



INTERNATIONAL STUDENT HANDBOOK 2019



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 outlines important information regarding the terms and conditions of your enrolment, your rights and responsibilities, and our obligations to you. Please read the information within this handbook carefully, as it is a condition of enrolment that you have read, understood and accepted this information. 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.

For all Policies and Procedures referenced in this handbook, please visit our [website](#).

We look forward to your training with us.

The Team



OUR RESPONSIBILITIES AS A REGISTERED TRAINING ORGANISATION

Air Gold Coast is a Registered Training Organisation (RTO Code: 32212) and CRICOS Provider (03273F) under the Australian Skills Quality Authority (ASQA); this ensures we comply with the standards of the VET Quality Framework including the Standards for Registered Training Organisations (RTOs) 2015, as well as our obligations under the ESOS Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 at all times.

The principles of natural justice and procedural fairness are incorporated at all levels of our operation. As an RTO, our policies and procedures meet the requirements and stipulations of all Commonwealth, State and/or Territory Legislation relevant to our scope of delivery.

Air Gold Coast is also a member of the Australian Council for Private Education and Training (ACPET), the national industry association for independent post-compulsory education and training providers. As a member of ACPET we abide by its Code of Ethics. The code defines our obligations to students, the public and to other education and training services providers. It also reinforces our commitment to high professional standards, quality and integrity in all our dealings.

Other Legislation

Air Gold Coast complies with all relevant Commonwealth and State legislation as well as industry and regulatory bodies.

- 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 state
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and national regulatory bodies, Education Services for Overseas Students (ESOS), The Department of Home Affairs, Australian Council for Private Education and Training (ACPET) the provider of the tuition assurance scheme) and the Civil Aviation Safety Authority.

Personal information will not be disclosed to a third party other than as described above without written consent of the individual concerned unless:

- Air Gold Coast believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or of another person;
- the disclosure is required or authorised by or under law; or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue. Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the record-keeper shall include in the record containing that information a note of the disclosure.

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.

Equal Opportunity

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

Fairness must be considered in the context of all of the relevant circumstances, including course pre-requisite requirements, age specific requirements, and the applicants capacity to take part in the program, and does not imply that all students are treated the same.

Air Gold Coast provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training. At all times we endeavour to provide culturally inclusive language, literacy and numeracy advice and assistance that assists you in meeting personal training goals.

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.

Changes that affect our services

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Air Gold Coast will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable. Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

Issuing of certification documents

On completion of the course and payment of all relevant fees, AGC will issue the student a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Air Gold Coast reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Air Gold Coast is not permitted to do so by law.

Air Gold Coast must have a valid USI on file for the student for a qualification or Statement to be issued

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

Access to records

Whilst all training records are the property of Air Gold Coast, students have access to their records by making a request to the student manager. Records may not be removed from the premises.

Overseas Agents

Air Gold Coast will not accept overseas students recruited by an agent, or authorize an agent to use Provider Registration and International Students Management Systems (PRISMS) on their behalf, if they suspect the agent of using dishonest practices.

These would include:

- (i) Suggesting to overseas students that they come to Australia on a student visa with a primary purpose other than full-time study.
- (ii) Facilitating the enrolment of overseas students who do not comply with the conditions of their student visas.
- (iii) Engaging in false or misleading advertising and recruitment practices.
- (iv) Using PRISMS to create Electronic Confirmation Of Enrolment (COEs) for other than bona fide students.

If Air Gold Coast becomes aware of an education agent being negligent, careless or incompetent or found to have given false information or in any way acted outside the agreement, their contract will be cancelled immediately

Air Gold Coast, when offering courses to international Students is bound by the ESOS Act 2000, and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

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.

Air Gold Coast undertakes a duty of care towards its students, and so course counselling is available on request. Air Gold Coast will support students appropriately as required, including referral to external providers. 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
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
Statewide Sexual Assault Helpline

1300 363 622
1800 010 120

STUDENT RIGHTS AND RESPONSIBILITIES

Students and course participants have a right to:

- a safe and healthy training environment
- quality training, assessment and supervision
- access to a complaints and appeals procedure that ensures natural justice and procedural fairness.
- clear information on cancellation, withdrawal and refund procedures

Students and course participants are responsible for:

- participating in your training in a professional and courteous manner
- following Air Gold Coast policies and procedures
- abiding by workplace health and safety requirements
- taking care with Air Gold Coast property and resources
- attending training sessions and taking advantage of learning opportunities using group work/discussions to develop essential knowledge

Contact Details

Students must notify Air Gold Coast of their Australian address and contact details including email address and emergency contact details within seven days of arrival and/or 7 days of any changes to those details. Any changes to these details must be reported immediately. Air Gold Coast will also send a confirmation letter of your address and contact at least every 6 months, at which point you must ensure Air Gold Coast receives the up to date contact details.

Communication

Air Gold Coast relies heavily on electronic mail (email) to communicate with students. As a student of Air Gold Coast, you must ensure you have provided us with your valid current email address and check this on a regular basis. Please be aware of the settings of your email account, as some providers send emails to the 'junk mail' folder of your inbox if the sender is unrecognized.

Email communication can include but is not limited to flight and briefing bookings, course updates, news, general information, login details and course fee details. It is your responsibility as a student of Air Gold Coast to immediately advise us of any changes to your postal, email and contact information.

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 www.usi.gov.au and create one and advise us of your number when you start your training.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

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

Air Gold Coast is committed to providing a safe and healthy learning and work environment. The safety of our students and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations. Air Gold Coast encourages all persons to regard accident prevention and safety as a collective and individual responsibility. Air Gold Coast recognises its responsibility under the Workplace Health and Safety and related regulations. The General Manager has responsibility for ensuring the health and safety of staff, students, contractors and visitors.

This includes :

- Provide and maintain safe plant, equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to students, allowing them to learn in a safe manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into WHS performance.

Air Gold Coast is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, students, and contractors. 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
- Being disrespectful to other students
- Continued absence at required times
- 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)

Students are expected to behave in a socially responsible manner and respect the rights of both other students and training/administration staff. Air Gold Coast is an adult learning environment and all students are expected to participate in a mature manner. If Air Gold Coast feels the training relationship is being abused (e.g. repeated refusal to follow training plans or disruptive behaviour), we reserve the right to take disciplinary action, which could include cancellation of training.

The steps in disciplinary action will be:

1. An instructor or the HOO will contact you to discuss the issue or behaviour & to determine how the issue might be rectified. This will be documented, signed by all parties and included on your personal file.
2. If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the GM to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
3. Should the issue or behaviour continue, you will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on your personal file.
4. Should the issue or behaviour still continue, training services will be withdrawn and you will be notified in writing that your enrolment has been terminated
5. If you believe that the termination of your enrolment is unjustified, then you have 20 days in which to file a written complaint/appeal. Please refer to the complaints and appeals section of this handbook.
6. As an international student on a student visa, the Department of Immigration will be notified of your enrolment termination and you should then contact the Department of Immigration to see how this affects your visa status.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution

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.

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

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 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.

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 Student Manager as early as possible for rescheduling.

Attendance

Please remember that as a full-time student here at Air Gold Coast, you are to be present for a minimum of 20hrs a week to be able to progress through your course the required rate. Attendance in training is recorded each day. These records are required for both learning and health and safety reasons. It is expected that students arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the trainer/assessor before the class commences.

As a courtesy to other learnings and the trainer/assessor, all students must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the instructor.

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.

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

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 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:

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)

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.

International students must supply along with completed application for Enrolment Form:

- copies of academic qualifications – Minimum completion of Year 12 High School or equivalent (if they have been translated into English they will need to be certified as a correct copy),
- evidence of English language proficiency (e.g. an IELTS score of 6 or above with no band under 5.5 or equivalent)
- a certified copy of your birth certificate or the front section of your passport that shows your personal details.

Please note that students must be 18 years of age or older **before** they commence their flight training at Gold Coast. Applications from students under the age of 18 will not be accepted. Students should be aware that they must apply for an Aviation Reference Number (ARN) and pass a Civil Aviation Safety Authority approved Class 1 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 (minimum ICAO Level 4) before being issued with a Recreational Pilot Licence. This assessment is conducted by approved staff at Air Gold Coast.

Applications for Enrolment must be submitted to Air Gold Coast at least 2 months before the course start date to allow time for the student visa, medical and ASIC to be completed.

Induction

On your first day at Air Gold Coast you will complete our International Student and Orientation program. Throughout the day you will learn about Air Gold Coast and the course you are studying as well as touring our facility and learning about our resources, health and safety practices, support services available for International Students, attendance and progression requirements, study assistance programs, complaints and appeals processes and other services that are available to students outside the school including local areas. During Induction you will also receive all your training materials including books, uniform, headset etc.

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 the flight store located next door.

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

- Pre-solo Air Law
- Pre- Area solo
- Basic Aeronautical Knowledge/Recreational Pilot Licence
- Pre CPL Knowledge Assessment
- Aeronautical knowledge
- Aerodynamics
- Human Factors
- Navigation
- Meteorology
- 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
- Night Circuits
-

These tests cover the skills evidence for the Diploma of Aviation (Instrument Rating):

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

(CASA Flight Tests and exams 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.

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.

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

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, requires registered providers to systematically monitor students' progress and to be proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. Air Gold Coast is required to report students who breach the course progress requirements.

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) The CPL units of study 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 33	Private Pilot pre-flight test	Flight assessment by AGC HOO or delegate
Week 34	Private Licence Flight Test	Licence flight test by CASA ATO or FE
Week 12-32	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

Progress through the course will be monitored as follows:

1. 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.
2. If performance is assessed as unsatisfactory on more than two consecutive flight lessons or theory exams, the training instructor will refer the matter to the Head of Operations.
3. The HOO will review the training records and provide guidance to the student's instructor/s on the remedial action to be taken. This may include either additional ground or flight training.
4. If performance is again assessed as unsatisfactory during the subsequent two consecutive flight lessons, the training instructor will again refer the matter to the Head of Operations and the student will be sent a warning letter advising of the need to meet to discuss an intervention strategy.
5. The HOO will meet with the student and their training instructor to discuss and agree on an "intervention strategy" in the form of an Action Plan. This will be documented and signed by both the student and the instructor.

The Action Plan includes ongoing monitoring, agreed benchmarks and dates for those benchmarks to be achieved and turn-around to satisfactory performance. Options presented will

take account of previous attempts at the same flight sequence or theory assessment, attendance, and information provided by the student in support of his or her continuation in the program. Participation in previous intervention strategies will also be considered.

The intervention strategy 'Action Plan' may include one or more of the following:

- Remedial or additional flight training
- Additional ground school tuition
- The assignment of additional study material and/or practice exams
- Back-seating of flight training sorties
- Synthetic trainer sessions
- Recommendation to seek third party tuition or assistance

Monitoring of progress will continue until the Action Plan has concluded at which time if the student has demonstrated satisfactory performance they will continue as per the syllabus.

If progress is still not satisfactory at the end of this timeframe the GM, instructors and Head of Operations will make a recommendation on whether the student's enrolment will be cancelled. The student will then be advised in writing of Air Gold Coast's intention to report the student for unsatisfactory course progress. The student will be given the opportunity to show the cause why their enrolment should not be cancelled.

The student has the right to access the Complaints and Appeals Process. Where a student initiates an appeal the decision to cancel their enrolment, Air Gold Coast will maintain the student's enrolment while the complaints process is ongoing. The student may engage in a modified program not including flight time during this time so as not to further impact on the student's risk of course cancellation (at the discretion of the GM).

If the appeal is upheld, the decision will be overturned and, if necessary, a further meeting between the student, The GM and the Head of Operations will be held to determine further intervention and support strategies to assist the student to get their course progress back on track.

Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision to cancel the student's enrolment, Air Gold Coast may cancel student enrolment and will notify DHA

Course Fees

Fees for both Tuition and Non-Tuition for the AVI50215 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) and AVI50415 Diploma of Aviation (Instrument Rating) are outlined in the individual course guide that accompany this handbook.

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 Course Guide.

For ease students are able to prepay some of their flying Air Gold Coast holds current membership of a Tuition Protection Service 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.

Air Gold Coast must comply with the VET Tuition Assurance requirements. This is to protect students in the event that Air Gold Coast ceases to provide a VET course of study in which a student is enrolled. Air Gold Coast meets the VET tuition assurance requirements. A Statement of VET Tuition Assurance can be found on our website.

Fees for additional requirements

Prior to commencing training students will need to provide

- A Class 1 Medical Certificate
- An Aviation Security Identity Card (ASIC)

Related additional costs

- Accommodation
- Remedial training
- Additional flight tests
- Transport
- Spending Money
- Overseas Student Health Cover
- Meals

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

Non Payment of tuition fees

Where a student does not pay their tuition fees in the agreed manner and time, Air Gold Coast may withdraw the student from the program until such time as fees have been paid in full. Where a student does not pay their fees and has withdrawn from the program, Air Gold Coast may take any action it deems appropriate to retrieve monies owing.

Where a student has successfully completed a competency but has not paid their fees in full, Air Gold Coast will not issue an award and will not confirm enrolment or training has been undertaken until such time as such fees have been paid in full. The student record will also show that the student had been unsuccessful in their program of study.

Refund Policy

- Where a student decides to withdraw from a course prior to the commencement of the course, or is unable to commence due to refusal of student visa, pre-paid fees less administration fee of \$250 will be refunded within 4 weeks of receipt of a written application from the student.
- Where the student withdraws by choice the unallocated pre-paid fees will be refunded less 10% of the total course fee for that period within 4 weeks of the receipt of a written application from the student.
- Where the student defaults, that is the student is withdrawn from the course through non-attendance, non-payment, non-compliance with rules or student visa requirement, the student is eligible for a refund as above after all internal and external appeals processes have been exhausted. Refunds will be paid within 4 weeks of the official default day.
- In the instance where Air Gold Coast is unable to deliver your course in full (provider default), Air Gold Coast will refund any unspent pre-paid fees to the student within 14 days of the default day.
- All refunds will be paid only to the person who paid the fees in the first instance.

Refer to the Student Manager or the Student Handbook for the procedure for withdrawing and claiming a refund.

AIR GOLD COAST POLICIES AND PROCEDURES

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.

Air Gold Coast is committed to providing a quality service with a focus on continuous improvement. We actively seek and value feedback from students, staff and employers to incorporate into future programs. Air Gold Coast has a systematic approach to quality which includes a number of policies, procedures and forms. These can be found on our website.

Deferring, Suspending or Cancelling an Enrolment

Air Gold Coast allows students to suspend or defer their studies only under very limited circumstances. Any suspension or deferment may affect the Visa.

These will include but not be limited to:

- Serious illness or injury where a medical certificate states that the student was unable to attend classes
- Death of a close family member (Parent or Grandparent)
- An intervention strategy was implemented for a student at risk of not completing some part of their training.
- An approved deferment or suspension of study has been granted.
- A serious traumatic incident supported by police and/or psychologist's report
- Refusal of a Visa

Each case will be assessed on its individual merit and documentary evidence must be provided to support the claim. After considering the evidence provided and the student's circumstances a decision will be made by management.

Students must apply in writing for a suspension of their course by filling out an Application for Withdrawal, Suspension or Transfer Form from administration. The Student Manager will assess the request against the policies and advise the student in writing of the outcome. Where a student's deferment or suspension will affect the end date of the COE, Air Gold Coast will notify DIBP and the original COE will be cancelled and a new one issued if the return date is known.

Suspension and Cancellation initiated by Air Gold Coast

A student may have his or her enrolment suspended or cancelled as a result of unsatisfactory academic progress, unsatisfactory attendance, academic misconduct or misbehaviour by the student in breach of the Code of Conduct.

The student will be informed of Air Gold Coast's intention to suspend or cancel and notify the student that he or she has 20 working days to access the internal complaints and appeals process.

If a student accesses the internal complaints and appeals process the suspension or cancellation will not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply. If the student does access the policy, DHA will be advised.

Transfer between Registered Providers

Air Gold Coast will not knowingly enrol a student wishing to transfer from another provider within the first 6 months of the student's principle course except under the following conditions;

- a) The original registered provider has ceased to be registered or a course in which the student is enrolled has ceased to be registered
- b) The original registered provider has provided a written letter of release
- c) The original registered provider has had sanctions imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her course or,
- d) Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for the change.

The National Code 2018 requires providers to assess requests from students for a transfer to another registered provider if the students have not completed six months of their principal course of study. Students may only transfer to another provider prior to completing six months of their principal course if they have a valid enrolment offer. If the transfer is agreed Air Gold will issue a Letter of Release at no cost. Students are advised that a transfer may affect their Visa.

Air Gold Coast will consider all such requests for transfer fairly and take into consideration the individual circumstances of each student in order to ascertain whether the transfer would be to the detriment of the student, in which case the application would be refused. Examples of factors that may be considered to the student's detriment include:

- The student's financial account is not up to date for the current period of the study
- The student is trying to avoid being reported to DIBP for failure to meet the provider's academic progress requirements.

Where a student requests a transfer to another provider after the first six months the request will be assessed against the following criteria:

- Student's change in living situation
- The alternative course better meets the study capabilities or long term goals of the student.
- An appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student.
- Air Gold Coast fails to deliver the course as outlined in the written agreement
- There is evidence that the overseas student's reasonable expectations about their current course are not being met
- There is evidence that the overseas student was misled by Air Gold Coast or an education or migration agent regarding Air Gold Coast or its course and the course is therefore unsuitable to their needs and/or study objectives

Reasons for refusing a transfer would include:

- Student has outstanding fees for the current period.
- There is no Letter of Offer from another provider

A decision will be made by the General Manager within 10 working days of the request. The student will be informed of the decision in writing. A student may access the appeals process if the transfer is refused,

When a Confirmation of Enrolment is received from another provider a letter of release will be issued to the student at no cost and includes advice on contacting DIBP with regards to a possible change of Visa conditions. The letter will include a statement regarding progress, attendance and payment of fees.

Where a student approaches Air Gold Coast for enrolment from another provider the decision to offer a place will be based on the following criteria.

- students demonstrated commitment to previous studies
- good attendance record
- course fees have been paid in full
- A Letter of Release has been received from the previous provider.

Suggestions, complaints and appeals

Your feedback is welcome and highly valued so we invite you to compliment, complain or make a suggestion about our services. We will use the information you provide to monitor and improve our services and will respond to issues raised in a timely manner. Complaints and appeals procedures are outlined below.

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 Head of Operations.

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 complainants 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.

At any point the complainant may decide to refer the matter to the external agency such as the Anti-Discrimination Board or the Office of Fair Trading. These bodies offer services at minimal or no cost. If the complaint is to be referred to an external agency (Company name) will maintain the student's enrolment while the process is ongoing.

Public low or no cost contacts:

Anti-Discrimination Commission complaint line 1300 656 419

Office of Fair Trading

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

After completion of the internal appeals process the student may contact the Overseas Student Ombudsman if they have any concerns regarding the school. Students may also contact the Registering Body –Australian Skills Quality Authority on 1300 701.

The complaints and appeals process does not remove the right of the student to take action under Australia's consumer protection laws.

Students are advised that any costs incurred through an appeal with any external agency are the responsibility of the student. Air Gold Coast allows only one external appeal.

If the processes result in a decision that supports the student, Air Gold Coast will immediately implement any decision and/or apply any corrective / preventative action required and advise the student of the outcome

USEFUL RESOURCES FOR INTERNATIONAL STUDENTS

Air Gold Coast – International Student Information Page

<https://airgoldcoast.com.au/international/>

Tertiary Transport Concession

Eligible students may be entitled to a concession on some public or private transport. Refer to the Translink website: <https://translink.com.au/tickets-and-fares/concessions/tertiary>

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>

Australian Transport Safety Bureau – Aviation

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

English Language Proficiency (IELTS)

www.ielts.org

Visa Information for Overseas Students

<http://www.homeaffairs.gov.au/Trav/Stud>

CRICOS (Commonwealth Register of Institutions & Courses for overseas Students)

<http://cricos.deewr.gov.au>

Australian Homestay Network (AHN)

<https://au.homestaynetwork.org/login?from=>

Study in Australia

<https://www.studyinaustralia.gov.au/>

Study Gold Coast

<https://www.studygoldcoast.org.au/>

Education Services for Overseas Students (ESOS) Act

<https://www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act>

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