



STUDENT HANDBOOK

2018

Air Gold Coast Pty Ltd.
National Training Provider Number: **32212**
CRICOS Number: **03273F**



Welcome

It is our pleasure to welcome you to Air Gold Coast. Our commitment is to provide a professional and sincere approach to pilot training that is integrated with a level of enjoyment. We are committed to high standards in the provision of vocational education and training and other student services.

Pilot training is exciting, challenging and rewarding however requires your time and effort. To become a private or commercial pilot you must have the ability to adapt to the aviation environment which you will be immersed in.

As a student pilot we will help you take one step at a time to discover and maintain a sound approach to flying. Your duty is to make yourself available to learn, open your mind and "connect" with your instructors.

Our duty is to provide quality instructors, flexible training courses, suitable aircraft and facilities to complete the training. We will also provide a high level of professional guidance to help you understand the need to study, focus and meet your training commitments.

At Air Gold Coast we undertake other aviation activities, and during your training you will see how they integrate into your training environment.

This document contains relevant information regarding your flight training. It is also to be read in conjunction with your Student Training Guide which you will receive during your induction. Please take advantage of this folder, bring it to every lesson, insert your briefing notes and use it to study from.

We look forward to your training with us.

The Team



OUR RESPONSIBILITIES AS A REGISTERED TRAINING ORGANISATION

Legislation

Air Gold Coast complies with the following Australian legislative requirements

- Civil Aviation Regulations
- Civil Aviation Safety Regulations
- Civil Aviation Orders
- VET Quality Framework
- Australian Qualifications Framework
- The National Vocational Education and Training Regulator Act 2011
- Education Services for Overseas Students Act 2000 (ESOS Act)
- The Copyright Act 1968
- Anti Discrimination Act 1991
- Privacy and Personal Information Protection Act 1998
- Privacy (Private Sector) Regulations 2001
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Act 1992

Our staff are aware of, and sensitive to the diverse needs of individual clients, including people who face barriers due to age, gender, cultural differences, disability, language literacy and numeracy. Our policy is to treat all enrolled students and persons seeking enrolment in an open, transparent, ethical and fair manner, and to provide a study environment that is free from all forms of discrimination and harassment.

Privacy

Air Gold Coast acknowledges and respects the privacy of individuals. The information collected includes but is not limited to personal contact details, course enrolment details and changes to enrolled courses.

The company uses the information only for the purpose that it was provided and to communicate with nominated persons in the event of an emergency. We do not provide or sell personal information to external companies for the purpose of marketing. We may also collect statistical information in order to improve our customer service, however this information is anonymous.

Air Gold Coast is required to provide personal information to external agencies or organisations including the Australian Government and designated authorities and licensing bodies in order to provide specific services and as required by law. This may include sharing information with Australian Skills Quality Authority (ASQA), state and national regulatory bodies, Australian Council for Private Education and Training (ACPET); the tuition assurance scheme and the Civil Aviation Safety Authority.

For the purpose of the continued monitoring of your training program, Air Gold Coast is required by law to establish and maintain a Student Management System documenting training progress. This includes the information regarding internal and external assessments. These records are stored on a secure network and only accessed by Air Gold Coast staff involved in your training program.

Physical Resources

Air Gold Coast provides students with the necessary facilities/materials/equipment to complete their course. These include:

- Well maintained aeroplanes for initial flying training and navigation, as well as constant speed, retractable undercarriage, and multi engine aeroplanes
- Modern training room facilities with multi media equipment
- Library and reference materials
- Student lounge
- Computer stations
- Synthetic flight training devices / simulators

Instructional Standards

All instructors hold relevant competencies and knowledge at an equivalent or higher level than specified in the qualification to be delivered and are encouraged to further develop their own skills.

Instructors must have a Commercial Pilot licence, and a Flight Instructor Rating from CASA to be able to conduct flight training, and also hold a Training and Assessment qualification.

Training and Assessment

Air Gold Coast is wholly responsible for the training of all student pilots and the issuance of qualifications once all the requirements of the regulator and the training package have been met. No training is outsourced.

Student Support Services

The management and staff of Air Gold Coast will make themselves freely available to the students at any time to discuss difficulties they are experiencing with their training.

Our course standard material contains written documentation you must be able to read and significant numerical calculations. We recognise that not all people are able to easily, write and perform calculations to the required standards.

We will endeavour to help where we can to accommodate anyone with difficulties with language, literacy or numeracy.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your instructor or another staff member of Air Gold Coast first.

We will ensure that the full resources of our organisation are made available to assist you accessing the required level of completion required.

If your needs exceed our support capacity we will refer you onto an appropriate external agency. You can seek support immediately by contacting:

Police/Fire/Ambulance	Ring 000
Interpreting Services:	13 14 50
Poisons Information Centre	13 11 26
Abortion Grief Counselling	1300 363 550
Alcohol and Drug Information Serv.	1800 177 833 (24 hour counselling and information)
Domestic Violence helpline	1800 811 811
Family Drug Support	1300 368 186
Lifeline	131 114
Men's Line Australia	1300 789 978
Pregnancy Counselling Australia	1300 737 732
Pregnancy Help Line	1300 139 313
Quitline	13 18 48
Salvation Army	1300 363 622
Statewide Sexual Assault Helpline	1800 010 120

YOUR OBLIGATIONS TO US

Unique Student Identifier

All domestic students must have a **Unique Student Identifier (USI)**. Your USI will help keep your training records and results together in an online account controlled by you.

Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results. By having a USI you will be able to access your training records and results (or transcript) online from your computer, tablet or smart phone whenever you need them.

If you already have a USI you must provide us with that number when you enrol. If you do not have a USI, you will need to go to usi.gov.au and create one and advise us of your number when you start your training.

Code of conduct

Students are expected to carry out their duties in a professional, responsible and courteous manner and to be accountable for their conduct and decisions.

The staff of Air Gold Coast do not ever expect to discipline students who are undertaking an aviation course. Students may however fall in to the following disciplinary areas.

Flight Safety Issues. – This must be treated with utmost urgency and dealt with by the Chief Flying Instructor. Counselling will occur and in all cases remedial tuition will occur. The remedial work will be documented in the student records. Incidents or accidents must be reported to the Air Transport Safety Bureau usually via their on-line report

An internal company report must also be completed.

Workplace Health & Safety. - All students have a duty of care to work and a study in a safe manner that cannot cause harm to themselves or others.

It is everyone's responsibility to work and conduct themselves in a safe manner:

- Accidents to staff, students and equipment must be reported to management immediately
- Take care on stairs to avoid trips and falls
- Closed shoes must be worn at the school and in the hangar at all times.
- Students and staff need to be aware of oil/water spills on the floor of the hangar. These must be wiped up immediately using the rags available at the front of the hangar.
- There is a first aid kit for minor injuries at Reception.
- There is a diagram of the offices and hangar on the notice board showing the position of fire extinguishers and safety equipment and emergency exits.
- Always treat propellers as 'LIVE'.
- High visibility vests are to be worn on the apron area at all times including aircraft pre-flight, refuelling or walking to/from the aircraft.
- Appropriate strength sunglasses should be worn by all staff and students when flying, or spending time on the apron area during daylight hours

Abuse– Air Gold Coast will not condone abuse of any sort. CASA regulations are specific regarding drug or alcohol abuse and students ignoring these regulations will be expelled from the school.

No verbal or physical abuse of staff or other students will be tolerated. Abuse of school's resources will not be tolerated.

Discrimination. - Air Gold Coast will not condone sexual harassment or racial prejudice in any form.

Misconduct - Is defined as relating to a student who, without reasonable cause, deliberately behaves in any of the following ways:

- Cheating or plagiarism,
- Breaches any Air Gold Coast rule or instruction or fails to comply with the lawful direction.
- Significantly impairs the ability of a person to participate in any legitimate AGC activity.
- Acts in a manner that disrupts the peace and good order of AGC or brings it into disrepute.
- Divulges confidential information relating to an AGC matter.
- Causes damage to, or loss of property of AGC
- Breaches any Act of the Commonwealth or State to which AGC is subject, while at AGC or its premises (including any criminal actions and racial discrimination)

The first step in disciplinary action will be a verbal warning; if the behaviour/action does not improve a written warning will be issued. If still no improvement, the student will be dismissed from the school.

Alcohol and drugs - The health, wellbeing and safety of personnel are of paramount importance to Air Gold Coast. All individuals have a right to be safe in the flight school workplace. Alcohol and Other Drugs (AOD), when present in persons in the training environment, have the potential to increase risk of harm or accidents and adversely impact upon fitness for training.

Air Gold Coast has a duty of care to minimise the risk of accidents, incidents and injury arising from the consumption of alcohol or other drugs. Air Gold Coast has a ZERO tolerance to illicit drugs but recognises permissible therapeutic drug use under the guidance of a physician or Designated Aviation Medical Examiner (DAME).

The consumption of alcohol is not recommended within 8 hours minimum prior to preparing for or undertaking your flight. You should be familiar with Civil Aviation Regulation 256 which has a blood record limit of 0.02

CASA and Air Gold Coast may undertake random drug and alcohol testing. It is a Commonwealth offence to refuse a drug or alcohol test. Refer to CASA part 99.

Smoking - Smoking is not permitted in our aircraft or within the flying school building and apron areas.

Serious breaches of any of the above may result in cancellation of enrolment and dismissal from the school.

Social Media Policy

Social media are an increasing, legitimate part of our social lives and also increasingly figure in the way in which we, and our Company, are publicly perceived. Behaviour which is not acceptable in the workplace in relation to our work colleagues, clients and those with whom we do business; or which is in any way dishonest, discriminatory, unethical or unprofessional, is equally unacceptable when we make use of social media.

The use of social media platforms to harass, bully or intimidate; to demean or denigrate; or where we fail to respect the privacy, dignity or confidentiality of our clients or work colleagues is unacceptable.

Expressions of opinions or attitudes which reflect negatively upon our Company or upon our work colleagues and bring any of them into disrepute are unacceptable. It is also improper to suggest or infer that the Company takes an attitude or position on any matter or question without the authority of the General Manager.

Under no circumstances are images or video recordings taken in-flight or following any accident or incident involving a company aircraft to be posted on any publically accessible website or forum if the aircraft registration is identifiable.

Students may not remove company equipment from the campus, except where this is necessary for use by the staff and students for school purposes and where they have appropriate permission.

Dress code & hygiene

All students are required to wear your uniform at all times, except when indicated otherwise by your Instructor. Private Pilot students are required to wear smart casual clothing, no singlets or thongs are to be worn.

Personal hygiene is important and your support in this matter would be appreciated given the nature of our training environment.

Emergency

In the event of an emergency or evacuation, please follow the directions of Air Gold Coast staff. A copy of our evacuation plan is located at the top of each staircase and near each exit. Please ensure you are familiar with our building layout and exits.

Flight Bookings

The booking system is a dual system, with a booking for your pre-flight briefing and a booking for the aircraft. To avoid delays you are expected to be present for your lesson at least 30 minutes prior to your pre-flight brief. For solo flights you will be given a booking time for the aircraft. This means that you must arrive at least 30 minutes prior to departure to perform your pre-flight planning and aircraft inspection, so you are ready for take-off at the allocated "engine start" time, and return the aircraft on time for the next person.

For navigation flights you must arrive in sufficient time to allow for planning time.

Attendance for Austudy.

Please remember that as a full-time student here at Air Gold Coast, it is a requirement that you are to be present for a minimum of 20hrs a week.

If you are applying for Austudy through Centrelink please let the admin staff know as you will require a letter from us confirming your enrolment.

YOUR RIGHTS

All Australian consumers are protected by the Australian Consumer Law. It covers general standards of business conduct, prohibits harmful practices, regulates specific types of business-to-consumer transactions, provides basic consumer rights for goods and services and regulates the safety of consumer products and product-related services. It is your right to contact the Australian Competition and Consumer Commission if you feel you have been treated unfairly.

Academic Appeals

Any complaint about any assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the Chief Flying Instructor.

Appeals must be made within 21 days of receipt of assessment. All records of any appeals will be kept on file.

Appeal Procedure:

- Notify the Instructor within 21 days.
- Instructor or Chief flying instructor will provide a written statement of outcome within a further 21 days.
- Seek reassessment or arbitration by a third party or panel acceptable to all parties to the appeal
- The student has the right to appear in person before the panel.
- If the appeal is still unresolved, the student will be advised of external organisations. Eg Consumer Affairs or the relevant Government Department that may be able to assist.

Non-Academic Complaint

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course. These matters may include but are not limited to operational, administrative, discrimination and harassment issues. Examples of these could include sexual harassment, racial or sexual discrimination, physical or verbal abuse.

Non Academic Complaints Procedure:

Stage one:

Formal complaints should be submitted in writing on the on the Complaint Report Form available on request from administration. The complaint must be submitted to the Student Manager with a detailed written explanation of the grievance. The student may request the assistance of a member of staff to help with the form.

The Student Manager will commence the complaint resolution process within 10 working days and all reasonable measures will be taken to finalise the process as soon as practical. The complaint will be investigated and an interview may be held with any persons associated with the complaint to gain a full understanding of the issues in order to make a considered decision. Both the complainant and the respondent may be accompanied by a third party if so desired at these interviews.

The Student Manager will provide a written decision to the complainant within 15 working days outlining the reasons for the decision and the complainant's right to access stage two of this procedure if they are not satisfied with the decision.

Stage Two:

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the General Manager. The decision will be reviewed and if necessary he will consult with the Complainant and other relevant persons to make a determination of the appeal.

The complainant will be advised in writing of the results of the appeal within 5 working days with reasons for the decision and of their right to proceed to Stage Three of the process if they still feel the matter is not resolved.

Stage Three:

If the Complainant is not satisfied with the outcome of Stage two they may request that the matter be referred to an external dispute resolution process. At any point the complainant may decide to refer the matter to an external public agency such as the Anti Discrimination Board or the Office of Fair Trading.

Public low or no cost contacts:

Anti-Discrimination Commission complaint line 1300 656 419

Office of Fair Trading

Air Gold Coast recommends LEADR Mediation services to provide independent mediation at the student's request. The fees for this service will be discussed with the student prior to engagement of the services. Students are advised that all costs relating to this service are the responsibility of the student.

Air Gold Coast will immediately implement any decision and/or corrective and preventative action required as a result of complaints and appeals.

STUDENT PILOTS MODEL CODE OF CONDUCT

Introduction

Becoming a pilot is an exhilarating and rewarding endeavour. As a newcomer to general aviation you will be exposed to many new and exciting precepts.

As you pursue the goal of learning to fly, careful attention to understanding safety and excellence greatly enhances the quality of your current and future training (and may even accelerate it). It also helps you to cultivate a philosophy or attitude to flying that will serve you and society well throughout your flying career.

The Student Pilots Model Code of Conduct (code of conduct), is not a standard and is not intended to be implemented as one. Instead, the Code of Conduct presents a vision of excellence for student pilots, whether you are seeking a Private or Commercial licence. Its principles compliment and underscore legal requirements.

The Principles:

The Code of Conduct has six sections, each containing principles and recommended practices.

1. General Responsibilities of Student Pilots
2. Passengers and People
3. Training and Proficiency
4. Security
5. Environmental Issues
6. Use of Technology

1. General Responsibilities of Student Pilots

Student Pilots should:

- Make safety the number one priority.
- Seek excellence in airmanship.
- Develop and exercise good judgement and apply sound principles of aeronautical decision making.
- Recognise and manage threats and errors effectively.
- Maintain situational awareness and adhere to personal operating minimums and Company developed Standard Operating Procedures (SOP's).
- Aspire to professionalism
- Observe AGC and industry standard dress codes.
- Act with responsibility and courtesy.
- Adhere to all applicable laws and legislation.

Practices:

- Approach flying with seriousness and diligence.
- Recognise, accept, plan for, and do not underestimate the costs of implementing proper safety practices.
- Learn to identify and adapt to changing flight conditions and be prepared to alter or abort your planned flight accordingly.
- Recognise the increased threats associated with flying in inclement weather, at night, in congested airspace and over mountainous country. Plan for and manage the threats associated with the activities prudently.
- Develop, use, periodically review and refine personal checklists and minimums for all phases of flight. Review these materials regularly with your flight instructor.
- Make personal health and an honest evaluation of your fitness a precondition of each flight.
- See and Be Seen. Learn and practice techniques for seeing and avoiding other aircraft. Scan for traffic continuously.
- Listen and be heard. Monitor appropriate frequencies to remain aware of the location of other aircraft, the concisely inform other pilots of your intentions when flying into and out of Non Towered Aerodromes.
- Plan every flight carefully and ensure that all planning is conducted in accordance with the Company Operations Manual. Thorough planning reduces the likelihood of poor performance.
- Operate training aircraft as if you owned them. Communicate all discrepancies and maintain issues affirmatively and promptly.

2. Passengers and People

Student Pilots Should:

- Be always mindful that passengers safety is always more important than comfort.
- Manage risks and avoid unnecessary risks to future passengers, property and people on the surface and in other aircraft.
- Learn to inform passengers on planned flight details and brief them of the mandatory safety items contained in CAO 20.11.
- Learn to prevent unsafe conduct of passengers.
- Learn to avoid operations that may alarm or disturb passengers or other people on the surface.

When flying solo, you are responsible for your personal safety and the safety of people on the ground and in other aircraft. Although student pilots do not carry passengers before the successful completion PPL phase, your training should prepare you to take on the responsibilities of doing so in the future.

Practices:

- Learn how to use and encourage your passengers to serve as safety resources – for example, by having them identify nearby aircraft and landmarks.
- Learn to assess unfamiliar passengers for potential safety or security problems.
- Remember that passenger safety begins on the ramp even before entering the aircraft. Watch passengers closely and keep them clear to ground based hazards such as other aircraft, fuel trucks, safety cars, tugs and slippery surfaces.
- At security controlled airports, as an ASIC holder you are responsible for the escort and behaviour of your passengers.
- If landing at other airports, be aware of the local procedures contained in the ERSA or other airfield guides, and know what facilities will be available for you and your passengers on arrival.
- Ensure both you and your passengers have adequate food and water for all flights. Remind them of the lack of suitable toilet facilities on board light aircraft before you depart. Include this in your passenger briefing BEFORE you board the aircraft.
- Be aware of the regulations regarding refuelling of aircraft with passengers on board.

3. Training and Proficiency

Student Pilots Should:

- Take every opportunity to participate in training to master the art of flying and achieve proficiency beyond legal requirements.
- Participate in flight safety education programs.
- Remain vigilant and avoid complacency.
- Train to recognise and deal effectively with emergencies.
- Accurately complete log book details for each flight or theory examination result.
- Demand professionalism from your flying instructor.

Practices:

- Pursue a rigorous, lifelong course of aviation study.
- Learn to understand the layout of aircraft of aircraft flight manuals or Pilot Operating Handbooks (POH), and ensure that the manual is referenced for all weight and balance, performance figures, normal procedures, emergency procedures and service requirements and supplements.
- Develop a practical understanding of mechanics and systems of every aircraft you fly.
- Follow and periodically review programs of study and proficiency. Consider a training plan that will yield new ratings and endorsements.
- Supplement stick and rudder training with scenario based training that will build decision making and risk management skills.
- Train for flight over and around challenging environments, and learn survival techniques.
- Understand and use appropriate procedures in the event of system malfunctions (e.g. electrical failures, communication failures, instrumentation problems)
- Achieve and maintain proficiency in the operation of avionics and automation.
- Know current aviation regulations and understand their implications and rationale.
- Understand and comply with the privileges and limitations of your pilot licence.
- Stay up to date with relevant and diverse aviation publications.

- Communicate with your flight instructor and Air Gold Coast staff on a regular basis. Communication is the key to all good relationships, and if your training is not being satisfied, discuss this with your home instructor.

4. Security

Student Pilots Should:

- Be aware of and comply with the regulations pertaining to the display of a current ASIC card when accessing airside at Gold Coast Airport.
- Seek to maintain the security of all persons and property associated with their flying activities.
- Remain vigilant and immediately report and suspicious, reckless or illegal activities.
- Conform to Air Gold Coast procedures in relation to securing aircraft to prevent damage due to weather and illegal operation as defined in the Australian Transport Security Act 2005 and Australian Transport Security Regulations 2005.

Practices:

- Maintain a current ASIC by ensuring that you reapply well before the expiry date.
- Understand the procedures for access to airside whenever AGC is closed and you are hiring an aircraft.
- Ensure that any ramp access gate is closed securely behind you to prevent tailgating and illegal entry by others.
- Be familiar with Air Gold Coast and Gold Coast Airport Limited (GCAL) safety management and security plans.

5. Environmental Issues

Student Pilots Should:

- Recognise and seek to mitigate the environmental impact of aircraft operation.
- Minimise the discharge of fuel, oil and any other chemical into the environment during refuelling of pre-flight preparations.
- Avoid environmentally sensitive areas.
- Review and adhere to hazardous material handling procedures.

Practices:

- Be aware of the Gold Coast Airport "Fly Neighbourly Policy."
- Avoid the nominated noise sensitive area when conducting operations below 2000' in the Gold Coast training area.
- Consider the impact of aircraft noise on wildlife and be aware of the National Parks and Wildlife restricted zones around Whale Watching areas and be familiar with other local procedures when transiting through other airspace or airports.

6. Use of Technology

Student Pilots Should:

- Become familiar with and properly use appropriate affordable technologies.
- Be familiar with all equipment fitted to their training aircraft.
- Understand the limitations of technology and ensure there is a firm grasp of basic concepts before utilising aids to navigation such as GPS and other personal electronic devices.

Practices:

- When practicable, learn about new technologies that help advance flight safety.
- Be familiar with the CASA regulations relating to the use of Electronic Flight Bags.
- Recognise that programming avionics may cause distractions and distractions lead to errors.

DETAILS OF YOUR TRAINING PROGRAM

Registered Courses

- AVI50215 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)
- AVI50415 Diploma of Aviation (Instrument Rating)
- AVI50510 Diploma of Aviation (Flight Instructor)

Please read the Course Guide or visit www.airgoldcoast.com.au for all course details including costs.

Pre-requisites and enrolment

When making merit based decisions about the selection of students, Air Gold Coast will take into consideration any educational disadvantages that a student has experienced before making a decision. Applications for enrolment will be considered on a case by case basis. The management of Air Gold Coast reserves the right to refuse enrolment if there is reason to believe that the student's educational experience or other capabilities are not appropriate to this course of study.

All student selection decisions will comply with equal opportunity legislation. For VET Student Loan applications, please see page 16.

Air Gold Coast recommends completion of year 12 for commencement of the Commercial Pilot's licence course.

Students should be aware that they must pass a Civil Aviation Safety Authority approved medical examination to begin the flying component of their course. This examines sight, hearing, reflexes, heart condition, blood sugars, drug presence, and balance.

Students must pass a security and police check to receive an Aviation Security Identification Card (ASIC). This is a national requirement for all pilots and employees in the aviation industry.

Students must also meet the CASA English Language proficiency standards before being issued with a Recreational Pilot Licence.

CASA regulations state that students must be:

- 15 years of age to fly solo
- 16 years of age to gain a Recreational Pilot's Licence
- 17 years of age to hold Private Pilot's Licence
- 18 years of age to hold Commercial Pilot's Licence

Flight training does have restricted access arrangements which Air Gold Coast Pty Ltd is obliged to adhere to. For example, these restrictions may be imposed by a CASA regulation, or the lack of availability of specially built aircraft for people with disabilities.

Students who need specialised assistance unavailable internally will be referred to external organisations appropriate to their needs.

Course Content

Student training and progress is to industry specific standards incorporating the CASA syllabus and the Aviation Training Package, which specify the competencies a pilot must achieve at various stages before a final assessment and the issue of a flight crew licence and a qualification.

Delivery Methods

The three delivery modes used for this course are:

1. **Ground theory:** This involves CASA endorsed Flight Instructor led, institution based classroom delivery.
2. **Practical in-flight training:** One on one instruction in-flight supports and confirms the assimilation of relevant knowledge and skills theory.
3. **Simulator training:** This involves extensive simulation of a variety of weather types and other physical variations to enable students to familiarise themselves with aircraft instrumentation and navigation systems.

Prior to enrolment you will be given a full list of required text books and navigation equipment which can be purchased from our pilot shop.

Assessment

Aspects of the course require determination of underpinning knowledge through written assessments, observation of in-flight skills and the practical demonstration of appropriate flying skills.

CASA requirements for the issue of a licence are in excess of the requirements for the issue of a Diploma. These include **theory exams** are covered by CASA cyber exams administered for CASA at an approved testing centre.

Practical Flight Tests are conducted by a CASA Approved Testing Officer for Private Pilot Licence and Commercial Pilot Licence

All assessment is competency based. An emphasis is placed on the student to consistently achieve a competency.

Formative assessment is conducted to determine whether the student can demonstrate the target competencies/standards at each stage of flight training. Student pilots who are unable to demonstrate competency at a given time or who successfully appeal assessment results will be re-trained before being reassessed at a later date.

Assessment methods include:

Observation – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed lesson plan for each flight sequence.

Oral questioning – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken. Oral questioning will occur before flight tests to examine the knowledge deficiencies identified from the CASA exams.

Written assessments are for

- Radio Telephone Operator
- Pre-solo Air Law
- Pre- Area solo
- Basic Aeronautical Knowledge
- Private Pilot Assessment
- Aeronautical knowledge
- Aerodynamics
- Human Factors
- Navigation
- Air Law
- Operations Performance and Planning

These exams and assessments cover the knowledge evidence from the training package for Diploma of Aviation (Commercial Pilot Licence- Aeroplane).

Pre-Flight tests are conducted by the Head of Operations prior to recommendation for the CASA flight test at:

- Private Pilot Licence
- Commercial Pilot Licence

These tests cover the skills evidence for the for Diploma of Aviation (Commercial Pilot Licence- Aeroplane)

- Instrument Rating Assessment covers **required knowledge for the Diploma of Aviation Instrument Rating. (CASA requires a cyber exam)**
- Multi Engine Command Instrument Rating pre flight test covers **the skills evidence for the Diploma of Aviation Instrument Rating**
- Flight Instructor pre Flight Test for the Diploma of Aviation – Flight Instructor

(CASA Flight Tests are in addition to all the Pre Flight Tests for the issue of a licence or rating)

Recognition of Prior Learning and Credit Transfer

As a licence course, students progress through phases to reach CPL competency levels in flight, and knowledge evidence is spread over different units, RPL for individual diploma units can only be given in the following instances;

AVI50215 Diploma of Aviation (commercial Pilot Licence – Aeroplane)

AVIF0004, AVIF0005 and AVIO0002.

AVI50415 Diploma of Aviation (instrument Rating)

AVIF0007, AVIF0008, AVIW5018, AVIY0001 and AVIY5024 as a credit transfer from AVI50215 Diploma of Aviation (commercial Pilot Licence – Aeroplane) Some instrument flying units may have been completed earlier (e.g: multi engine endorsement) and these will be recognised through evidence from the student's log book.

AVI50516Diploma of Aviation (Flight Instructor)

AVIF0004 and AVIF0005 as a credit transfer from AVI50215 Diploma of Aviation (commercial Pilot Licence – Aeroplane), TAE units

Students transferring from another flying school, evidence by way of their log books and training records will be recognised to ascertain the entry point to the organisations training plan. These recognitions will only be for CASA units.

Cancellations for all students including VET Student Loan students.

Quality flying training is also dependant on suitable weather conditions. In the event a cancellation or postponement of a lesson is suggested or made, then this is made with the students best interests in mind.

Flying lesson cancellations by a student of a regular nature can be an inconvenience to instructors, the school and other students. Please respect this as management could enforce a cancellation fee.

Cancellation policy

The following procedure is to be used for flight cancellations:

At least 24 hours should be given to allow the slot time/s to be reallocated to another student.

- If cancelled due to the student's lack of preparation or late arrival, the minimum fee payable by the student will be as follows:
 - 1st Instance: verbal warning
 - 2nd instance, 1 hour of the flight instructor's time.
 - 3rd instance, student will be charged at the instructor hourly rate for the full lesson.
 - 4th and subsequent instances, full amount of lesson including aircraft and instructor time will be charged to the student.

Full-time Course Progression Policy and Procedure

Air Gold Coast closely monitors each student's development through regular progress checks at pre-determined stages of their flight training. Our system encourages ongoing informal monitoring which is designed to make minor adjustments to lessons for those candidates experiencing learning difficulties.

As an integrated CASA approved Part 142 course, there are also requirements for progression that must be met prior to being recommended for flight test based on the integrated syllabus.

Progress reviews will occur at each of the following phases:

- **DIPLOMA OF AVIATION (Commercial Pilot Licence – Aeroplane)**
Within the CPL (A) units of study the syllabus are designed to facilitate the completion of the Integrated CPL (A) within a set timeframe of 12 months.

Week 4 Pre-Solo Theory	Internal written and oral assessment
Week 9 Basic Aeronautical Knowledge	Internal written assessment
Week 12 Basic and Advanced Ab Initio flying	Flight assessment by AGC HOO or delegate

Week 19	Private Pilot Theory Exam	1 written exam
Week 20	Private Pilot pre-flight test	Flight assessment by AGC HOO or delegate
Week 21	Private Licence Flight Test	Licence flight test by CASA ATO or FE
Week 25-32	Commercial Pilot Theory Exams	7 written exams

- **DIPLOMA OF AVIATION (Instrument Rating)**

Week 3	Instrument Rating Assessment	1 written exam
Week 7	Instrument Rating progress review	Simulated exercise– AGC HOO or delegate

- **DIPLOMA OF AVIATION (Flight Instructor)**

Week 4	Principles and Methods of Instruction	1 written exam
Week 8	Progression Check	Flight assessment by AGC HOO

When intervention is required this will be discussed and agreed by with the student, this “intervention strategy” is in the form of an Action Plan- this will include ongoing monitoring, agreed benchmarks and dates for those benchmarks to be achieved/met with a turn-around to satisfactory in performance. This initial discussion will be facilitated by AGC Student Manager and will include both the candidate’s home flying instructor and the AGC Head of Operations. (HOO)

Opportunities presented to students will get taken into account from previous attempts at the same flight sequence or theory assessment, attendance and information provided by the student in support of his/her continuation in the program. Participation in previous intervention strategies by the student will also be considered at this point.

Unless there is a need for further intervention, monitoring continues until the Action Plan has concluded and the student is no longer at risk of falling behind and progressing as per agreed plan.

In the instance where the Action Plan has been applied but unsatisfactory performance outcomes continues, the student is referred to the General Manger (GM) or delegate, who can embark the process of recording and reporting unsatisfactory progress which could result in terminating the student’s enrolment.

A student who has not successfully completed an examination/ test is not necessarily deemed to be “at risk”. However, where the competency has not been achieved during a theory examination/ flight check on more than one occasion, the student then becomes increasingly at risk.

Procedure

As soon a student becomes regarded as “highly at risk” the following procedure is followed:

- The CGI (theory component) or a Grade One Instructor (flying component) is to guide the student. This is to make sure the student is aware of the implications of non-achievement and to ensure there are no minor issues interfering with his/ her performance.
- All parties and of Head of Operations will be advised, to ensure the student has a clear documented pathway to achieve satisfactory results for the course.
- The “Action Plan” is formally commenced and the student will be required to report weekly to their home instructor to review progress

If the student does not complete a course within the expected duration of study without a valid reason, a written notification of unsatisfactory course progression will be given to the student where he/she does not obey to mandatory directions or meet the specified outcomes, which has been documented and agreed by the student and AGC within the "Action Plan" set out.

In saying this, if a student fails to meet inadequate progress throughout the course, after an intervention strategy has been completed, the student is then given a written letter of their failure to meet any satisfactory progression and will be asked to ‘illustrate their cause’ as to why they their enrolment at AGC should not cancelled.

The student is able to access the complaints and appeals procedure as outlined in the Student Handbook.

SELF FUNDED STUDENTS

Course Fees

A non-refundable administration fee is applied to all new enrolments. The enrolment fee includes the issue of training records and Student Training Guide, this also includes the completion of a student induction with an instructor.

The full-time course fee covers:

Training Material (Notes, initial issue of maps, charts, navigation equipment, Air Services publications, and uniform)

- Classroom time for theory training, Pre and post flight briefings
- Examination fees for internal and external exams
- Aircraft hire
- Instructor hire
- Air services and airport charges

Note: This fee does not include additional flight training for remedial work, or repeat examination or flight test fees

Fee Payment Arrangements and Fee Protection

Full fees and payment methods are outlined in the Career Pilot Guide.

For ease students are able to prepay some of their flyingAir Gold Coast holds current membership of a Tuition Assurance Scheme approved by its VET Regulator which, if Air Gold Coast is unable to provide services for which the learner has prepaid, ensures:

- the learner will be placed into an equivalent course such that:
 - the new location is geographically close to where the learner had been enrolled, or
 - if an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

Casa exams and flight tests are paid to CASA or the exam centre as applicable.

All fees for tests and exams will be fully explained prior to the event.

Fees for additional requirements

Prior to commencing training students will need to provide

- A Class 1 Medical Certificate
- A Student Pilot Licence
- An Aviation Security Identity Card
- Text Books
- Navigation charts and aids (*please see separate itemised list*)

Related additional costs

- Accommodation
- Remedial training
- Additional flight tests
- Additional exam attempts

Replacement training material will be at the cost of the student.

Should a student require a replacement qualification documentation due to student loss or destruction this will be issued at a fee of \$15. Should the documentation need reissuing due fault of the school, this will be provided at no fee

Refund Policy

Should the student cease enrolment the entire unused portion of any prepaid amount will be returned to the student after a request to the General Manager in writing. The amount will be returned to them by the original method of payment which is recorded on the original payment of receipt. The funds will not be returned to a third party, except for the event the student commences training prior to the age of 18, where funds will be returned to the consenting party.

VET STUDENT LOAN STUDENTS

It is a requirement that only those who meet the requirements below can access VET Student Loan for this course. Those requirements are that a person must be eligible for VET Student Loans.

For more information on VET Student Loans please go to: <http://studyassist.gov.au> and <https://www.education.gov.au/vet-student-loans>

VET Student Loan Enrolment Process and Selection Criteria

1. Submit Application for Enrolment Form and Supporting Documents
 - Application for Enrolment Form can be downloaded from our website or by contacting admin@airgoldcoast.com.au. Complete the enrolment form and return it to the before mentioned email address along with proof of Australian Citizenship (passport or birth certificate) and a copy of your High School Certificate (with grades). Citizenship and Completion of Year 12 are an eligibility requirement for VET Student Loans.
2. Confirmation of received application
 - Air Gold Coast will contact you to confirm that we have received your application and to inform you of when applications will close, the next steps in the enrolment process and when enrolments will be confirmed. Applications for our full-time AVI50215 Diploma of Aviation (CPL) courses close approximately 2 months before its course start date and enrolments will be confirmed within 6 weeks of the course start date to allow successful applicants enough time to complete a Class 1 Aviation Medical and apply for an ASIC.
3. Online Aptitude Test and Interview with CFI
 - Once an Enrolment Form has been received the applicant will be sent a link to complete an online aptitude test. This test has been specifically adapted for the AVI50215 Diploma of Aviation (CPL) course and is used to help Air Gold Coast to identify which students are academically suited to undertake VET Student Loan approved courses. An interview (face to face or by phone if based interstate) with our Chief Flying Instructor will then take place after the application close date has passed. Applicants will be selected on their suitability for the course which is based on their previous experience, aptitude test results and interview performance. Successful applicants will then be notified once all interviews have been completed. The number of full-time VET Student Loan students accepted by Air Gold Coast each intake is limited and subject to its VET Student Loan provider cap and can change on short notice.
4. ARN, ASIC, Class 1 Medical and VET Student Loan application
 - Successful applicants will be sent via email a VET Student Loan Letter of Offer outlining the course details including the VSL Schedule of Fees. Included in this email will be application forms for an ARN (Aviation Reference Number), ASIC (Aviation Security Identification Card), list of DAME's for a Class 1 Aviation Medical and a link to apply for your VET Student Loan.
5. Confirmation of Enrolment and Induction
 - Successful applicants are required to confirm their enrolment by accepting their VET Student Loan letter and submitting their details through the Department of Education. Students will arrange a time to come to Air Gold Coast before induction to purchase their materials and uniforms

Attendance and withdrawal for VET Student Loan students

Students enrolled with VSL are required to attend full time. This is a compulsory 20 hour week. However in order to achieve competence and avoid the need for and expense of repeat lessons, you should be in attendance for at least 40 hours a week, studying, flying or consulting with instructors.

Flights will be scheduled in advance so students need to be on campus all day to prepare for their flights or to study. At times, flights may be scheduled at short notice due to operational requirements therefore it is essential that students are available on campus.

The courses are designed so that students progress through specific stages which align with the units study. Poor attendance will result in a student falling behind the rest of the group and having to make up extra time. This could result in having to repeat a unit of study and adding to the VSL debt.

If a student needs to cancel due to unforeseen circumstances, the missed flight will need to be made up as soon as possible. Please contact the Operations Manager as early as possible for rescheduling.

If a student fails to attend programmed instructional activity the Student Manager will contact the student immediately for an explanation and rescheduling.

If non-attendance continues on two successive occasions, the student will be contacted and scheduled for an interview by the Student Manager and/or Head of Operations to discover any underlying cause.

If the student is non-contactable or does not return the call / email within 24 hours a warning notice will be sent to advise them about their obligations and the consequences of not contacting the school and suggest a meeting with the Head of Operations to discuss their situation.

At the discretion of the Head of Operations (HOO), in consideration of the student's attitude and commitment, the HOO will advise the Student Manager on the student's continuing studies or having their enrolment cancelled.

Students can withdraw from the course at any time by filling out the Withdrawal Form available from the Student Manager. Be sure to do this prior to the census date of the next unit to avoid incurring the cost or debt of the unit.

If you withdraw from the course after the census date because of special circumstances you can apply to Air Gold Coast to have your VFH balance re-credited and your HELP debt removed. See the Student Manager for more information.

Re-crediting a VET Student Loan balance

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

- 100% of tuition fees paid for that unit will be refunded to the student; and
- The student will not incur a VET Student Loan debt.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study:

- no refund is applicable; and/or
- The student will incur a VET Student Loan debt.

A student who withdraws after the census date for a VET unit of study may apply for special consideration in line with the *Student Review Procedures for Re-crediting a VET Student Loan Balance*. (refer to VSL Information Book.)

Repeating Lessons and Remedial Training

If a student is not competent at the end of the lesson/unit of study and requires extra tuition the student will be required to pay for these charges at their own expense. They are NOT covered by VSL. This includes:

- If remedial flight training is required the student can pay the cost of the flight charged at the aircraft/instructor hourly rate.
- Second and subsequent attempts at exams are at the student's expense.
- Second attempts at flight tests are at the student's expense

ADDITIONAL RESOURCES

WEBSITES

Civil Aviation Safety Authority

CASA has the primary responsibility for the maintenance, enhancement and promotion of the safety of civil aviation in Australia.

Home: <http://www.casa.gov.au>

Air Services Australia

Air Services Australia is a **government-owned corporation** providing air **traffic control management** and related **airside services** such as **publications and flight planning** to the aviation industry.

Home: <http://www.airservicesaustralia.com>

Bureau of Meteorology

Bureau of Meteorology provides the Australian community with access to weather forecasts, severe weather warnings and observations

Home: <http://www.bom.gov.au>

Bureau of Infrastructure, Transport and Regional Economics

Procedures for operations at non-towered aerodromes and aviation security

Home: http://www.infrastructure.gov.au/aviation/airspace_reform/training.aspx

Australian Transport Safety Bureau – Aviation

Home: <http://www.atSB.gov.au/aviation.aspx>

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