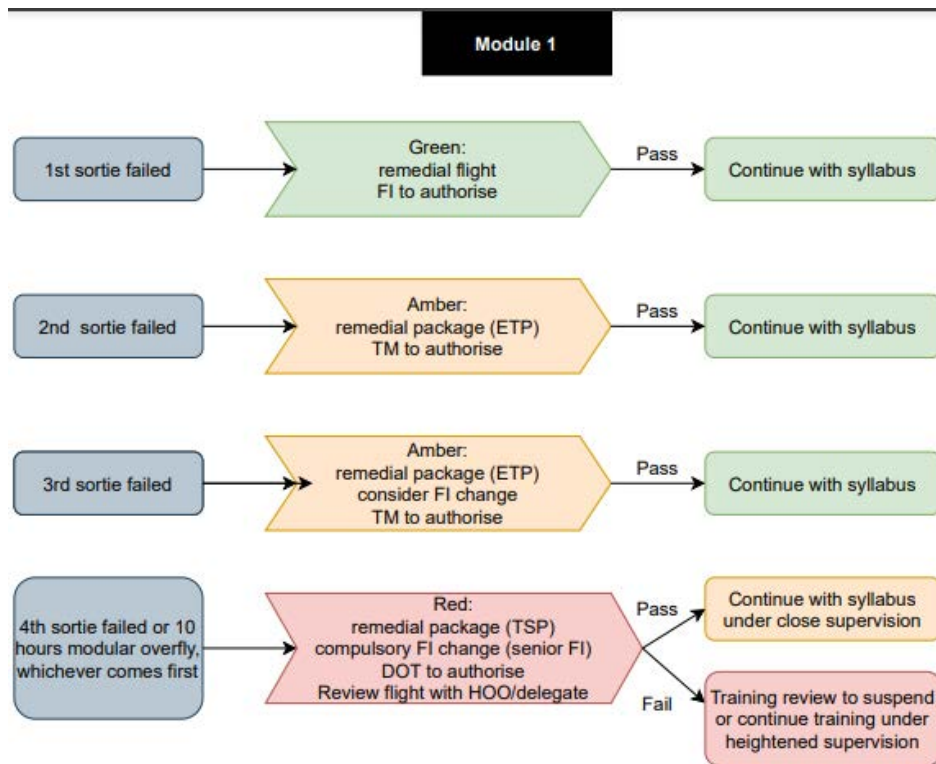
FTA has a trial and tested system of student support that uses extended training and training support packages to assist students who are struggling with either the ground component or the flying component of the course.

If a student is unable to pass all seven CASA external theory exams within the 12 month period starting at the original course start date, the course will be considered a fail and options will be discussed with the student.

Student support (stop fly) is summarised in the diagram below.



B.11. Student Support during the Flying Phases

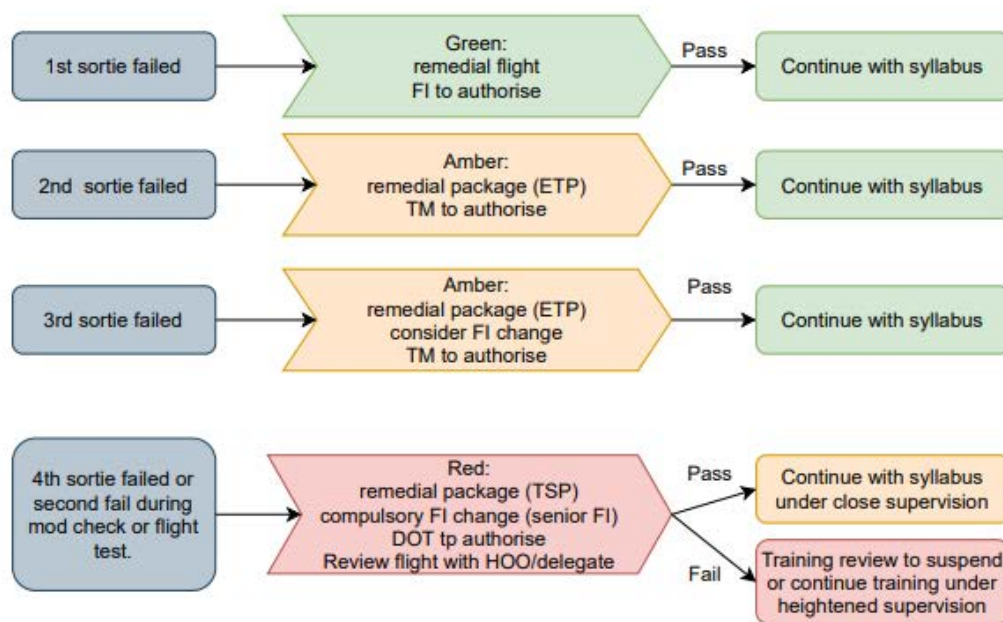


Module checks and flight test failures:

1. **First fail in a module: ETP**
2. **Second fail in a module: TSP**
3. **Third fail in a module: training review**

Module 3, 4 and 5

Note: Should any failed sortie and associated remedial hours flown as part of an ETP cause the student to exceed either the per module overfly of 15 hours or the total course overfly of 30 hours, this will trigger an immediate TSP, regardless of the amount of failures.



Module and flight test failures:

1. First fail in a module - ETP
2. Second fail in a module - TSP
3. Third fail in a module - training review

B.12. Qualifications and Training Packages

Australian Industry Skills Councils have developed a training package for the qualification you are enrolled in, which sets the standard of the skills and knowledge you will need to work as a commercial pilot. Competency standards are a set of benchmarks used to assess the skills and knowledge that a person must demonstrate in the workplace to be seen as competent. These benchmarks are packaged into combinations to form units of competency. Each unit of competency identifies a discrete workplace requirement and includes the knowledge and skills that underpin competency as well as language, literacy and numeracy and occupational health and safety requirements.

The training and assessment for each unit of competency you need for each qualification is built into your integrated training program at FTA and are shown below.

The training package consists of **16 units of competency** comprising of **15 core units plus 1 general elective unit**. The general elective unit must contribute to the vocational outcomes of the qualification. Students wishing to study at FTA will already have a selected elective included in the training program.

Core units

AVIY0089	Operate helicopter solo in the circuit area
AVIF0029	Implement threat and error management strategies
AVIF0027	Implement aviation fatigue risk management processes
AVIY0084	Conduct helicopter pre-solo exercises
AVIY0086	Manage abnormal situations and emergencies - helicopter
AVIE0006	Maintain aircraft radio communications
AVIY0037	Operate at a controlled aerodrome
AVIY0088	Operate helicopter on solo navigation flights
AVILIC0004	Licence to operate a commercial helicopter
AVIY0034	Operate in controlled airspace
AVIY0035	Operate in Class G airspace
AVIY0085	Control helicopter during advanced manoeuvres
AVIF0033	Manage aircraft passengers and cargo
AVIY0036	Operate at non-towered aerodromes
AVIO0017	Manage disruptive behaviour and unlawful interference with aviation

Elective

AVIY0033	Operate aircraft using aircraft flight instruments
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ANNEX C: AVI50519 DIPLOMA OF AVIATION (INSTRUMENT RATING)

C.1. Entry Requirements

Refer to ADM-D.003 Student Handbook Section 4 for a student entry procedures.

C.2. Course Structure

FTA offers this course as either a multi-engine instrument rating or single-engine instrument rating.

Module/Phase of Training	Level of Training
Ground School Phase	IREX
Syllabus Module 6	1. Multi-engine class endorsement or aircraft type rating 2. Instrument rating

C.3. Course Progress Policy and Procedures

Learning to be a pilot requires the appropriate theory knowledge and flying skills to be able cope in an ever changing flying environment.

It is essential that a student reaches a minimum standard at a specific point in the course to allow further training to continue. This will ensure the required skills-based, knowledge-based and rules-based behaviour all develop successfully.

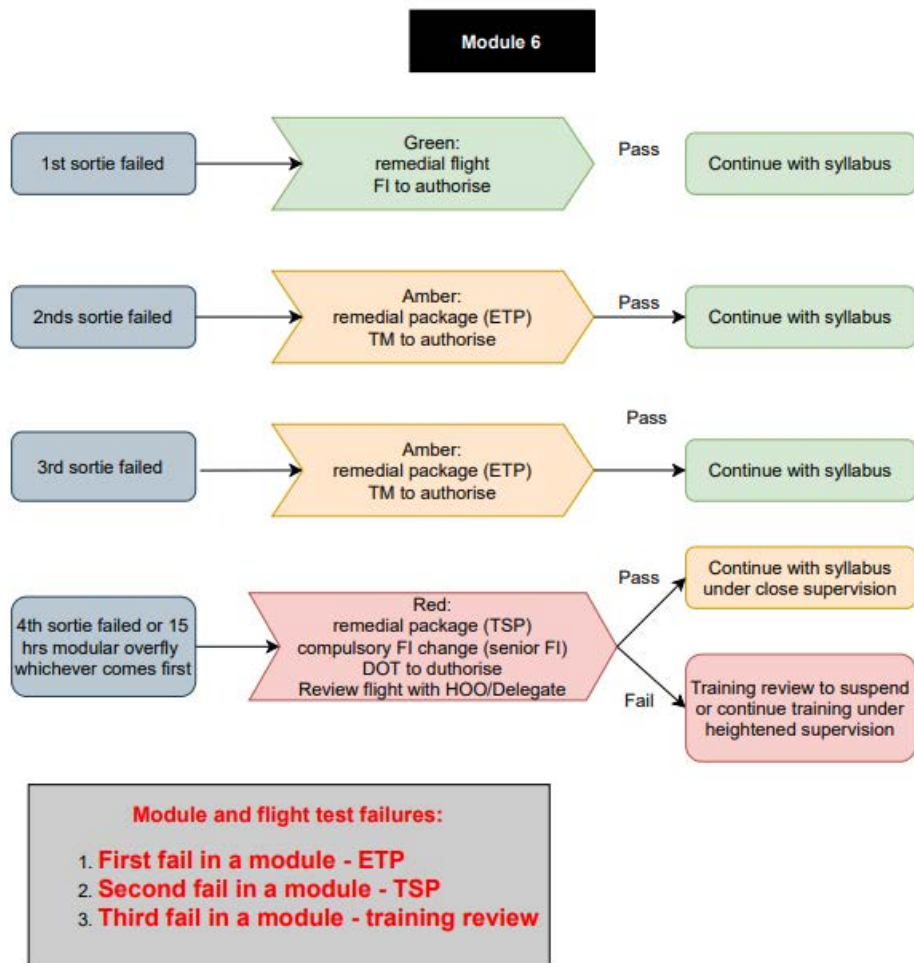
C.4. Ground School Attendance

Students are required to attend the scheduled classroom periods to ensure the required theory knowledge is covered. Ground School is compulsory. Students shall contact the Manager Ground Training before the first period of the day if they will not be attending class.

Students typically either enrol in both the CPL and the CIR courses or enrol in a standalone CIR course. In both cases, AVI50519 (CIR) is covered in Module 6 of the flying syllabus.

The theory needed to attempt the CIR flight test is covered during the IREX Ground School course. The course culminates in an internal IREX examination, which shall be passed before the external IREX examination. Flight training will only start after the student has successfully completed IREX.

C.5. Student Support during the Flying Phases



C.6. Qualifications and Training Packages

Australian Industry Skills Councils have developed a training package for the qualification you are enrolled in, which sets the standard of the skills and knowledge you will need to work as a commercial pilot. Competency standards are a set of benchmarks used to assess the skills and knowledge that a person must demonstrate in the workplace to be seen as competent. These benchmarks are packaged into combinations to form units of competency. Each unit of competency identifies a discrete workplace requirement and includes the knowledge and skills that underpin competency as well as language, literacy and numeracy and occupational health and safety requirements.

The training and assessment for each unit of competency you need for each qualification is built into your integrated training program at FTA, and are shown below.

AVI50519 Diploma of Aviation (Instrument Rating)

Students need to enrol in a total of **13 units of competency**, comprising of 12 core units and 1 specialist elective unit. Students wishing to study at FTA will already have a selected elective included in the training program.

Core units

AVIF0029	Implement threat and error management strategies
AVIF0030	Manage safe flight operations
AVIH0013	Plan a flight under instrument flight rules
AVIH0017	Navigate aircraft under instrument flight rules
AVIW0032	Operate and manage aircraft systems
AVIY0033	Operate aircraft using aircraft flight instruments
AVIY0044	Conduct a 2D instrument approach
AVIY0050	Perform instrument arrival and standard arrival route procedures
AVIY0073	Operate aircraft in the traffic pattern at night
AVIY0074	Perform non-published instrument departure procedures
AVIY0075	Perform published instrument departure procedures
AVIY0076	Perform visual circling approach
AVIY0081	Conduct a 2D global navigation satellite system non-precision instrument approach

Elective

AVIY0079	Conduct a 3D instrument landing system instrument approach
AVIY0045	Conduct a 3D instrument approach (helicopter CIR only)

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ANNEX D: AVI50419 DIPLOMA OF AVIATION (FLIGHT INSTRUCTOR)

D.1. Entry Requirements

Refer to ADM-D.003 Student Handbook Section 4 for student entry requirements.

D.2. Overview

The Diploma of Aviation (Flight Instructor) course duration is 23 weeks. It is a prerequisite that students display the aircraft flight path management skills commensurate to that of a CPL holder. If students fail to demonstrate the required minimum skill level by the end of the circuit instruction phase, they will receive remedial training in weak skills areas. Remedial training may increase the course cost and delay the completion date.

During training, students will complete a Principles and Methods of Instruction (PMI) course, which is internally evaluated during mass briefs and flight instruction presented by the student. In addition to the ongoing internal evaluation, students also need to pass the Pilot Instructor Rating Common examination (PIRC) to satisfy CASA regulations. Although the PMI course is designed to assist in completing the PIRC exam, they are two separate components.

The PIRC exam must be completed by the end of the circuit instruction phase. If the exam is incomplete, the student's flying and classroom activities could be suspended to allow time to focus on passing the exam, which may delay course completion.

D.3. Course Structure

The course is divided into four sections:

D.3.1. Training and Assessment – 12 weeks

This section covers the training and assessment units of competency of the training program. Students will initially meet with their TAE instructor for an overview of the course and discussion of the self-study component. Students will be required to follow a program of weekly sessions via Zoom, and the completion of activities via Moodle.

The last two weeks of this module will take place face to face at FTA, and consist of practical scenarios and presentations.

D.3.2. Principles and Methods of Instruction

This section covers the basic theory underlying instruction and provides the initial tools for the student instructor to begin instructional exercises. The PMI portion of the course will end in group development of a mass brief during a mass brief workshop.

Ground training

Students are expected to maintain the required ground theory knowledge from their commercial training, and to study/research theoretical aspects in more detail, to prepare for presenting briefs and flight instruction. There are three sections of ground theory:

D.3.2.1. Mass Briefs

Students are assessed on the presentation of pre-flight briefs and mass briefs. Each mass brief up to first solo will be demonstrated by a Grade 1 instructor as a guide to the content and example of presentation style. Each candidate will then re-present each of these briefs. As the course is aimed at ensuring that the student can research and prepare a lesson without direct guidance, the mass briefs after first solo will be developed and presented by the candidates. Where possible the candidate should have completed some of the flying associated with the mass brief before presenting the brief.

D.3.2.2. Theory Discussions

Theory discussions are aimed at ensuring that all candidates have a level of knowledge appropriate to a professional flight instructor. These discussions will take two different forms.

The most commonly used approach is for the student instructor to be given a topic, which he/she will research and then give a short presentation to the rest of the group. The presentation should be directed at the experience level of the rest of the group, not at ab initio students, and is intended to be well researched, practical and accurate.

The second method is a discussion led by a Grade 1 instructor. This approach will be used for more complex or lengthy topics.

D.3.2.3. Workshops

Workshops cover useful information for the prospective instructor. Some of them will be specific to FTA, others of a more general nature. They will be led by an experienced instructor, appropriate to the topic, and will take a variety of forms.

D.3.3. **Flight exercises**

The course will consist of 56 hours of flying (including 1 hour of spin training carried out in the Mudry CAP10) and 1 hour of simulator time.

The flights are divided as follows:

- a. **Dual:** during these exercises, the standards instructor will demonstrate how to conduct the lesson and present typical content. In the early exercise's, emphasis will be on instructional technique.
- b. **Read-back:** initially the aim of this exercise is to check that the candidate is developing sound instructional technique. As the training progresses, content will become a more important consideration. The trainee instructor will manage the flight, with the standards instructor taking the role of the student. The only input from the standards instructor at this stage would be remedial training when the student is having difficulty.

A pre-flight brief will be conducted for each flight exercise. If the exercise is 'dual', the standards instructor will demonstrate a typical brief. The candidate will then re-present the pre-flight brief when he reads the exercise back.

Each of the flight sequences has the following components:

- a. Long briefing demonstration by the trainer
- b. Long briefing practised by the student instructor
- c. Long briefing assessment
- d. Pre-flight briefing demonstration by the trainer
- e. Pre-flight briefing assessment
- f. Air exercise demonstration by the trainer
- g. Air exercise practised by the student instructor
- h. Air exercise assessment

There are two phase of flight exercises:

- a. **Basic phase**, which covers the ab initio flight sequences.
- b. **Advanced phase**, which introduces advanced and abnormal manoeuvring sequences, as well as navigation and a spinning exercise.

D.4. Course Attendance

Students are required to attend the scheduled course periods to ensure the required theory knowledge is covered. Students shall contact the Manager Standards before the start of the first event of the day if they will not be attending the course.

D.5. Assessment

Students will be assessed before being recommended for the instructor rating flight test. This will be a complete summative assessment of the student's skills as a potential flight instructor and will include an aeronautical knowledge verbal quiz, a long briefing, a pre-flight briefing and an air exercise.

The final external assessment will be conducted by a CASA Flight Examiner.

D.6. Qualifications and Training Packages

Australian Industry Skills Councils have developed a training package for the qualification you are enrolled in, which sets the standard of the skills and knowledge you will need to work as a commercial pilot. Competency standards are a set of benchmarks used to assess the skills and knowledge that a person must demonstrate in the workplace to be seen as competent. These benchmarks are packaged into combinations to form units of competency. Each unit of competency identifies a discrete workplace requirement and includes the knowledge and skills that underpin competency as well as language, literacy and numeracy and occupational health and safety requirements.

The training and assessment for each unit of competency you need for each qualification is built into your integrated training program at FTA, and are shown below.

AVI50419 Diploma of Aviation (Flight Instructor) is a specialist qualification for the aviation industry.

To ensure students gain the needed licensing requirements and employability skills, including the required training and assessment knowledge to instruct flight training students at an RTO, FTA has included the following units of competency from the Aviation Training Package (Version 6.0) in the course.

A successful assessment outcome for the qualification requires a total of 17 units of competency, comprising of 12 core units and 5 general elective units. Up to 2 of the general elective units may be selected, with appropriate contextualisation, from a qualification in this or any other endorsed Training Package or accredited course, provided that selected units contribute to the vocational outcome of the qualification. FTA offers the following units of competency on the course:

Core Units

AVIM0003	Conduct aeronautical knowledge training and flight training
AVIM0004	Conduct training for the issue of an endorsement
AVIM0005	Facilitate non-technical skills instruction
TAEASS401	Plan assessment activities and processes
TAEASS402	Assess competence
TAEASS403	Participate in assessment validation
TAEASS502	Design and develop assessment tools
TAEDEL401	Plan, organise and deliver group-based learning
TAEDEL402	Plan, organise and facilitate learning in the workplace
TAEDES401	Design and develop learning programs
TAEDES402	Use training packages and accredited courses to meet client needs
TAELLN411	Address adult language, literacy and numeracy skills

Electives

AVIF0026	Implement aviation risk management processes
AVIF0027	Implement aviation fatigue risk management processes
AVIM0010	Conduct flight review
BSBCMM411	Make presentations
TAEDEL301	Provide work skill instruction

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ANNEX F: AVI60219 ADVANCED DIPLOMA OF AVIATION (PILOT IN COMMAND)

This course is suitable for pilots who want to an Airline Transport Pilot Licence (ATPL) or pilots who want to qualify to operate a multi-crew aircraft. The purpose is to ensure that the pilot in command of the aircraft and the co-pilot are working as an effective team.

F.1 Entry requirements

- CASA CPL
- CASA Instrument Rating

F.2 Course Structure

Module/Phase of Training	Level of Training
Ground School Phase	ATPL
Multi-crew cooperation training	<ol style="list-style-type: none"> 1. MCC theory 2. Briefings 3. Simulator training

F.3 Training and assessment method

Students will attend full time Ground School. Additional time may be allocated to internal and external theory exams.

It is highly recommended that student complete all external CASA ATPL theory assessments before starting MCC training.

The MCC training is delivered to students in pairs. Assessment is competency based. Students will demonstrate aircraft handling skills, procedural skills, flight management skills and applied knowledge in a multi-crew environment.

F.4 Training devices

FTA's generic XJ/XT training devices are used to train students for multi-crew operations and transition to jet/turbo-prop aircraft. These FTDs are approved by CASA and meet the requirements as described in Part 61 for MCC.

F.5 Qualifications and Training Packages

This qualification reflects the roles of Multi-Crew Operations and Air Transport Pilots operating within Australian domestic, international and military aeroplane and helicopter operational environments.

Individuals working at this level will apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility in contexts that are subject to change, and within broad parameters to provide specialist advice and functions.

This qualification forms some of the requirements for certification as an Air Transport Pilot and Pilot in Command by the Civil Aviation Safety Authority (CASA) as directed by Civil Aviation Safety Regulation (CASR) Part 61 Flight crew licensing.

The training and assessment for each unit of competency you need for each qualification is built into your training program at FTA, and are shown below.

A total of **8 units of competency** comprising:

8 core units listed below:

Core units

AVIF0028	Manage aviation risk
AVIF0031	Manage threats and errors as pilot in command
AVIF0032	Manage human factors as pilot in command
AVIH0009	Manage aircraft flight planning and performance as pilot in command
AVIN0003	Command an aircraft in a multi-crew environment
AVIN0004	Supervise and manage safe flight operations as pilot in command
AVIO0016	Manage security procedures as pilot in command
AVIZ0002	Maintain and manage situational awareness as pilot in command