



Student Pilot Handbook 2017

Student Handbook for 2017

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Welcome to the Redcliffe Aero Club

The driving force behind the dream of an airport for Redcliffe belongs to the late [Norman Douglas Thurecht](#), ultimately Member No.1 and now Honorary Life Member.

It all started in the early sixties, Norm had learned to fly at Archerfield, which was a long drive from Redcliffe in those days, and he was determined that the community should have its own airfield. He spotted the potential site whilst returning from one of his many flights to Thursday Island. He was greatly enthused and his wife, Jean, recalled she was horrified when he took her to the location. 'I had to wade through knee deep water' she recalls but Norm was serious and he set about gaining support.

Mr Colin Bainbridge, Member No. 3, became his right-hand man and together they sought community support. The Redcliffe City Council was supportive and the Civil Engineer, Mr Kevin Tibbitts, Member No. 62, was behind the project. The difficulty was in gaining Department of Civil Aviation (DCA) approval; nothing really changes, perhaps names. The immediate response was NO! as it was on two further occasions, but DCA did say that when Brisbane had radar coverage it could be re-considered. In the meantime, Norm established a strip at Caboolture - not the current airfield, which was outside Brisbane Control.

Around 1965, armed with local support of the Redcliffe City Council, medical professionals and pilots, approaches were made again to DCA; the vital link of radar coverage was in place and approval was granted.

The first aircraft to land at Redcliffe did so in 1967. However, the strip was still not to licence standard. I do not think it was envisaged that the airfield would ever take-off in the way that it has over recent years; although it always had the advantage of being close but outside Brisbane Control. I am sure Norm Thurecht would be pleased with his legacy to Redcliffe. It should be acknowledged that none of this would have been possible without the support of the Redcliffe City Council and many members of the community at the time.

With an operational airstrip, the move to commence an Aero Club began in mid 1969 a public meeting was called and formed a committee with a Preliminary President, Mr Garth West and Preliminary Secretary, Mr Colin Bainbridge. The inaugural meeting was held at the Seabrese Hotel on the 30th October 1969. The Club was incorporated on the 22nd September 1970, but flying training could not commence until the airfield as licensed. The works required to achieve this were eventually completed and licence was granted on the 8th October 1971.

Initially, club training was a shared arrangement with Mr. Norm Thurecht's Redcliffe Flying Service. The first office was shared between the two organisations and was originally a building moved to the airfield from Krebs Sawmill and was located adjacent to Nathan Road, which was then barely passable track. Subsequently, a new building, which exists today in the fibro building located to the west of the clubhouse was constructed. The task was undertaken by Mr. Graham Keilor and Mr. John Farrell and commenced in February, 1973.

The Club's first hangar was constructed in April 1972. That year the field was inundated by king tides which ultimately led to the Redcliffe City Council constructing the levee bank we see today. 1972 was the first time the Redcliffe airfield was listed in the DCA publications.

The Club benefited from the generosity of Mr. David Eban, who offered a building he had acquired, for use as a clubhouse. The offer was accepted and on the 18th November 1978, the Club moved premises. It was subsequently destroyed by fire in 1993 and the structure that exists today was built. The club constructed its new hangar which was officially opened on 14th July 1998 and named the [Norman Thurecht Memorial Hangar](#).

Over the years, many people have contributed to the success of the Redcliffe Aero Club, which has a proud record of achievement. Many students have gone on to have successful careers in aviation and the Club continues to grow in reputation and size - may it continue.

Contact Details

Redcliffe Aero Club
1 Wirraway Drive
Kippa Ring, QLD
Australia 4021
Tel: (61 7) 3203 1777
Fax: (61 7) 3203 3514

Courses

We offer a number of courses associated with pilot training. The main course is the AVI50415 Diploma of Aviation (Instrument Flight Operations) (currently release 1 effective 6/12/2015) which the industry refers to as an instrument rating.

Typically, AVI50415 course runs over a period of 11 months' full time. The Instrument rating course will vary in duration depending on whether the applicant holds a Private Pilot License or a Commercial Pilot License at the time of commencement. The holder of a PPL will spend approximately 11 months to reach the Instrument rating level whereas the holder of a CPL will take approximately 2 months. The course AVI50215 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) (release 1 current 6/12/2015) will take approximately 12 months however we are not currently offering that course.

All courses are run at our premises located at 1 Wirraway Drive, Kippa-Ring QLD.

All course details including costs are on the RAC website www.redcliffeaeroclub.com.au.

Commercial Pilot License - AVI50215, the Diploma of Aviation (Commercial Pilot Licence - Aeroplane)

This qualification reflects the roles of flight crew personnel performing normal and emergency commercial pilot duties in support of commercial or Defence aviation flight operations.

Flight crew duties include applying technical and non-technical aviation skills and knowledge to a wide range of air transport operations, including passenger, charter and cargo operations.

Individuals working at this level will apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility in known or changing contexts and within broad but established parameters.

This qualification forms some of the requirements for certification as a commercial pilot by the Civil Aviation Safety Authority (CASA) as directed by Civil Aviation Safety Regulation (CASR) Part 61 Flight crew licensing.

The units of competency comprising this course are listed below. Please note that they may not be delivered in the order shown and will be grouped into clusters called study periods.

AVIE4001	Maintain aircraft radio communications
AVIF0004	Implement aviation risk management processes
AVIF0005	Implement aviation fatigue risk management processes
AVIF0007	Implement threat and error management strategies
AVIF0008	Manage safe flight operations
AVIF0011	Manage aircraft passengers and cargo
AVIF0014	Manage human factors in aviation operations
AVIH0002	Plan a flight under visual flight rules
AVIH4001	Navigate aircraft under visual flight rules
AVILIC0001	Licence to operate a commercial aeroplane
AVIO0002	Manage disruptive behaviour and unlawful interference with aviation
AVIW4001	Manage pre- and post-flight actions
AVIW5018	Operate and manage aircraft systems
AVIY0001	Operate aircraft using aircraft flight instruments
AVIY0002	Operate in controlled airspace
AVIY0003	Operate in Class G airspace
AVIY0004	Operate at non-towered aerodromes
AVIY0005	Operate at a controlled aerodrome
AVIY0008	Apply aeronautical knowledge to aviation operations
AVIY0009	Apply the principles of civil air law to aviation operations
AVIY0018	Execute advanced aeroplane manoeuvres and procedures
AVIY0019	Manage abnormal aeroplane flight situations
AVIY4001	Control aeroplane on the ground
AVIY4002	Take off aeroplane
AVIY4003	Control aeroplane in normal flight
AVIY4004	Land aeroplane
AVIY4007	Manage aircraft fuel
AVIZ4001	Manage situational awareness in aircraft flight
All units listed above and the one elective listed below	
AVIH4013	Navigate aircraft under night visual flight rules

Instrument rating – AVI50415 – Diploma of Aviation (Instrument Rating)

The Instrument rating course, AVI50415 - Diploma of Aviation (Instrument Rating), comprises the following units again not necessarily delivered in the order shown and usually delivered in clusters.

AVIF0007	Implement threat and error management strategies
AVIF0008	Manage safe flight operations
AVIH0005	Plan a flight under instrument flight rules
AVIH5017	Navigate aircraft under instrument flight rules
AVIW5018	Operate and manage aircraft systems
AVIY0001	Operate aircraft using aircraft flight instruments
AVIY0013	Conduct a 2D instrument approach
AVIY0022	Perform instrument arrival and standard arrival route procedures
AVIY5024	Operate aircraft in the traffic pattern at night
AVIY5027	Perform non published instrument departure procedures
AVIY5028	Perform published instrument departure procedures
AVIY5033	Perform visual circling approach
All units listed above plus one elective listed below	
AVIY5023	Operate a multi engine aeroplane

Facilities and resources

A list of the aircraft fleet owned by RAC is available on our website. Here you can also see pictures of the club house and the RAC 7000 Flight Simulator.

Course costs

There are two ways in which an applicant can pay for their course. On a fee for service basis, the applicant pays for the course along the way. If you meet certain eligibility requirements, you may be able to access a loan from the Commonwealth Government under the VET Student Loan scheme. If you are using the VET Student loan scheme from the Commonwealth Government, you also need to read all information under the VET Student Loan section at the back of the handbook along with the Course Fee information on the company website at <http://www.redcliffeaeroclub.com.au/index.php/diploma-courses-avi50415/#tab-id-4>

The following section of this handbook summarises the Redcliffe Aero Clubs policies regarding our services and client service standards. If you require more detailed information about any of these matters, please contact our administration team.

Your Privacy

The Redcliffe Aero Club RAC understands the importance people place on their privacy and personal information. As such we take your privacy very seriously and comply with the requirements of the Australian Privacy Principles of the Commonwealth Privacy law where they apply to our dealings with you the student.

In some cases, we will be required by law to make student information available to others such as regulatory bodies from State or Federal Government Departments. In all other cases, we ensure that we will seek the written permission of the student before any information held about them is accessed by any person outside of the employment of the aero club.

The relevant Privacy Principles are summarized as:

Collection	We will collect only the information necessary for our primary function and you, the student, will be told the purposes for which the information is collected. Some of the information we collect is required under law and accessed by regulatory bodies.
Use and disclosure	Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
Data quality	We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
Security	We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
Openness	We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
Access	The individual will be given access to the information held about them, at their request. This includes anything held on the student's file including assessment results and participation records.
Sensitive Information	We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background.

If you are a VET Student Loan Student, please refer to specific privacy information in the back section of this handbook.

Student Code of Conduct

When attending, a course run by RAC we ask all students to be courteous to each other, to our staff and to all people who they encounter in and around the venue. Please consider and abide by these basic rules.

- All students must comply with all reasonable requests and requirements made by staff at all times
- No student should attend any class or practical activity whilst under the influence of alcohol or any drugs (prescribed or otherwise)
- As we operate in a tightly controlled safety conscious industry, if your judgement is impaired by illness, medical condition or tiredness, you should not attend. If you are unsure, please discuss with one of our staff
- Any form of discrimination (sexual, racial etc), bullying, any form of harassment (see below for definitions) or any obscene, offensive or insulting language or behaviour, will not be tolerated
- Disruptive behaviour is unacceptable and will not be tolerated.

- Any alleged breaking of any state or federal law witnessed by or reported to us will be reported to the relevant authority (eg. stealing, damaging property, assault etc.)
- Everyone must observe all safety and warning signs and any written direction at all times

Sanctions including cancellation of enrolment without refund, being asked to leave the training venue, attending an interview or mediation may be imposed and are purely at the discretion of the Chief Flying Instructor or the Instructor in charge if the CFI is absent from the building or training venue. All decisions are subject to our appeals process. Further details of appeals processes are found later in this handbook.

Access and Equity

We are committed to ensuring that we offer opportunities to all people on an equal and fair basis including:

- women where under-represented,
- people with disabilities (where safe and reasonable to do so),
- people from non-English speaking backgrounds,
- Indigenous Australians, and
- rural and remote learners.

All students have equal access to our training and assessment programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy or sexual orientation.

There will however be genuine occupational requirements for a person to safely fly an aircraft and some people with physical or mental impairments or disabilities or with low language, literacy and/or numeracy skills may not cope with the requirements of the course or the physical requirements of controlling an aircraft. These will be discussed individually with potential students should they be identified.

Student selection

RAC is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the training package requirements. The student selection procedures used by RAC are fair, transparent procedures based on merit for making decisions about; the selection, from among potential students; and the treatment of students and their information.

Selection into RAC programs is based upon the applicant student satisfying any pre-requisite qualifications and meeting any age and health requirements. The student selection process is used to select from among potential students. All potential students will be treated in the same manner and will be assessed for entry to study through the same published entry requirements and through the same process. RAC shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

Any issues or questions regarding access and equity can be directed to the Chief Flying Instructor.

Harassment and Discrimination Policy

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff, students and visitors feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of communication, mentoring and by setting the expected behavioural example. All of our staff are aware of the processes and procedures for addressing any form of alleged harassment or discrimination.

Staff are aware and students should be aware of the following definitions:

Bullying - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Confidentiality - refers to information kept in trust and divulged only to those who need to know.

Discrimination - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another form of discrimination.

Harassment - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.

Personnel - refers to all employees and agents of RAC

Racial Harassment - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

Sexual Harassment - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

Victimisation - is punishing or treating an individual unfairly because they have made a complaint, or are believed to have made a complaint, or to have supported someone who has made a complaint.

Specific principles

- All staff and students have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination are to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When a staff member is informed of any harassment or discrimination they have the responsibility to take immediate and appropriate action to address it,

- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation.
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

Grievances / Complaints

For the purpose of this guideline, a grievance and a complaint are considered to be the same. Any person who feels aggrieved by an action or decision can access a confidential resolution process with a minimum of delay and formality. This policy will be applied equally to students currently enrolled and to prospective students seeking to enroll. The policy applies regardless of the location at which the grievance has arisen.

Such complaints may include, but are not limited to:

Academic matters: assessment, progress, course content or certificates / awards in a VET course of study.

Non-academic matters: examples include complaints related to access and conditions and complaints related to teaching or support services or provision of facilities. Non-academic grievances also include alleged harassment, alleged discrimination, financial matters, fines and payments, application procedures and tend to arise from events occurring at a provider or from decisions made by a provider.

Informal resolution

The student is encouraged to resolve any difficulty with the staff member(s) in question, in an informal manner. In the case of academic concerns, the matter should be taken up with the instructor concerned. In the case of an administrative matter it should be taken up with the administration staff.

Formal process

The RAC has a formal process to allow for students to lodge formal grievances. If the basis of the grievance appears to be a breach of any State or Commonwealth law, RAC will not become involved other than simply referring the matter to the appropriate authority.

Procedural guidelines - complaints

- any complaint is to be lodged in writing. The person making the complaint (the complainant) is required to outline their complaint in an email or in a letter to the CFI providing sufficient detail for the CFI to commence an investigation into the matter. The document must outline what steps have been taken to attempt resolution (informally) and what the complainant would like the outcome to be.
- the complainant is given a written response following the receipt of their complaint and updates if the matter cannot be resolved inside a 30-calendar day period.

- the provision exists for a written statement of the outcome of the complaint, including full details of the reasons for the outcome.
- RAC makes the provision that each party may be accompanied and assisted by a third party of their choice, with the agreement of each party, at any meeting required during the complaint management process.
- RAC has arrangements in place for a person or body independent of and external to the VET provider, that is established or nominated by the VET provider, to hear unresolved appeals arising from the VET provider's internal procedure where that procedure does not resolve the complaint;
- RAC has a requirement to keep appropriate records of all grievances/complaints for at least five years, and allow parties to the complaint appropriate access to these records. Such records as required are treated as confidential and are subject to the conditions outlined in our privacy policy regarding personal information.
- reasonable timelines for responses to each stage of the process are observed.

A student enrolled in a course or a prospective student, who has a complaint regarding any matter, other than academic decisions, should undertake the following steps:

Stage One: Try to resolve the issue informally

Stage Two: If this does not resolve the issue, a formal grievance document with the concern should be presented in writing either by email or a letter to the office administrator. Depending on the nature of the grievance the office administrator will investigate the matter and arrange an appointment with the complainant, to discuss and attempt to resolve the issue within 10 working days of the complaint submission. The office administrator will then assess the complaint, determine the process for it to be managed and advise the complainant. All documentation must be maintained and treated as confidential.

This decision can be appealed by the complainant. Appeals can be made in writing directly to the CEO for review. The CEO will assess the initial complaint, the way in which it was investigated/managed and the subsequent appeal. The CEO will notify the complainant of the outcome of their appeal within 14 working days.

Stage Three: If the matter is not resolved to the satisfaction of both parties following the stage two and any subsequent appeal, the matter will be handed to a designated suitably qualified external party for consideration. All correspondence and conversations will be documented and any costs involved paid for by the RAC.

The Qld Government's Dispute Resolution service will be used should the need arise. Details can be found by following [this link](#).

Procedural guidelines – appeals

An appeal is a question or grievance about an assessment outcome (sometimes called an academic appeal) or any other decision we make. RAC has a process for re-evaluating assessment outcomes if the student is unhappy with the outcome and for reconsidering any decision made. All appeals involve a senior staff member who is independent of the initial matter which is subject to the appeal and who holds the relevant academic qualifications.

Academic Appeals - If you are unhappy with the outcome of assessment you should first approach your initial instructor and make sure that the reasons for being unsuccessful are understood. Once that has been done and you are not satisfied with the outcome or you are still not sure why the assessment was unsuccessful, contact any other staff member to discuss the procedure for lodging the appeal.

RAC will deal with any appeal in an effective and timely manner, aiming to resolve all appeals within one week of the appeal being lodged in writing by the student.

- Each appeal must be lodged in writing and the outcome of the resolution will be made in writing;
- Any person who lodges an appeal will be given the opportunity to present their case in an unbiased and independent environment. The independence of the party or panel must be mutually agreed;
- We will act upon any substantiated complaint or appeal and may see the result as an Improvement Opportunity for us.

The CFI is responsible for managing the resolution of any appeal or complaint and will be able to supply and assist with the relevant appeal or complaint form as required.

All appeals and complaints including their resolutions are reviewed at our management meetings and, if appropriate, will result in a continuous improvements activity.

Independent parties

For all academic appeals, the independent party is:

Level 1 and 2
13-15 Bridge Street
Sydney NSW 2000
<https://www.resolution.institute/>

Resolution Institute is a vibrant community of mediators, arbitrators, adjudicators, restorative justice practitioners and other DR professionals. Created as a result of the integration of LEADR with IAMA in 2014, we are a not-for-profit organisation with more than 4,000 members in Australia, New Zealand and the Asia Pacific region

For non-academic grievances, the independent third party is:

Dispute Resolution Branch
Queensland Department of Justice
Level 1
Brisbane Magistrates Court
363 George Street
Brisbane QLD 4000
07 3006 2518
Or any of the Department's Dispute resolution centres
<http://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/setting-disputes-out-of-court/dispute-resolution-centres/>

Recommendations received from the above mentioned external review parties relating to specific complaints will be accepted by the Redcliffe Aero Club. Recommendations of a general nature will be considered by the CEO or Chief Flying Instructor for inclusion in RACs continuous improvement process.

Legislative Requirements

We are subject to a range of legislation relating to training and assessment as well as general business practice including matters such as your safety, privacy, and rights to name a few.

There are also a number of legislative requirements that you will be made aware of throughout your course.

This legislation is continually being updated and all staff are made aware of any changes through our internal improvement processes. If you want to view current legislation, follow the links by clicking on the heading below.

The legislation that particularly effects your participation in Vocational Education and Training includes:

Commonwealth Legislation

- Age Discrimination Act 2004
- Civil Aviation Act 1988
- Civil Aviation (Carrier's Liability) Act 1970
- Copyright Act 1968
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1998
- Skilling Australia's Workforce Act 2005
- The National Vocational Education and Training Regulator Act 2011
- Higher Education Support Act 2003

State Based Legislation (Queensland)

- Fair Trading Act 1989 (advertising and marketing)
- Work, Health and Safety Act 2011 and Regulations (2011)

If a complaint made by a student to The Redcliffe Aero Club involves an allegation of criminal misconduct, The Redcliffe Aero Club will immediately refer the matter to the appropriate authority.

Occupational Health and Safety Policy

The Work, Health and Safety Act 2011 describes the duty of care we have to provide a safe and healthy working environment for our employees and our duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use;
- adequate staff training in topics such as safe work procedures;
- properly maintained aircraft, facilities and equipment;
- a clean and suitably designed workplace.

The following procedures and standards must be observed by everyone to help achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure student safety at all times,
- All unsafe situations are recognised and reported,
- Display first aid and safety procedures for all staff and students to see,
- Report any identified Health and Safety hazard to the appropriate staff member as required.

Fees and Refund Policy

Unless funded under the Government VET Student Loan scheme, all of our courses attract fees which are charged directly to the student and are usually charged in arrears. The website has all the information about costs including our refund policy.

Typically, payments are spread over the course duration. For fee for service applicants, an initial deposit of \$1,000 is required at least five working days prior to course commencement. Further payments are to be made in instalments to ensure that each student's account always remains in credit. Alternately, the total amount of the balance may be paid on commencement. Should any account show a nil or debit balance, all training will cease immediately and will only recommence when the account is returned to credit. All monies in credit are fully refundable should you decide to leave the course at any time.

Please note that costs are calculated on the minimum requirement of each licence level as specified by the Redcliffe Aero Club's Syllabus of Training. Prices are current as of the date of last review and are subject to change without notice.

For students who require a replacement testamur, upon validation of training with the RAC a student may order a replacement Testamur for a fee of \$25.

Student Assessment Records Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of records without jeopardising the confidentiality of the records or our student's privacy. This is a requirement of both the Civil Aviation Safety Authority and our training organisation regulator, the Australian Skills Quality Authority.

Individual hardcopy student records will be stored in a locked secure area in the CFI's office. Our electronic records are stored and backed up weekly and are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

Our software and hardcopy systems will retain student results for a period of not less than 30 years.

Access to individual student assessment records will be limited to those who require those records for specific purposes including:

- Instructors to access and update the records of the students with whom they are working,
- management and administration staff as required to ensure the smooth and efficient operation of the business,
- Officers from State or Federal auditing/regulatory bodies or their representatives,

or those required by law such as:

- people as are permitted by law to access these records (e.g. through a subpoena or a search warrant) or student's authorising release of specific information to third parties in writing.

Enrolment

The enrolment forms can be filled in when you arrive on the first day of the course. Enrolment forms can be accessed by calling our office if you wish to fill it out before course start day.

Entry Requirements

Prerequisites

Whilst there are no prerequisites according to the Training Packaging Rules, the Civil Aviation Safety Authority (CASA) state that learners should be able pass the aviation English proficiency at level 6, in addition they suggest they have a reasonable grasp of mathematics in addition to being able to meet the requirements to hold an Aviation Medical (Class 1). Therefore, these points are discussed with the potential student to ensure their awareness of these skills in order to achieve a CASA licence outcome in addition to completing the Diploma course.

Students of this course must have:

- a Current class 1 (as applicable to PPL and CPL) Aviation Medical*

And either a:

- CASA issued Private Pilots Licence (PPL)
- CASA issued Commercial Pilots Licence (CPL)

In addition to participate in the course students will also require:

- Aviation English Level 6 and a reasonable grasp of maths
- ASIC Security Clearance*
- ASL Exam fees*
- Club membership fees*
- Flight tests including flight cost, examiner fee and CASA administration fees*
- A good watch with a clear face and a sweeping second hand*
- Uniform**
- Text Books**
- A general aviation headset** (optional but recommended)
- Please note the course fee includes one attempt at every flight lesson and assessment. Additional training required to meet competence will be charged at the applicable RAC/ASL rate and will be payable at the completion of the flight or exam.

An LLN Core Skills Pre-Assessment will be conducted in order to offer the correct level of support that is needed to graduate from the course. Students that are assessed as requiring support to meet the minimum entry requirements (LLN exit level 3) will be required to undertake training** to reach the required standard before being admitted to the course. This may result in a student have Additionally, students are required by CASA to hold speaking level 6 and a reasonable grasp of maths to qualify for their CASA licences.

* Students are required to provide these at their own expense prior to or during the course.

** These items will be purchased by the student at their own expense when advised by the trainer throughout the course.

Unique Student Identifier (USI number)

What is a USI?

The Unique Student Identifier or USI, is a reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- will give you access to your training records and transcripts (available in mid 2016)
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

Who needs a USI and why?

If you are a new or continuing student undertaking nationally recognised training and course you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training. Applicants should obtain their USI before enrolling. Follow this link for more information.

[Creating a USI](#)

Induction

Once all students have completed the enrolment session they will complete an induction program which will cover:

- Confirmation of the course content to be delivered.
- The training and assessment procedures, including method, format and purpose of assessment
- Confirmation that all the above information was provided and handouts were distributed

Exit Point

All RTO training delivered at RAC is delivered in a holistic nature as dictated by CASA and the Course Unit Requirements. As such the final flight test for both courses make up a significant part of the assessment. Since the Licence/Rating is not issued until all assessment items and flight test are complete, there is no exit point available to the students during the course.

Language, Literacy and Numeracy (LLN) Assistance

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 a student's needs exceed our skill we will refer the student to an external support provider such as their local TAFE campus.

Specific entry requirements for language, literacy and numeracy exist for VET Student Loans students. See information under the relevant section at the end of this handbook.

Credit Transfer and Recognition of Prior Learning

As a Registered Training Organisation, Redcliffe Aero Club is obliged to recognise Australian Quality Framework Statements of Attainment issued by other Registered Training Organisations. Where a student has received a Statement of Attainment which includes any Unit of Competency included in the Diploma in which the student has enrolled a credit transfer will be available for the common Units of Competency.

RPL may also be available for Units of Competency where a student holds a CASA issued Commercial Pilot Licence or Instrument Rating and can demonstrate competence against Units of Competency.

Recognition of prior learning (RPL), is a process for giving candidates credit for skills, knowledge and experience gained through working and learning. It can be gained at any stage of their lives, through formal and informal learning, in Australia or overseas, through work or other activities such as volunteering.

Recognition of Prior Learning will only be available to applicants who can evidence their experience. Evidence is not limited to, but may include copies of training records, logbooks, licences, certificates and results of courses and modules undertaken in a formal training setting.

You must supply copies of training records, logbook, licences, certificates and results of courses and modules or units that you have undertaken and/or completed in a formal training setting.

If you are unable to supply the required documentary evidence, you will not be eligible for credits from the previous training or competencies sought.

To apply for recognition of prior learning:

- Arrange for an interview with the Chief Flying Instructor who will assess the evidence supplied and if necessary may request you supply additional evidence.
- Gather all relevant documentary evidence (as guided by your instructor) relating to training and experience in the competencies for which recognition is sought.
- The Chief Flying Instructor will contact your previous flying school to obtain your student records. These will be used to verify the evidence you have supplied.
- After reviewing all documentary evidence, the Chief Flying Instructor may require further evidence of competency through one or both of the following:
 - Assessment of flying skills
 - Testing of theoretical knowledge.
- The Chief Flying Instructor shall, on the basis of the evidence, determine the recognition to be given.
- The Redcliffe Aero Club will advise you of the outcome of your application.
- If you are not satisfied with the outcome, you may appeal in accordance with the Appeals procedure (detailed in this handbook).

Student Support, Welfare and Guidance

We will assist all students in their genuine efforts to complete our training programs.

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 RAC.

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

Should you be experiencing any personal difficulties you should make contact directly with the CFI who will assist you to the full extent of his capacity.

If your needs exceed our support capacity, we will refer you onto an appropriate external agency.

Alternatively, if you require support immediately you can contact the following agencies at your convenience:

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 Service	1800 177 833 (24-hour counselling and information)
Domestic Violence helpline	1800 811 811
Family Drug Support	1300 368 186
Lifeline	131 114
Men's Line Australia	1300 789 978

Pregnancy Counselling Australia	1300 737 732
Pregnancy Help Line	1300 139 313
Quitline	13 18 48
Salvation Army	1300 363 622
Statewide Sexual Assault Helpline	1800 010 120

Discipline

RAC provides training and assessment services in a spirit of cooperation and mutual respect. If an instructor or staff member is unhappy or dissatisfied with the behavior or non-academic performance of a student the instructor has the authority to:

- Warn the student that their behavior or performance is unsuitable, or
- Cease the current training and/or assessment and postpone it, or
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure. We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary standards will be discussed with the CFI and the appropriate action will be taken.

Student selection and enrolment

RAC is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level, training package and regulatory requirements. The student selection procedures used by RAC are fair, transparent procedures based on merit for making decisions about; the **selection**, from among potential students; and the **treatment** of students and their information. This policy will be available to all on the RAC website.

Selection into RAC programs is based upon the applicant student:

- satisfying appropriate funding body entry criteria (where applicable);
- meeting any pre-requisite qualifications (including language, literacy and numeracy standards for VET Student Loan funded students and,
- meeting any age and health requirements.

The student selection process is used to select from among potential students. All potential students will be treated in the same manner and will be assessed for entry to study through the same published entry requirements and through the same process. RAC shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

Course Admission

All applicants for enrolment are required to satisfy The Redcliffe Aero Club that they meet all prerequisite requirements as outlined in Civil Aviation Safety Regulations - Manual of Standards, National Training Package and any relevant funded requirements prior to acceptance for admission to the courses.

RAC also reserves the right to refuse enrolment where a reasonable doubt exists that a potential applicant will not be able to successfully complete a course being offered having due regard to the learning outcomes and assessment criteria and conditions.

All potential course participants are encouraged to check the competencies and/or learning outcomes of courses to ensure they understand the performance requirements prior to enrolment. If there is some doubt as to the requirements or outcomes of a course assistance will be offered in clarifying the suitability of the course to the applicant.

The training costs and fees associated with the courses offered by RAC are outlined on the website and are provided to the applicant at the time an initial inquiry is made.

Student Enrolment Process

1. Student Registers an Expression of Interest with the club at the reception desk.
2. Student is invited to an information meeting with the Club.
 - This is used as an opportunity to provide the student with information about the course and to answer any enquires. The student will also have an opportunity to look at the facilities and training equipment to be used. At this stage RAC will inform the student of the upcoming intakes for the course. During the meeting, course fees including VET Student loan scheme is discussed (where applicable).
3. Should the student wish to apply to study at RAC he/she will need to attend an assessment half day at the Aero Club which will include an aviation related questionnaire and a challenge test in a C172.
4. RAC is limited to a finite number of aircraft and teaching staff. Successful applicants will be notified of the start date and course they have been accepted for.

Statement of VET Tuition Assurance

1. Under the provisions of *Schedule 1A of the Higher Education Support Act 2003 (HESA)* and Chapter 3 of the VET Provider Guidelines, The Redcliffe Aero Club ABN 74 009 819 792 ACN 009 819 792 (the First Provider) must comply with the VET Tuition Assurance requirements. This is to protect VET students in the event that The Redcliffe Aero Club ceases to provide a VET course of study in which a VET student is enrolled. The meaning of “ceasing to provide a VET course of study” is set out at paragraph 3.5.2 of the *VET Provider Guidelines*. A copy of these is available from: <http://www.deewr.gov.au/VetFeeHelp>.

2. In the event that The Redcliffe Aero Club ceases to provide a VET course of study in which a VET student is enrolled the VET student is entitled to a choice of:

a) an offer of a place in a similar VET course of study with a Second Provider without any requirement to pay the Second Provider any VET tuition fee for any replacement VET units (this is known as the “**VET Course Assurance Option**”);

OR

b) a refund of their up-front VET tuition fee payments and/or a re-crediting of any FEE-HELP balance for any VET unit of study that the student was enrolled in or commences but does not complete because The Redcliffe Aero Club ceases to provide the VET course of study of which the VET unit forms part (this is known as the “**VET Tuition Fee Repayment Option**”)

3. The Redcliffe Aero Club has met the VET tuition assurance requirements as specified in the VET Provider Guidelines through its current membership of the ACPET ASTAS-VET scheme. Contact details for ACPET are:

National Office

Suite 101, Level 1, 126 Wellington Parade, East Melbourne, Vic 3002, Australia, PO Box 551, East Melbourne, Vic

4. If The Redcliffe Aero Club ceases to provide a VET course of study, ACPET will send a VET student enrolled in the VET course of study a written VET Tuition Assurance Offer (the Offer) advising the VET student of the options available under the VET tuition assurance requirements. The Offer will include directions that the VET student must follow in order to notify ACPET of the choice they have made for each affected VET unit. ACPET will provide this Offer within twenty *Business Days* after it knows, or should know by reasonable enquiries that The Redcliffe Aero Club has ceased to provide the VET course of study.

5. For the purposes of VET FEE-HELP, all courses offered by The Redcliffe Aero Club in accordance with the course requirements of clause 45 of Schedule 1A of the *Higher Education Support Act 2003* are covered by the ACPET ASTAS-VET ("the Scheme") as part of Australian Wings Academy Pty Ltd's membership of the Scheme.

6. A VET student may choose either:

The VET Course Assurance Option

7. Under the VET course assurance option, a VET student will be offered a place in a similar VET course of study by ACPET. If the VET student accepts this option, ACPET will make all necessary arrangements to ensure a student is able to enrol with the Second Provider in the similar VET course of study. This offered VET course will lead to the same or a comparable qualification without any requirement on the part of the student to pay the Second Provider any VET tuition fee for any replacement VET units (that is, units that the student had commenced but not completed because the VET course ceased to be offered). A VET student will receive full credit from the Second Provider for any VET units of study successfully completed at Australian Wings Academy Pty Ltd.

8. The Second Provider nominated by ACPET may have different VET tuition fees to the fees the VET student would have paid for VET units of study which were part of the VET course of study The Redcliffe Aero Club ceased to provide but which the VET student had not yet started studying.

9. A VET student is not obliged to enrol in a VET course of study with a Second Provider offered by ACPET under the VET Course Assurance Option. However, if he/she enrolls with any other VET provider there is no obligation on that VET provider to offer full credit transfer for the VET units of study completed with The Redcliffe Aero Club or to offer replacement VET unit/s free of charge.

OR

The VET Tuition Fee Repayment Option

10. Under the VET Tuition Fee Repayment Option, ACPET undertakes to pay the VET student the total of any up-front VET payments already paid by the VET student for any VET units of study the VET student has commenced but not completed because the VET course ceased to be offered. VET Students selecting this option will also have their FEE-HELP balance re-credited for the uncompleted VET units.

Publication

The method this *Statement of VET Tuition Assurance* will be made public to VET students will be on The Redcliffe Aero Club website (www.redcliffeaeroclub.com.au). The Redcliffe Aero Club will also advise VET students about where the *Statement of VET Tuition Assurance* may be obtained from as part of their enrolment information.

VET Student Loans

The following information applies to student who have successfully met the eligibility requirements to access a government loan under the provisions of the Higher Education Support Act 2003.

The alternate to paying your fees as you go, is a Commonwealth Government loan scheme called VET Student Loans which allows the student to undertake training using a loan from the Government and repay that debt through the Australian Taxation System once your income reaches a set figure. The costs involved in training are simply deferred to a later time. Many people would know about a scheme called HECS which has been used in universities since the late 1980s and this is a similar scheme.

General information about VET Student Loans can be found at <http://studyassist.gov.au/sites/studyassist/vet%20student%20loans/pages/vet%20student%20loans>

There are a lot of good frequently asked questions on the study assist website about VET Student Loans. You can access them here.

www.studyassist.gov.au/sites/studyassist/helpfulresources/faqs/pages/faqs

Can I get a loan for the full course cost?

No. For 2017, the cap on the amount of money you can loan through the scheme is \$75,000

How do I pay it back?

You repay the loan through the taxation system in Australia once your income reaches the appropriate threshold.

Can I pay for some of the course and loan the rest?

Yes, you can.

What is a census date?

The census date is the last day you can submit your *Request for Commonwealth assistance* form (to access a Commonwealth supported place or a HELP loan) or withdraw your enrolment without incurring the fees or a HELP debt. If you do not submit your form by the census date, you will not be eligible to access a HELP loan for that study period.

VET Student Loan Invoice Notice

We will issue you a VET Student Loan Invoice Notice no less than 14 days before the census date for each study period so you have plenty of time to consider your study options.

Withdrawing from study

It is important to correctly withdraw from your course or unit of study. If you don't withdraw properly or if you miss the withdrawal deadline, you **will** incur a debt.

How do you withdraw?

To withdraw from a unit or course without incurring a HELP debt or losing an up-front payment, you need to complete your provider's formal withdrawal procedures by the census date. You need to complete the formal withdrawal process for every unit you want to withdraw from, including any units for future study periods. If the course you want to withdraw from involved enrolling in more than one provider, you will need to withdraw from each provider separately. While each provider will have their own policies about withdrawing, the main points are:

- you must withdraw in writing on the Redcliffe Aero Club's official form;
- you must submit this form in time for it to be delivered and processed by the census date;

you should keep a copy of your withdrawal documentation as confirmation that you completed the correct procedure.

What is a Study period?

A study period is a subset of the total course duration on which payments are structured. These only apply to student who are accessing a VET Student Loan.

Study periods, proposed start and end dates and census dates for your course are outlined in a document provided when you enrol.

How do I apply?

To apply for a VET STUDENT LOAN, you will need a tax file number (TFN) and a *Request for VET STUDENT LOAN assistance / loan form* (or a CAF) form. **Please note that the form is only available from the Redcliffe Aero Club.**

Before you sign and submit your form you must read the [VET STUDENT LOAN information for 2016 booklet](#). The form will ask you to provide your TFN. If you don't have a TFN, you can give your provider a *Certificate of application for a TFN*. This certificate is available from the [Australian Taxation Office \(ATO\) \(opens in a new window\)](#) after you have applied for a TFN. Contact the ATO on 13 28 61 for TFN information.

You must submit the signed and completed form to your provider by the census date or administrative date. If do not submit your form on or before the census date, you will not be eligible for a VET STUDENT LOAN.

Cooling off period

A 'two-day gap' delay period is part of the VET Student Loan scheme. Basically, it is a cooling off period (two business days) between when you enroll and when you can submit your Request for VET Student Loan form'.

Higher Education Loan Programme Privacy Notice

The Department of Education (the department) collects your information in accordance with the Australian Privacy Principals, a link to the department's Privacy Policy can be found at <http://www.education.gov.au/condensed-privacy-policy>

Your personal information is collected for the primary purpose of administering your Commonwealth assistance including verifying your eligibility for a CSP and/or a HELP loan. Your information may also be collected for the purpose of research, statistics and program assurance.

Your personal information may be shared with other agencies for the purposes outlined above. These agencies currently include:

- The Australian Taxation Office
- The Department of Immigration and Border Protection
- The Department of Finance
- The National Centre for Vocational Education Research (NCVER)

- The Australian Skills Quality Authority

State and Territory Governments including:

- ACT: The ACT Education and Training Directorate www.det.act.gov.au/training
- NSW: The NSW Department of Education and Communities www.dec.nsw.gov.au/
- VIC: The Department of Education and Early Childhood Development www.education.vic.gov.au
- QLD: The Department of Education, Training and Employment www.deta.qld.gov.au
- NT: Department of Education www.education.nt.gov.au
- WA: The Department of Training and Workforce Development www.dtwd.wa.gov.au
- SA: The Department of Further Education, Employment, Science and Technology www.dfeest.sa.gov.au
- TAS: Skills Tasmania www.skills.tas.gov.au

The authority to collect this information is contained in Part 5-4 Division 179-20 of the Higher Education Support Act 2003. If you do not provide the information required on this form you may not be eligible for Commonwealth Assistance. Giving false or misleading information is a serious offence under the Criminal Code Act 1995. The information collected may not otherwise be disclosed without your consent unless authorised or required by law.

General enquiries

If you wish to speak to someone in the department, please contact the switchboard. To contact the department switchboard please call 1300 566 046 or submit your enquiry through our online enquiry form: <http://education.gov.au/contact-department>

Commonwealth Assistance Notice (CAN)

Redcliffe Aero Club will send you a CAN within 28 days of the census date of each study period that you are using Commonwealth assistance. Your CAN will state how much you have been charged for the units you are enrolled in and the amount of VET STUDENT LOAN debt you have incurred for that study period.

Check your CAN carefully to make sure that:

- the tuition fees on the CAN are the same as those published on your provider's website
- the loan fee has been calculated correctly (if applicable), and
- the CAN does not include any units you withdrew from by the census date.

If you believe the information on your CAN is incorrect, you have 14 days to submit a written application to your provider to request a correction (some providers may allow a longer correction period).

Your Commonwealth Higher Education Student Support Number (CHESSN)

You will be allocated a CHESSN when you first apply for admission to RAC. Your CHESSN is a unique identification number that remains with you during and after your studies. It helps you, your provider and the Australian Government keep up to date with information VET STUDENT LOAN information about the Commonwealth assistance for tertiary study that you have used. Your CHESSN will also be printed on your CAN. You can use your CHESSN and other personal identifying details to access myUniAssist via www.studyassist.gov.au. myUniAssist provides information on how much Commonwealth assistance you have received (but it will not display information related to study undertaken before 2005). You can refer

to the STUDENT LOAN assisted units' tab in myUniAssist to find out how much VET STUDENT LOAN you have used and how much of your STUDENT LOAN limit you have left. myUniAssist is updated with details about your HELP usage as reported by your provider four times a year.

Given the time delay in reporting data, you may need to add any units you have recently enrolled in/are currently enrolled in (refer to your CAN for the relevant study period) to the information shown on myUniAssist to determine your actual entitlements. myUniAssist will not provide information about the current level of your HELP debt as repayments are made to the ATO and myUniAssist is not updated with this information

Privacy

Further to the general information outlined in this handbook, the following is relevant to students enrolled and accessing the VET Student loan.

In accordance with the provisions of the Higher Education Support Act 2003 (the HESA Act) clause 23 of subdivision 4-D – The VET fairness requirements, the procedure under which an enrolled student may apply for, and be given a copy of, any *personal information held about them is as follows.

For the purposes of the policy and procedure, the following definitions are provided.

72 Meaning of VET personal information VET personal information is:

- (a) information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion; and
- (b) obtained or created by a *VET officer for the purposes of Part 2 of this Schedule and Chapter 4.

A VET Officer is defined under clause 74 (inter alia) as an officer or employee of the provider or a person who, although not an officer or employee of the provider, performs services for or on behalf of the provider.

Procedure

A person who is or has been enrolled with RAC can access personal information held about them from the RAC upon request. The request must be in writing and be signed by the student. This document will be available on the RAC website.

Requests cannot be made through email or verbally.

Only the Chief Flying Instructor (CFI) may approve the request but only after sighting an original signed copy of the Personal Information Request Form. Before providing the information sought, a member of the staff of the RAC will authenticate the details of the person requesting and document details of authentication documents sighted on the Personal Information Request Form.

Pre-course assessment of LLN

Unless the applicant can provide a copy of their year 12 certificate (Australian Senior Secondary Certificate of Education), it is a requirement of the VET Student Loan scheme is that applicants undertake a pre-entry language, literacy and numeracy assessment to see if they are academically suited to the course. Whilst this should not be seen as a test, it is a diagnostic tool to provide you and us an idea of whether you have the existing LLN capacity to undertake the level of study required including reading text and materials, writing sometimes complex reports and undertaking complex mathematical equations.

All applicants will be required to undertake the assessment prior to enrolling in any course.

Student Withdrawal Policy

VET FEE-HELP Unit of Study Withdrawal Policy

Redcliffe Aero Club (RAC) is committed to making sure that there are no financial barriers that would prevent a student from withdrawing before or on a census date. A student may cancel their enrolment from a VET unit of study by withdrawing on or before the census date, in which case the student:

- Will not incur a VET FEE-HELP debt for that unit of study.
- Will receive a refund for any up-front tuition fee payment on or before the census date for the specified unit of study from which they are withdrawing.
- Will not be charged an additional penalty or fee to allow them to withdraw from a VET unit of study.

Process for Withdrawal

A student would need to contact the CFI in writing as soon as possible if they wish withdraw from a VET unit of study or want to cancel a request for Commonwealth assistance.

The CFI would then make a time to discuss and help resolve difficulties that might influence a student's decision to withdraw. However, if students have indicated in writing on or before a census date that they are considering withdrawing from a unit of study, RAC will ensure that they are not enrolled in that VET unit of study or subsequent units of study from the time of notification.

The CFI is the first point of contact in the withdrawal process and they will ensure the student completes the RAC Student Withdrawal and Refund Form, which will be kept on the student's file.

Re-enrolment in a VET unit of study

RAC will not enrol students who have withdrawn from a VET unit of study, in subsequent units of study without written instruction from the student. Students who wish to re-enrol in a VET unit of study have to notify the CFI in writing indicating the date of return to training.

Student Review Policy

Purpose

The purpose of this policy is to provide guidelines on the re-credit of FEE HELP balances for all potential and currently enrolled domestic students in a VET FEE-HELP enabled course. In this procedure review means the 'formal consideration of a decision'

Definitions

- a. **The Act** refers to the Higher Education Support Act 2003
- b. **Student:** Refers to students, who are Australian citizens or permanent humanitarian visa holders who will be resident in Australia for the duration of their VET Units of study, and who access VET FEE-HELP for payment of their tuition fees in respect of the VET unit of study in which they are enrolled.
- c. **Census Date:** A published date, set by the provider, no earlier than 20% of the way through a VET Unit of Study.
- d. **Tuition Fees:** Fees paid for a VET Unit of Study that is approved for VET FEE-HELP and applies to students who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.
- e. **Unit or VET Unit of Study:** A VET unit of study approved for VET FEE-HELP that a student may undertake at Redcliffe Aero Club, for which the student may access VET FEE-HELP assistance to pay for all or part of their tuition fees.

Policy Content

Redcliffe Aero Club has put in place the following procedure for reviewing decisions related to the re-crediting of a FEE HELP balance for students who have withdrawn after the census date or have failed to complete a unit of study because of special circumstances. These procedures ensure that Redcliffe Aero Club Pty Ltd complies with the fairness requirements in relation to review procedures for VET FEE-HELP.

Incurring a Vet Fee Help debt

Students who are, or would be, eligible for VET FEE HELP assistance and have requested VET FEE-HELP who withdraw from a unit on or before the census date will not incur a VET FEE-HELP debt for the tuition fees for that unit. Students who have requested VET FEE-HELP assistance who remain enrolled after the published census date will incur a VET FEE-HELP debt. A Student who withdraws from a Unit after the published census date for that Unit will incur a VET FEE-HELP debt for that Unit.

Re-crediting a FEE HELP balance

Students who withdraw from a Unit after the published census date, or fail to complete a Unit, may apply to have their FEE-HELP balance re-credited with respect to the Unit if they believe **special circumstances** apply in accordance with the following procedures.

Special Circumstances

If a Student withdraws from a Unit after the published census date for that Unit, or has been unable to successfully complete a Unit and believes this was due to special circumstances, the student may apply to have their FEE-HELP balance re-credited for the affected unit/s. Redcliffe Aero Club will re-credit the Student's FEE-HELP balance if it is satisfied that

Special Circumstances apply where:

- the Student's withdrawal or failure to complete are beyond their control, and
- these circumstances did not make their full impact on the student until on, or after the census date; and
- these circumstances were such that it was impractical for the Student to complete the requirements for the Unit.

For circumstances to be beyond a Student's control, the situation should be that which a reasonable person would consider is not due to the Student's action or inaction, either direct or indirect, and for which the Student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.

Special circumstances do not include:

- lack of knowledge or understanding of requirements for VET FEE-HELP assistance; or
- Student's incapacity to repay a VET FEE-HELP debt (repayments are income contingent and the Student can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).

Procedure

Each application for re-credit of a student's FEE-HELP balance will be considered on its merits together with all supporting documentation substantiating the special circumstances claim.

a. A Student must apply in writing on the Withdrawal or Transfer Form and the Special Circumstances Form, to the General Manager within 12 months of the withdrawal date, or if the Student has not withdrawn, within 12 months of the specified completion date of the Unit. Redcliffe Aero Club has the discretion to waive this requirement if it is satisfied that it was not possible for the application to be made within the 12-month period. Relevant supporting documentation will be required to substantiate the claim.

b. The application for re-crediting a FEE-HELP balance must include details of the:

- Unit(s) for which a Student is seeking to have a FEE-HELP balance re-credited and
- Special Circumstances as referred to above, including supporting documentation.
- Redcliffe Aero Club will consider each application within 15 working days working days of receipt of the application. It will consider each request to re-credit a FEE-HELP balance in accordance with the requirements of Schedule 1A of the Act. Applicants will be notified in writing of the decision within 15 working days of reaching a decision.

Review of Decision

Where Redcliffe Aero Club makes a decision NOT to re-credit a student's FEE-HELP balance, that decision may be subject to review. If a Student is not satisfied with the decision made by Redcliffe Aero Club the Student may apply, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:

- be made within 28 days of receipt of the original decision
- include the date of the original decision
- state fully the reasons for applying for the review
- include any additional relevant evidence

Applications should be made in writing to The Chief Executive Officer as the designated Review Officer of any decisions relating to a request for re-crediting of a FEE-HELP balance. Note: The Review Officer is senior to the designated VET FEE-HELP officer responsible for the original decision and was not involved in making the original decision to be reviewed.

The Review Officer will:

- acknowledge receipt of the application for review of a decision in writing within 10 working days; and
- inform the Student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.

The Review Officer will then:

- review the information from the original decision and then assess any new evidence provided by the Student
- provide written notice to the Student of the decision, setting out the reasons for the decision
- inform the Student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and timelines involved (see below).

Reconsideration by the Administration Appeals Tribunal

At the time of the original decision, and at the time of the subsequent Review Decision, the Student will be notified of their review rights and responsibilities. The relevant officer will inform a Student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal. The Application must be lodged at the AAT within 28 days of receiving written notice of the Review Decision. This time limitation can be extended in limited circumstances by order of the AAT. AAT Details and Approximate Costs Your nearest AAT office is in Brisbane. Contact number: (07) 3361 3000

Note: Full details of the application process and fees payable are available on the AAT Registry's website: www.aat.gov.au. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details. The Department of Education and Training will be the respondent for cases that are brought before the AAT. Upon Department of Education and Training's receipt of a notification from the AAT, Department of Education and Training will advise Redcliffe Aero Club that an appeal has been lodged. Upon receipt of this notification Department of Education and Training, the Review Officer will provide Department of Education and Training with copies of all the documents that are relevant to the appeal within ten (10) business days.

Acknowledgement Declaration

Before you complete the online enrolment form, please be sure that you have read this handbook and understand its contents. If you do not understand anything, please ask. By filling in and submitting the enrolment form, you are acknowledging that you have read the student handbook.