



AIR GOLD COAST DOMESTIC STUDENT HANDBOOK



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



2024



Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or **Air Gold Coast's** policy may impact on the currency of information included. **Air Gold Coast** reserves the right to vary and update information without notice. You are advised to seek any changed information or updates by contacting **Air Gold Coast**.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of **Air Gold Coast**. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

**Air Gold Coast
Administration Team**

Email: admin@airgoldcoast.com.au
www.airgoldcoast.com.au



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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 you 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); and is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- ESOS Act 2012
- National Code of Practice for Providers of Education and Training to Overseas Students 2018.

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

Legislation

In addition to the above requirements as a Registered Training Organisation, Air Gold Coast abides by a range of other legal requirements at a State and Commonwealth level as well as industry and regulatory bodies including but not limited to:

- Anti-discrimination
- Copyright
- Corporations
- Civil Aviation Regulations
- Civil Aviation Safety Regulations
- Civil Aviation Orders
- Employment and Workplace Relations
- Equal Opportunity
- Fair Work (including harassment and bullying)
- Privacy and Personal Information Protection
- Student Identifiers
- Taxation
- Workplace Health and Safety

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.

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 multimedia 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,

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 standard course 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 (24hr counselling & 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
State-wide Sexual Assault Helpline	1800 010 120

STUDENT RIGHTS, RESPONSIBILITIES, OBLIGATIONS & CODE OF CONDUCT

Student Rights

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

Student Responsibilities

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
- immediately notify Air Gold Coast of any contact detail changes

Student Requirements

Attendance

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. This ensures that students maintain their course progression requirements to enable course completion in the published 46 weeks. However, you are encouraged to commit as much time as practical, to be as well prepared as possible, and to achieve high level results. 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 learners 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 trainer/assessor.

If a student fails to attend programmed instructional activity the RTO and Administration 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 RTO and Administration 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 RTO and Administration Manager on the student's continuing studies or having their enrolment cancelled.

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.

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

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 schools resources will not be tolerated.

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 less than 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.

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 unrecognised.

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.

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:

Dress code & hygiene

All Students are required to wear their 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.

Discrimination

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

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.

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)

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 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.

Smoking

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

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, students 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 maintaining 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

Unique Student Identifier

All 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.

DETAILS OF YOUR TRAINING PROGRAM

Registered Courses

- AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)
- AVI50519 Diploma of Aviation (Instrument Rating)
- AVI50419 Diploma of Aviation (Flight Instructor)
Non-integrated (200 hours)

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 refer to page 17/18.

Air Gold Coast recommends completion of Year 12 for commencement of the full time Commercial Pilot 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.

As part of the Vet Student Loans CPL enrolment process students are also required to undertake an approved Pilot Aptitude Test to assist in determining their suitability for the course. Air Gold Coast is licenced to conduct COMPASS Pilot Aptitude Testing and further details can be obtained from the following website link [Pilot Aptitude Test](#).

CASA regulations state that students must be a minimum of:

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

Flight training does have restricted access arrangements which Air Gold Coast 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 Manual of Standards (MOS) 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:** Delivered in a classroom at Air Gold Coast's campus by a CASA endorsed Flight Instructor.
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** which are covered by CASA cyber exams administered for CASA at an approved testing centre.

Practical Flight Tests are conducted by a CASA Approved Flight Examiner 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.

AVI50222 Diploma of Aviation (Commercial Pilot Licence- Aeroplane)

The following exams and assessments cover the knowledge evidence from the training package:

- Radio Telephone Operator
- Aircraft Type Exam
- Pre-Solo Air Law
- Pre-Area Solo
- Basic Aeronautical Knowledge/
Recreational Pilot Licence
- Aerodynamics
- Air Law
- Aeronautical knowledge
- Human Factors
- Navigation
- Meteorology
- Operations Performance and Planning

Pre-Flight tests below are conducted by the Head of Operations or delegate prior to recommendation for the CASA flight test. These tests cover the skills evidence from the training package for AVI50222 Diploma of Aviation (Commercial Pilot Licence- Aeroplane).

- Private Pilot Licence
- Commercial Pilot Licence

AVI50519 Diploma of Aviation (Instrument Rating):

The following exams and assessments cover the knowledge evidence from the training package:

- Instrument Rating Exam (IREX)

Pre-Flight tests below are conducted by the Head of Operations or delegate prior to recommendation for the CASA flight test. This tests covers the skills evidence from the training package for AVI50519 Diploma of Aviation (Instrument Rating).

- Multi Engine Pre-Flight Test
- Instrument Rating Pre-Flight Test
- CASA Multi Engine Command Instrument Rating

AVI50419 Diploma of Aviation (Flight Instructor)

The following exams and assessments cover the knowledge evidence from the training package.

- TAE for Aviation Assessment Workbook
- TAE skills units incorporated into the flight instructor rating course
- Flight Instructor Rating Exam (FIRC)

Pre-Flight tests below are conducted by the Head of Operations or delegate prior to recommendation for the CASA flight test. This tests covers the skills evidence from the training package for AVI50419 Diploma of Aviation (Flight Instructor)

- Pre-flight Flight Instructor Rating Test
- CASA Flight Instructor Rating Test

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

Recognition of Prior Learning and Credit Transfer

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

- **AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)**
AVIF0026, AVIF0027 and AVIO0017 (or equivalent units of competency from the immediate superseded qualification)
- **AVI50519 Diploma of Aviation (Instrument Rating)**
AVIF0029, AVIF0030, AVIW0032, AVIY0033 and AVIY0073 as a credit transfer from AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) (or equivalent units of competency from the immediate superseded qualification) 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.
- **AVI50419 Diploma of Aviation (Flight Instructor)**
AVIF0026, AVIF0027, AVIF0029 and AVIF0035 as a credit transfer from AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) or (or equivalent units of competency from the immediate superseded qualification). TAE units of competency from the TAE40116 Certificate IV in Training and Assessment

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 Air Gold Coast's training plan. These recognitions will only be for CASA units.

Cancellations of Flying Lessons

Quality flying training is very dependent 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.

Regular Flying lesson cancellations by a student are an inconvenience to instructors, the school and other students. Cancellation fees will be enforced as per the Cancellation Policy below.

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, late arrival or non-attendance, the 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.

Progression – Commercial Pilot Licence

The Commercial Pilot Licence is a CASA integrated course which is designed to ensure that a student receives ground theory training integrated with practical flight training with reduced flight training hours. This course is planned to be completed within a set time frame of 46 weeks. Weather events, student progress or events beyond Air Gold Coast's control may extend course duration. There are also requirements for progression that must be met prior to being recommended for flight test.

Students failing to meet the integrated course progression requirements will be transferred to the non-integrated longer course which requires an additional 40 hours of flying at the students expense. This is a CASA requirement.

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.

The following phases throughout the course outline the progress expectations from commencement to completion.

Phase 1: Recreational Pilot Licence (RPL)

The Student has:

- Passed all Pre-Solo/Area Solo Exams within three (3) attempts
- Passed RPLA Theory Exam within three (3) attempts
- Achieved first solo flight within 25 hours of dual instruction
- Achieved first area solo within 40 hours of dual instruction
- Passed RPLA Flight Test within three (3) attempts

Phase 2: Private Pilot Licence (PPL)

The Student has:

- Completed their first Solo Navigation flight within 20 hours of dual instruction in Units PPL1 and PPL2
- Passed a minimum of three (3) CPL Theory exams before Navigation Endorsement Flight at the end of Unit PPL3
- Passed a minimum of three (3) CPL Theory exams within three (3) attempts

Phase 3: Commercial Pilot Licence (CPL)

The Student has:

- Passed all seven (7) CPL Theory exams before the end of Unit CPL3
- Passed all CPL Theory Exams within three (3) attempts
- Passed PPL Recommendation Flight within three (3) attempts
- Passed PPL Flight Test within three (3) attempts
- Passed CPL Recommendation Flight test within three (3) attempts
- Passed CPL Flight Test within three (3) attempts

If intervention is required this will be discussed and agreed upon with the student. An "intervention strategy" will be in the form of an **Action Plan** which will include ongoing monitoring, agreed benchmarks, and dates for those benchmarks to be achieved/met, with a turn-around to a satisfactory outcome in performance. This initial discussion will be facilitated by AGC RTO and Administration Manager and will include both the candidate's primary flying instructor and the AGC Head of Operations (HOO).

At this point, participation in previous intervention strategies, opportunities provided to students from prior 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 will get taken into account.

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.

In the instance where the Action Plan has been applied but unsatisfactory performance outcomes continue, the student will be referred to the General Manager (GM) or delegate for further action which may include the process of recording and reporting unsatisfactory progress which could result in termination of the student's continued 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.

Air Gold Coast’s full **Progression Policy and Procedure** is published on the website and accessed via Policies and Procedures. Please ensure you understand these requirements.

COURSE FEES

2024 Tuition and Non-Tuition Fees – Domestic Students (VSL and Self-Funded)

AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)* **\$94,500.00*

Non-Tuition Fees:

The below incidental fees are **not** covered by VET Student Loans and must be covered by the student:

- ASIC Card. \$300.00;
- Medical examination fee – refer to a CASA approved medical doctor - approx. \$600.00
- CASA Licence fees:
 - RPL Flight Test \$50;
 - PPL Flight Test \$60;
 - CPL Flight Test \$80
- Text books, uniform and navigation equipment– approx. \$2500.00 (Approx. \$2,000 at induction, the remainder throughout the course)

Total (approx. without headset): Approx. \$3,590.00

Plus:

- Headset – Student’s choice. Price range from \$200 to \$1,800.
- A laptop or tablet is also strongly recommended for this course.

Part time self -funded students on non- integrated course (200hrs)* **\$110,885.00*

<i>AVI50519 Diploma of Aviation (Instrument Rating)</i>	<i>Including IREX</i>	<i>\$34,122.40</i>
	<i>Without IREX</i>	<i>\$32,122.40</i>

There is also an option to train in a Beechcraft Baron Aircraft BE-58 at an additional **\$ 5,740.80**

Non-Tuition Fees

The below services/materials are not included in the above Tuition Fees and are an addition cost to the student and not covered by VET Student Loans:

- Materials – Bob Tait Instrument Rating Study Guide, DAPs East and West (or Jepps equivalent), AIP, 4 x ERC Low Charts, 4 x TAC Charts, PCA, ERSA – Approx. \$600
- A laptop or tablet is strongly recommended for this course.

AVI50419 Diploma of Aviation (Flight Instructor)* **\$36,322.50*

There is also an option to do Design Feature Training Endorsement at an additional **\$ 4,650.00**

Non-Tuition Fees

The above fees do not include the following incidental fees which must be covered by the student:

- CASA PMI Exam Fee: Approx. \$185.00
- Text books– approx. \$150.00 (ATC Flight Training Manual and ASA Flight Instructors Manual)

PLEASE REFER TO OUR WEBSITE FOR FULL COSTINGS ON EACH COURSE

Note: The schedule of Tuition Fees does not include additional flight training for remedial work, or repeat examination or flight test fees.

Related additional costs

- Accommodation
- Remedial training
- Additional flight tests
- Additional exam attempts
- Additional training and flight test attempts will be charged at the current aircraft rate.
- Replacement training material will be at the cost of the student.

Replacement of Training Materials

Air Gold Coast will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you.

Reissue of Transcripts

Should a student require a replacement qualification documentation due to student loss or destruction this will be issued at a fee of \$50. Should the documentation need reissuing due to the fault of the school, this will be provided at no fee.

Flight hours and Fees Reconciliation

The course fees cover a set number of flying hours and in the case of Air Gold Coast's Commercial Pilot Licence it is 160 hours. It is difficult to achieve actual hours for each syllabus lesson due to Air Traffic Control, weather and student competency. Whilst every effort is made to ensure students flying hours are as close to syllabus as possible there are occasions where there will be small variations.

A review of student's actual hours versus syllabus hours are undertaken at the end of the RPL module, PPL module and CPL module or course completion. This review of any over or under syllabus hours will be advised to the student at the end of each module for either a credit of flying hours or an invoice for the overflying of hours.

This detailed "Over and Under Report" is generated from the student training records in Smart Class and presented to the student.

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 VET Student Loans.

This includes:

- If remedial flight training is required the student will be required to pay the cost of the flight which is charged at the aircraft/instructor hourly rate.
- Second and subsequent attempts at exams are at the student's expense.
- Second and subsequent attempts at flight tests are at the student's expense
- Current aircraft and instructor rates are displayed at Air Gold Coast reception
- Flight tests fees are available by asking AGC staff
- CASA exam fees can be found at www.aspeq.com.au

FEE PROTECTION

Air Gold Coast does not request pre-payment of fees in advance in excess of \$1500.00 for part time self-funded students

VSL Students

Air Gold Coast is covered under the Australian Government's Tuition Protection Service (TPS) for domestic students accessing a VET Student Loan (VSL).

In the event that Air Gold Coast is unable to deliver your course, the TPS will be activated to assist you to move to another provider delivering the same (or similar) course.

You can complete your studies at this new provider and not be charged for units of study you paid for using VSL, but did not get to finish with AGC.

If there is no similar course for you to finish your studies, you may be entitled to a loan re-credit for the units of study you paid for using a VSL, but did not get to finish.

Air Gold Coast must comply with the Tuition Protection Service. 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.

Non Payment of outstanding tuition and other charges

Failure to promptly any fees or charges (remedial flights) may result in Air Gold Coast withdrawing 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, pre-paid fees less administration fee of \$500.00 will be refunded within 4 weeks of receipt of a written application from the student.
- Where the student withdraws by choice after commencement, the unallocated pre-paid fees less an administration fee of \$500.00 will be refunded 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, the student is eligible for a refund after all internal and external appeals processes have been exhausted. The unallocated pre-paid fees will be refunded less an administration fee of \$500.00 and 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.
- 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.
- To request a refund the Policy and Refund Request Form can be downloaded from Air Gold Coast website [Policies and Procedures](#) or obtained from an Air Gold Coast Administration Staff member. Upon completion of the request for refund form, the form should be either emailed to admin@airgoldcoast.com.au or handed to Air Gold Coast's RTO and Administration Manager.

Note: Students enrolled under VET Student Loans scheme must read the VET Student Loans section for information related to refunds.

VET STUDENT LOANS AT AIR GOLD COAST

Air Gold Coast is proud to be an independent VET Student Loans provider and is approved by the Department of Employment, Skills, Small and Family Business to offer VET Student Loans to eligible students enrolled in our nationally accredited courses.

For more information on VET Student Loans please go to:

<http://studyassist.gov.au> (and) <https://www.education.gov.au/vet-student-loans>

What is VET Student Loans?

VET Student Loans is an Australian Government loan scheme that covers all or part of your tuition fees, and a lifetime HELP debt. The loan scheme is designed to assist people wishing to pursue a career in aviation and is available to full time students who meet our selection criteria. Your VET Student Loan becomes part of your Higher Education Loan Program (HELP) debt and must be paid back at the relevant repayment rate when your repayment income is above the compulsory repayment threshold. **VET Student Loans will not be approved for students who do not meet eligibility requirements. VET Student Loans gives rise to a HELP debt that continues to be a debt to the Commonwealth until it is repaid.**

VET Student Loan Courses

Air Gold Coast offers the following accredited full-time training courses for the issue of a qualification in accordance with the AVI Aviation Training Package.

- AVI50222 Diploma of Aviation (Commercial Pilot Licence-Aeroplane)
- AVI50519 Diploma of Aviation (Instrument Rating)
- AVI50419 Diploma of Aviation (Flight Instructor)

Eligible students are able to borrow the maximum amount available to them under VET Student Loans. The VET Student Loans limit is indexed on 1 January every year. Fees not classified as a tuition fee by the Australian Government, cannot be deferred. A loan fee of 20% applies to full fee paying students undertaking VET Student Loans. The loan fee will be applied to the amount of VET Student Loans assistance provided and this fee will be included in the students VET Student Loans debt.

Prospective students must read the [VET Student Loan Information Booklet](#) prior to enrolment.

VET Student Loan Entry & Enrolment Policy and Procedure

Air Gold Coast's applicants are assessed and admitted using fair, equitable and transparent procedures on the basis of clearly defined, consistent, and equitable criteria. Air Gold Coast adheres to ASQA policies and procedures and the licensing body requirements for verifying applicants' credentials and the granting of course credit. In this way, Air Gold Coast is satisfied that the admission requirements ensure that students entering a course have an adequate basis of knowledge and skills to successfully undertake the studies proposed in the course. Air Gold Coast also ensures that admission requirements do not present unreasonable barriers to access.

A student who has completed, or partly completed, training from a another flying school or Registered Training Organisation (RTO) may apply for credit for their previous flight training towards their qualification The Diploma of Aviation is a licence course and students are not deemed competent till they have gained their licence. RPL of training package individual units is only available for units that do not equate to the CASA training syllabus.

The principles upon which admission decisions are made are:

- Air Gold Coast acts with honesty and integrity throughout the pre-enrolment process, when assessing the suitability of the potential student for admission as a genuine student and enrolment into a course of study. The prospective student will be queried as to their reasons for undertaking the course and their educational and work history will be assessed against the course entry criteria.
- Air Gold Coast will assess if a student is academically suited and the cognitive ability to undertake the course on the basis of either:
 - Providing an Australian Year 12 Certificate with a preference for passes in English, Maths A and Physics. ; OR
 - Providing evidence of successful completion of an Australian Qualifications Framework Certificate IV or higher qualification (where the language of instruction is English); OR

- Displaying competence at Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test. Air Gold Coast uses VET ASSESS (www.vetassess.com.au) to conduct its LLN assessments. VET ASSESS is a tool approved by the Secretary under Section 82 VSL Rules and published on the Department's website.
- Undertake an approved [Pilot Aptitude Test](#) prior to interview to assess cognitive ability for the Course.
- Air Gold Coast endeavours to address the reasonable needs of all students and potential students regardless of gender, ethnicity, age, disability or diversity of background. However flight training does present some barriers to some disabilities, such as blindness, quadriplegia, and deafness.
- Air Gold Coast advises potential students in a professional, ethical, and responsible manner and does not provide potential students with false or misleading information. Potential students are supplied with all relevant information and/or link to the relevant company website prior to a student being accepted to a course.

Air Gold Coast's **Entry & Enrolment Policy and Procedure** (including VET Student Loan Students) is provided as a separate attachment to this handbook; can be downloaded from our website Policies and Procedures or obtained from an Air Gold Coast Administration Staff member.

Course Attendance and Withdrawal (Inc. VET Student Loan students)

Students enrolled with VSL are required to attend full time. This is a compulsory minimum 20 hour week. However in order to achieve competence, timely course completion 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 additional expense and/or VSL debt and course duration. *Students failing to meet these requirements may result in being transferred to the non-integrated CPL course with additional flying hours at the student's cost.*

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 RTO and Administration Manager as early as possible for rescheduling.

If a student fails to attend programmed instructional activity the RTO and Administration 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 RTO and Administration 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 RTO and Administration Manager on the student's continuing studies or having their enrolment cancelled. If the enrolment is to be cancelled, Air Gold Coast will advise the student of the proposed cancellation in person or if not contactable, through email.

The student will be given at least 28 days to initiate grievance procedures before the cancellation takes final effect.

Students can withdraw from the course at any time by filling out the Withdrawal Form available from the RTO and Administration Manager. Be sure to do this prior to the census date of the next unit of study 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 VSL balance re-credited and your HELP debt removed. See the RTO and Administration Manager for more information.

Air Gold Coast reserves the right to cancel the enrolment and expel from study any student that threatens the safety of students and staff which will be defined as gross misconduct.

To protect students and staff at AGC, immediate steps will be taken to remedy any claims of behaviour that goes against AGC's student conduct guidelines. A process of natural justice will be undertaken where all parties involved will have the chance to provide information.

AGC will provide at least 28 days for the student who is accused of misconduct to initiate grievance procedures before the cancellation takes effect. During this time for the safety of AGC Staff and students, the person accused may be removed from study while AGC mediates the complaint or investigates the claims.

If expelled for misconduct or cancelled due to non-progression a student will forfeit the right to any remuneration and forfeit the right to a refund of fees paid and may incur any costs for damage or stolen items or legal fees if the police become involved.

This applies to all tuition fees for the course or study periods of which the census date has past. If a student is removed prior to a study period census date, the student will not incur tuition fees for that study period.

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.)

References

- VSL Withdrawal Policy and Form
- Re-crediting a VET Student Loan Balance

OTHER 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. The following policies and Procedures can be found on the Air Gold Coast website.

Access and Equity

Air Gold Coast is committed to ensuring training access is maximised for all clients. All participants will be recruited ethically and responsibly, consistent with the requirements of the endorsed Training Package. We will ensure equity principles for all clients are implemented through the fair allocation of resources and the right to equal opportunity without discrimination

Privacy and Information Handling Policy

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, Independent Tertiary Education Council Australia (ITECA); the tuition assurance scheme and the Civil Aviation Safety Authority.

Academic Appeals

Academic matters include those matters which relate to student progress, assessment, course content or awards in a Vocational Education and Training (VET) course of study. Academic appeals relating to Civil Aviation Safety Authority (CASA) exams must be directed to CASA.

Any complaint about an assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the grievance.

Non-Academic Grievance

Non-academic complaints may include but are not limited to operational, administrative, discrimination and harassment issues. Examples of these could include alleged sexual harassment, racial or sexual discrimination, physical or verbal abuse.

During all stages of the Complaints Procedure, Air Gold Coast will take all steps to ensure that the complainant and the respondent will not be victimised or discriminated against.

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.

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 Air Gold Coast, are publicly perceived. Behaviour which is not acceptable in the workplace in relation to staff, students, 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 staff, students or clients is unacceptable.

Expressions of opinions or attitudes which reflect negatively upon Air Gold Coast or upon our staff, students or clients and bring any of them into disrepute are unacceptable. It is also improper to suggest or infer that Air Gold Coast 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.

Improper use of social media also has the possibility to affect future employment opportunities. Beware of posting anything that could have a negative impact on your future employment opportunities. This should be taken into consideration when posting social media comments.

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.

ADDITIONAL RESOURCES

Centrelink

Centrelink delivers Government payments to eligible students. To find out the conditions of eligibility, refer to the Human Services website for Centrelink information: www.humanservices.gov.au

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>

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>

Contact Us:

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