



**THE REDCLIFFE AERO CLUB**

# **Student Pilot Handbook**



## Table of Contents

Welcome to The Redcliffe Aero Club	3
Contact Details	3
Scope of Registration	4
Courses	4
Training plan information	9
Facility and Resources	10
Course Costs	10
Pre-Course Assessment of Language, Literacy and Numeracy (LLN)	10
Student Selection and Enrolment Process	11
Entry Requirements	12
Existing Skills & Knowledge	13
Unique Student Identifier (USI Number)	14
Deferring your Studies	14
Additional Training Costs / CASA Costs	15
VET Student Loans	17
Australian Qualifications Framework	20
AQF Specification for Diploma	21
Vocational Education and Training Standards	21
Fees and Refund Policy	21
Student Assessment Records Policy	22
Students withdraw policy	22
Student Review Policy	23
Copyright and Plagiarism	25
Students Privacy	26
National VET Data Policy – Changes as of 1st January 2021	30
Student Code of Conduct	30
Access and Equity	31
Harassment and Discrimination Policy	31
Grievances / Complaints / Appeals	32
Legislative Requirements	35
Occupational Health and Safety Policy	35
Exit Point	35
Student Support, Welfare and Guidance	36
Discipline	36
Change of Details	36
Acknowledgement Declaration	36



## Welcome to The Redcliffe Aero Club

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

It all started in the early sixties. Norm had learnt 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. 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. Few people 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 to, but outside Brisbane Control. It is safe to assume that Norm Thurecht would be pleased with his legacy being left 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 Seabreeze Hotel on the 30th of October 1969.

The Club was incorporated on the 22nd of September 1970 but flying training could not commence until the airfield was licensed. The works required to achieve this were eventually completed and licence was granted on the 8th of 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 a 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 of 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

The Redcliffe Aero Club is open 7 days a week, only closed Christmas Day and Good Friday.

RTO No. 40971                      1 Wirraway Drive, Kippa Ring, QLD, Australia 4021  
Tel: (07) 3203 1777              Email: [RTO@redcliffeaeroclub.com.au](mailto:RTO@redcliffeaeroclub.com.au)



## Scope of Registration

### Accredited Training Programs

Accredited training is training which is provided to a student with the outcome focus of receiving a Nationally accredited qualification on completion of all units of competency that are outlined in the qualification training package rules. This is frequently in the education sector referred to as Nationally Accredited training. All Nationally Accredited qualifications have been developed based on the relevant National training package for that specific industry or where a training package has not been outlined by the Government standards, a course may be accredited for national recognition.

By students enrolling and completing Nationally Accredited courses, they are learning in accordance with nationally agreed industry standards. And the Qualification or Statement of attainment they are issued will be a nationally accredited qualification with the below logo displayed which is recognised within all states of Australia.



### Non - Accredited Training Programs

Non – Accredited training is commonly referred to as professional development or industry skill programs, these programs can be designed for an individual student or a small group of students where the training has been contextualised to the students, organisation or clients training needs. These programs generally do not have any formal written, verbal, or practical assessments but rather informal participation exercises.

Through participating in professional development sessions, classes, simulations, or ground training, you may be (where required) issued with a Certificate of Participation or Statement of Attendance.

Non-Accredited courses do not carry National Recognition, however attending professional development with a Highly Regarded Industry Specific Organisation such as The Redcliffe Aero Club who has a stable and respected name in the Aviation Industry can certainly be beneficial for our club members and students alike.

## Courses

The Redcliffe Aero Club offers the below course options:

- ☐ Aviation Double Diploma consisting of the AVI50222 Diploma of Aviation (Commercial Pilot Licence - Aeroplane) & AVI50519 Diploma of Aviation (Instrument Rating)
- ☐ AVI50222 Diploma of Aviation (Commercial Pilot Licence - Aeroplane)
- ☐ AVI50519 Diploma of Aviation (Instrument Rating)

All courses are conducted from The Redcliffe Aero Club RTO premises located at 1 Wirraway Drive, Kippa-Ring QLD.

All course details including costs are on the RAC website [www.redcliffeaeroclub.com.au](http://www.redcliffeaeroclub.com.au).

### Aviation Double Diploma consisting of the AVI50222 Diploma of Aviation (Commercial Pilot Licence - Aeroplane) & AVI50519 Diploma of Aviation (Instrument Rating)

Our Aviation Double Diploma course option consists of the AVI50222 Diploma of Aviation (Commercial Pilot Licence - Aeroplane) and the AVI50519 Diploma of Aviation (Instrument Rating).

Our Aviation Double Diploma is best suited to candidates who wish to embark on a career as a Multi Engine Instrument Rated Commercial Aeroplane pilot in the Aviation Industry with little to no aviation experience.

The Redcliffe Aero Club

RTO Number: 40971

ABN: 74 009 819 792

Office: (07) 3203 1777

1 Wirraway Drive, Kippa Ring, QLD, Australia, 4021

Email: [RTO@redcliffeaeroclub.com.au](mailto:RTO@redcliffeaeroclub.com.au)

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Revised 27.07.2023

Source: RTO Co-Ordinator



Please note the below statement from the VET Student loans team in relation to students undertaking an Aviation Double Diploma.

“The Term “Double Diploma” is not recognised in the Act or the Australian Qualifications Framework as an approved course type. While students can undertake more than one course in the same study period, for the purposes of the VET Student Loan program, notwithstanding any relationship between the courses, the students’ enrolments are treated as separate enrolments and all requirements in the Act and the rules apply with respect to each enrolment.”

Statement Issues by VET Student loans – Australian Government Department of Education, Skills and Employment on 23.06.2021

The introduction of the Aviation Double Diploma course option and it’s specifically designed structure enables our students to utilise more of the VET Student loan course funding and lifetime caps which results in the VET Student loan funding covering the majority of the training costs associated with training towards your CASA Recreational Pilot Licence (RPL), Private pilot licence (PPL) and Commercial Pilot Licence (CPL) including 100 hour Command hours required by CASA for 200 hour CPL courses. The course also includes a Multi Engine Class Rating (MEA) rating and Instrument rating (IR), should students demonstrate the required skill set, knowledge and at flight test by a CASA Flight Examiner.

As of January 2023, a student’s lifetime My Help balance cap has been increased for students who will be studying eligible Aviation Diploma courses to \$162,336.00.

Each of the Aviation Diploma qualifications listed above has a course cap of approximately \$83,949 (# accurate as of July 2023 this may be subject to change by the VET Student loans Government department without notice)

For further information on the CASA standards and CASA CPL requirements please use the CASA Website link below.

[Part 61 of CASR Flight crew licensing | Civil Aviation Safety Authority \(casa.gov.au\)](#)

Further information in relation to the VET Student loans funding can be found at the below website:

<https://www.studyassist.gov.au/vet-students/vet-student-loans>

### Durations

The Aviation Double Diploma consisting of AVI50222 Diploma of Aviation (Commercial Pilot Licence - Aeroplane) and AVI50519 Diploma of Aviation (Instrument Rating) takes approximately fifteen (15) to eighteen (18) months depending on student intake sizes, potential intake dates, skills, and knowledge progression (Phases) and students existing CASA Licences.

The qualification comprises of the following units of competency, however, are not delivered in the order shown as most of the units of competency have holistic assessments. Training is delivered in Phases which are outlined on student’s individual course overviews and training plans. The Aviation Double Diploma is also structured in Tranche’s meaning you will have leave breaks during the training plan schedule.

AVIE0006	Maintain Aircraft Radio Communications	Core
AVIF0033	Manage Aircraft Passengers and Cargo	Core
AVIW0029	Manage Pre- and Post-Flight Actions	Core
AVIY0054	Control Aeroplane on the Ground	Core
AVIY0055	Take-Off Aeroplane	Core
AVIY0056	Control Aeroplane in Normal Flight	Core
AVIY0057	Land Aeroplane	Core
AVIY0058	Manage Aircraft Fuel	Core

AVIF0026	Implement Aviation Risk Management Processes	Core
AVIF0027	Implement Aviation Fatigue Risk Management Processes	Core
AVIO0017	Manage Disruptive Behaviour and Unlawful Interference with Aviation	Core
AVIF0029	Implement Threat and Error Management Strategies	Core



AVIF0030	Manage Safe Flight Operations	Core
AVIF0035	Manage Human Factors in Aviation Operations	Core
AVIY0034	Operate in Controlled Airspace	Core
AVIY0035	Operate in Class G Airspace	Core
AVIY0036	Operate at Non-Towered Aerodromes	Core
AVIY0037	Operate at a Controlled Aerodrome	Core
AVIZ0006	Manage Situational Awareness in Aircraft Flight	Core
AVIW0032	Operate and Manage Aircraft Systems	Core
AVIY0047	Manage Abnormal Aeroplane Flight Situations	Core

AVIY0033	Operate Aircraft using Aircraft Flight Instruments	Core
AVIY0040	Apply Aeronautical Knowledge to Aviation Operations	Core
AVIY0041	Apply the Principles of Civil Air Law to Aviation Operations	Core
AVIY0083	Execute Advanced Aeroplane Manoeuvres and Procedures	Core
AVIH0010	Plan a Flight Under Visual Flight Rules	Core
AVIH0014	Navigate Aircraft Under Visual Flight Rules	Core
AVILIC0003	Licence to Operate a Commercial Aeroplane	Core
AVIY0073	Operate aircraft in traffic pattern at night	Elective

AVIY0073	Operate Aircraft in the Traffic Pattern at Night	Core
AVIH0013	Plan a Flight Under Instrument Flight Rules	Core
AVIH0017	Navigate Aircraft Under Instrument Flight Rules	Core
AVIY0050	Perform Instrument Arrival and Standard Arrival Route Procedures	Core
AVIY0075	Perform Published Instrument Departure Procedures	Core

AVIY0074	Perform Non-Published Instrument Departure Procedures	Core
AVIY0076	Perform Visual Circling Approach	Core
AVIY0044	Conduct a 2D Instrument Approach	Core
AVIY0081	Conduct 2D Global Navigation Satellite System Non-Precision Instrument Approach	Core
AVIY0072	Operate a Multi-Engine Aeroplane	Elective

To complete the Aviation Double Diploma qualifications of AVI50222 Diploma of Aviation (Commercial Pilot Licence - Aeroplane) & AVI50519 Diploma of Aviation (Instrument Rating), students will need to be deemed competent in 37 Core Units and 2 Elective Units of competency, with a Total of 39 units outlined above.

#### **AVI50222 Diploma of Aviation (Commercial Pilot Licence - Aeroplane)**

After gaining a CASA Recreational Pilot Licence (RPL), candidates who aspire to a career as a pilot will complete Commercial Pilot Licence – (Aeroplane) training. This training will take you through developing the skill set to become a Private Pilot Licence (PPL) holder - the skills, knowledge and attributes to safely operate an aircraft in a private setting. The Commercial Pilot Licence (CPL) course focus is on the development of existing skills to satisfy the higher demands of operations in a commercial environment.

The course AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) takes approximately 14 months depending on intake sizes, however enrolment into this course is subject to numbers and availability. Please contact us to determine availability at time of enrolment.

The qualification comprises of the following units, but not necessarily delivered in the order shown and usually delivered in clusters called study periods.



AVIE0006	Maintain Aircraft Radio Communications	Core
AVIF0026	Implement Aviation Risk Management Processes	Core
AVIF0027	Implement Aviation Fatigue Risk Management Processes	Core
AVIF0029	Implement Threat and Error Management Strategies	Core
AVIF0030	Manage Safe Flight Operations	Core
AVIF0033	Manage Aircraft Passengers and Cargo	Core
AVIF0035	Manage Human Factors in Aviation Operations	Core
AVIH0010	Plan a Flight Under Visual Flight Rules	Core
AVIH0014	Navigate Aircraft Under Visual Flight Rules	Core
AVILIC0003	Licence to Operate a Commercial Aeroplane	Core
AVIO0017	Manage Disruptive Behaviour and Unlawful Interference with Aviation	Core
AVIW0029	Manage Pre- and Post-Flight Actions	Core
AVIW0032	Operate and Manage Aircraft Systems	Core
AVIY0033	Operate Aircraft using Aircraft Flight Instruments	Core
AVIY0034	Operate in Controlled Airspace	Core
AVIY0035	Operate in Class G Airspace	Core
AVIY0036	Operate at Non-Towered Aerodromes	Core
AVIY0037	Operate at a Controlled Aerodrome	Core
AVIY0040	Apply Aeronautical Knowledge to Aviation Operations	Core
AVIY0041	Apply the Principles of Civil Air Law to Aviation Operations	Core
AVIY0083	Execute Advanced Aeroplane Manoeuvres and Procedures	Core
AVIY0047	Manage Abnormal Aeroplane Flight Situations	Core
AVIY0054	Control Aeroplane on the Ground	Core
AVIY0055	Take-Off Aeroplane	Core
AVIY0056	Control Aeroplane in Normal Flight	Core
AVIY0057	Land Aeroplane	Core
AVIY0058	Manage Aircraft Fuel	Core
AVIZ0006	Manage Situational Awareness in Aircraft Flight	Core
AVIY0073	Operate aircraft in traffic pattern at night	Elective

To complete the qualification AVI50222 Diploma of Aviation (Commercial Pilot Licence - Aeroplane) Students will need to be deemed competent in 28 Core Units and 1 Elective Unit of Study.

### AVI50519 Diploma of Aviation (Instrument Rating)

An Instrument Rating allows the pilot to conduct flying operations in a single or multi-engine aircraft under the Instrument Flight Rules (IFR), in conditions that would make visual flying (VFR) impractical. Pilots will learn the theory and regulations of the IFR, flight planning, enroute procedures, and instrument approach procedures 2D and 3D.

The AVI50519 Diploma of Aviation (Instrument Rating) course duration is a period of 12 months full time. The course duration may vary in duration depending on whether the applicant holds a Private Pilot Licence (PPL) or a Commercial Pilot Licence (CPL) at the time of commencement.

A student who holds a Private Pilot Licence (PPL) will spend approximately 12 months to reach the Instrument rating level whereas the holder of a Commercial Pilot Licence (CPL) will take approximately 3 months, depending on individual skills, knowledge, and experience.





AVIF0029	Implement Threat and Error Management Strategies	Core
AVIF0030	Manage Safe Flight Operations	Core
AVIH0013	Plan a Flight Under Instrument Flight Rules	Core
AVIH0017	Navigate Aircraft Under Instrument Flight Rules	Core
AVIW0032	Operate and Manage Aircraft Systems	Core
AVIY0033	Operate Aircraft Using Aircraft Flight Instruments	Core
AVIY0044	Conduct a 2D Instrument Approach	Core
AVIY0050	Perform Instrument Arrival and Standard Arrival Route Procedures	Core
AVIY0073	Operate Aircraft in the Traffic Pattern at Night	Core
AVIY0074	Perform Non-Published Instrument Departure Procedures	Core
AVIY0075	Perform Published Instrument Departure Procedures	Core
AVIY0076	Perform Visual Circling Approach	Core
AVIY0081	Conduct 2D Global Navigation Satellite System Non-Precision Instrument Approach	Core
AVIY0072	Operate a Multi-Engine Aeroplane	Elective

### Core and Elective Units

Each qualification that The Redcliffe Aero Club (RAC) (RTO No. 40791) delivers comprises of core units of competency and elective units of competency. The number of core units and allocated elective units of competency will vary for each qualification based on the training package rules.

Core units of competency are units that are deemed compulsory within the training package guidelines, and these must be included as part of your course study plan.

Elective units of competency are units that The Redcliffe Aero Club (RAC) has chosen to implement into the course study plan for that qualification based on their industry experience. Each qualification will have a different number of elective units that can be used to contribute to the units of competency being studied as part of a course study plan.

Students will not be recommended for CASA flight tests at either Commercial Pilot Licence or Instrument Rating test level if they have not successfully completed all units of competency required for the relevant Diploma course.

The Redcliffe Aero Club representatives including Chief Executive Officer, Head of Operations, Flight Instructors, Ground Instructors and Pilots take into consideration the industry requirements and recommendations, CASA Recommendations, Commercial Pilot Licence and Instrument Rating requirements when selecting the most beneficial elective units for the student to be included in each qualification.





### Training plan Information

Course Options (including qualification AQF)	Phase Entry	Duration / Units of Competency	Industry Recommendations	Aviation Skills Assessment (ASA)	Aeroplane Pilot Skill Assessment (APSA)	RPL App /CT App
AVI50222 Diploma of Aviation (CPL- Aeroplane) <b>(CPL Long course)</b>	Phase 2	Duration 43 - 57 weeks (Full-Time) 29 Units of Competency	I hold a CASA RPL / Current Flight Review	x	x	x
AVI50222 Diploma of Aviation (CPL - Aeroplane) <b>(CPL Short Course)</b>	Phase 3	Duration 42 weeks (Full-Time) 29 Units of Competency	I hold a CASA PPL / Current Flight Review	x	✓ APSA app for CASA PPL Licence Est cost \$1200	x
AVI50519 Diploma of Aviation (IR) <b>(CPL MEIR Long Course)</b>	Phase 3	Duration 50 weeks (Full-Time) 13 Units of Competency	I hold a CASA PPL / Current Flight Review	x	x	x
AVI50519 Diploma of Aviation (Instrument Rating) <b>(MEIR Short Course)</b>	Phase 6	Duration 15 Weeks (Full-Time) 13 Units of Competency	I hold a CASA CPL / Current Flight Review	x	x	✓ CT or RPL App (CT Free) RPL Kit (4 x units) Est \$2,334.24
Aviation Double Diploma: AVI50222 Diploma of Aviation (CPL - Aeroplane) / AVI50519 Diploma of Aviation (IR)	Phase 1	Duration 15 – 18 Months (Full time) 39 units of competency	No experience necessary	✓ Currently No charge	x	x
Aviation Double Diploma: AVI50222 Diploma of Aviation (CPL - Aeroplane) / AVI50519 Diploma of Aviation (IR)	Phase 2	Duration 14 – 17 Months (Full time) 39 units of competency	I hold a CASA RPL / Current Flight Review	x	✓ APSA app for CASA RPL Licence Est cost \$800	x
Aviation Double Diploma: AVI50222 Diploma of Aviation (CPL - Aeroplane) / AVI50519 Diploma of Aviation (IR)	Phase 3	Duration 12 – 15 Months (Full time) 39 units of competency	I hold a CASA PPL / Current Flight Review	x	✓ APSA app for CASA PPL Licence Est cost \$1200	x
Aviation Double Diploma: AVI50222 Diploma of Aviation (CPL - Aeroplane) / AVI50519 Diploma of Aviation (IR)	Phase 3	Duration 12 – 15 Months (Full time) 39 units of competency	I hold a CASA PPL / Current Flight Review & I have completed some CASA CPL Exams or CASA CPL syllabus	x	✓ APSA app for CASA PPL Licence Est cost \$1200	x

Please read through the Training plan information thoroughly before deciding on your course option. If you have any questions or concerns that you have not had answered through the “Pre-Enrolment Information & Application sessions” please speak with a member of the RAC RTO Team via email at [RTO@redcliffeaeroclub.com.au](mailto:RTO@redcliffeaeroclub.com.au) or call to arrange a phone consultation (07)3203 1777



## Facilities and Resources

A list of the aircraft fleet available at The Redcliffe Aero Club (RAC) are located on our website.

[Fleet - Redcliffe Aero Club](#)

<https://redcliffeaeroclub.com.au/index.php/aircraft/fleet/>

## Course Costs

Students of The Redcliffe Aero Club (RAC) have the option to pay for their course as they progress on a fee for service basis (resulting invoices being issued prior to phase commencement) or you may choose to apply for the Commonwealth Government funded VET Student Loan Scheme. If you wish to apply there are certain eligibility requirements, you must meet. The Commonwealth Government does have terms and conditions for applicants under the VET Student Loan Scheme. If you are wishing to apply for the VET Student Loan Scheme from the Commonwealth Government, you will need to ensure that you have read all information provided on the Government websites as well as all VET Student Loan information that we have outlined on our website:

[AVI50222 Diploma of Aviation \(Commercial Pilot Licence\) VSL Statement of Covered Fees 2023](#)

[AVI50519 Diploma of Aviation \(Instrument Rating\) VSL Statement of Covered Fees 2023](#)

[Double Diploma AVI505222 Diploma of Aviation \(Commercial Pilot Licence\) and AVI50519 Diploma of Aviation \(Instrument Rating\) VSL Statement of Covered Fees](#)

Comprehensive information, booklets, flyers and VET student loans videos are included in our Pre-Enrolment and Application Session.

**Please Note:** Scheduled course fees (outlined in students course overviews and training plan) include one (1) attempt at flight lessons, practical and theory assessment components. If additional training is required for student to achieve competency this may incur additional fees. If payable to the Redcliffe Aero Club this will be charged at the applicable RAC hourly rate or if an external fee will be payable as per organisations terms and conditions.

This student handbook summarises The Redcliffe Aero Club's policies regarding our services and client service standards.

## Pre-Course Assessment of Language, Literacy and Numeracy (LLN)

Before commencing a course with The Redcliffe Aero Club (RAC) (RTO No. 40971) each candidate may be required to complete a Language, Literacy and Numeracy (LLN) diagnostic assessment to determine an LLN Indicator against skills required to complete one of the Aviation Diploma qualifications. Candidates who have completed previous higher education training in the last five (5) year period will provide a JP Certified colour copy of these records to the RTO Team. This may result in a candidate not needing some components of the diagnostic assessment. Other candidates may be asked to provide a JP Certified copy of their year 12 certificate (Queensland Senior Service School Qualification) also known as their QCE Certificate.

This diagnostic assessment is based on the Australian Core Skills Framework (ACSF). The Australian Core Skills Framework (ACSF) is the common national reference point for assessing performance in the core skill areas; language, literacy and numeracy (LLN) from Pre-Level 1 to Level 5. The five (5) core skills consist of learning, reading, writing, oral communication and numeracy. Whilst this should not be considered as a test, it is a diagnostic tool to provide the candidate and us as the Registered Training Organisation (RTO) an idea of whether a student has the existing LLN capacity to undertake the level of study required.

The Redcliffe Aero Club (RAC) standard course material includes reading and interpreting materials such as ERSA and WAC, navigating Aviation maps, understanding of Aviation logistics and undertaking complex mathematical equations. Students must be able to understand and interpret complex written documentation and successfully demonstrate this skill set.

The Redcliffe Aero Club recognises that not all students will be able to obtain and demonstrate the standards required. The Redcliffe Aero Club Trainers & Assessors will endeavour to assist and accommodate candidates with difficulties with Language, Literacy or Numeracy, but will also use the LLN diagnostic assessment as a guide, as we acknowledges to be successful in the Aviation Industry



candidates must meet specific CASA Industry Requirements, as CASA does not offer any alternative other than theory exams (which have a time allocation, a benchmark /pass percentage required resource restrictions and re-submission attempts). CASA requires all applicants for a Flight Crew Licence must be able to demonstrate a high level of written and spoken English.

### **Student Selection and Enrolment Process**

The Redcliffe Aero Club (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 The Redcliffe Aero Club (RAC) are based on individual merit.

Acceptance into The Redcliffe Aero Club (RAC) as a Diploma student is based upon enrolment applicants satisfying any pre-requisite qualifications/requirements, as well as any age and health requirements. The student selection process is used to select the most suitable candidates from the submitted student enrolment applications.

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. The Redcliffe Aero Club (RAC) shall ensure that any applicants who are not offered a position with The Redcliffe Aero club (RAC) to study have the reasons and further recommendations explained to them. The Flight Instructors and Trainer & Assessors will also outline any appropriate pre-entry training or entry requirements that the student may be required to undertake to meet eligibility criteria and re apply for an enrolment position (e.g. aircraft familiarisation).

The Redcliffe Aero club has a comprehensive application process which requires them to demonstrate commitment, dedication, initiative and intelligence to make it through the selection process. Our process consists of the below:

- 1) Candidate completes the F00009\_Expression of interest form and submits that the Redcliffe Aero Club RTO team via email to [RTO@redcliffeaeroclub.com.au](mailto:RTO@redcliffeaeroclub.com.au)
- 2) RTO team contacts candidate via phone, email or SMS and invites them to attend one of our upcoming "Pre Enrolment information and Application Sessions" we advise via email what documentation they will be required to provide and encourage them to bring a parent / guardian / friend with them to the session as well as make a list of any questions they have that have not been answered on the website. If required to RTO team will schedule a one on one phone consult to answer any general questions candidates would like answered before attending the session particularly if candidates are in rural or interstate locations.
- 3) Candidates attend the "Pre-Enrolment information and Application Sessions", participates in a club walk through with a Flight Instructor and then completes all enrolment application paperwork with the RTO team along with providing all JP Certified Identification. (Bookings are essential as numbers will be capped for some sessions)
- 4) Over the upcoming days the RTO team will review all Identification and complete a "Student Expression of interest & student eligibility report" for each candidate which will identify a candidate my help VET student loan balance. Once completed this is emailed to student for review and consideration.  
Based on these results the RTO team may have additional consultation with potential candidates based on individual My Help balance results.
- 5) Candidates will then be invited to progress to the next stage of the enrolment process which may include them attending a "Pre- Enrolment LLN Assessment Session". Students will be advised which portions of the English and Maths components they need to complete which takes into consideration any other Higher education training they have completed in the last five (5) year period. Students are also emailed a list of resources they will need to bring with them, and the website links and portals needed to complete the assessment. Upon completion they will be notify of their results via email communication from the RTO Team.
- 6) Candidates who have met all required benchmarks will then be invited to have a face to face or phone interview with our Head of Operations (HoO) Mal McAdam or CEO (Chief Executive Officer) Stephen White where they will discuss their previous Aviation experience (if applicable) and their future Aviation training aspirations and plans. Candidates should bring with them a current resume and any relevant references.
- 7) The next step in the candidate selection / enrolment process will differ based on the individual candidates experience and course enrolment option.



For specific requirements please see training plan information.

- 8) Upon completion and evaluation of candidate's results, the candidate will be advised of their successful or unsuccessful application outcome and pending enrolment into their nominated course option.
- 9) Candidates will have 48 hours to consider the offer from "The Redcliffe Aero club" and accept or reject the offer, once this has been determined then the RTO team will recommence work on the remainder of the application process including applications to the Australian Government Department of Education, Skills and Employment for the provision of the VET Student loans funding.
- 10) The RTO team will finalise all students eCAF, TCSI, VET Student loans reporting, require students to review and return multiple forms and documents. Students will be provided with all Training plans, Statement of covered fees, course schedules, COE (Confirmation of Enrolment) letter and Identification cards etc, prior to commencement.

### Entry Requirements

Whilst there are no prerequisites according to the Nationally Accredited Training Packaging Rules, the Civil Aviation Safety Authority (CASA) has provided Industry recommendations stating that students and/or 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 to achieve a Civil Aviation Safety Authority (CASA) Licence outcome in addition to completing the Nationally Accredited Diploma Qualification.

Further information on Aviation training package rules please go to the Training.gov website:

<https://training.gov.au/Training/Details/AVI>  
[training.gov.au - AVI - Aviation Training Package](https://training.gov.au/Training/Details/AVI)

Students must hold or obtain the below before course commencement:

- ARN (Aviation Reference Number)
- A Current Class 1 Aviation Medical \*

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

- English Level 3 – exit level 4 at 55% or higher (or equivalent)
- Mathematics Level 3 – exit level 4 at 60% or higher (or equivalent)
- ASPEQ Exam fees\* <https://casa.aspeqexams.com/home>
- ASIC Security Clearance\*
- Club membership fees\*
- Flight tests including examiner fee and CASA administration fees\*
- A good watch with a clear face\*
- Uniform\*
- Textbooks\*\*
- A general aviation headset\*\* (optional but recommended)
- Any required experience (flight time) building not included in the syllabus

\* 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.

All applicants are required to satisfy The Redcliffe Aero Club by ensuring that they meet all prerequisite requirements including but not limited to; Civil Aviation Safety Regulations - Manual of Standards, National Training Package, AQF Australian Qualification Framework and any relevant funded requirements prior to acceptance for admission to the courses.

The LLN Core Skills Pre-Assessment may be conducted to estimate the correct level of support that is required for each individual student. If a student's needs exceed our Trainers & Assessors and/or Flight Instructors skillset or course time restrictions a The Redcliffe Aero Club RTO Team will refer the student to an external support provider who specializes in that training material. Students that are assessed as not being successful at meeting the minimum entry requirements (LLN exit level 3) would be recommended to



undertake additional training to reach the required standard before being offered an opportunity to re-sit the LLN-related component position into their chosen course/qualification.

The Redcliffe Aero Club, Head of Operations (HoO), Executive Officer (CEO) or RTO Co-Ordinator (RC) will assess the student's application and determine if the student is able to obtain the required standard set by Civil Aviation Safety Authority (CASA). Also taken into consideration is the student's likelihood to successfully complete the qualification and be able to obtain a Pilot Licence issued by CASA.

Selection into RAC programs are 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

### **Existing Skills & Knowledge**

The Redcliffe Aero club identifies that some candidates and/or students may have considerable knowledge, skills, Industry currency, Aviation abilities and techniques that they may have already achieved prior to coming to us. As a result, the Flight Instructors and Trainers & Assessors will review and assess each candidate and/or student on their individual merit. This will be accomplished by one of the following options:

- **Credit transfer applications (CT)**

As a Registered Training Organisation, the Redcliffe Aero Club is obliged to recognise Australian Quality Framework Statements of Attainments, Academic Transcripts and Qualifications issued by another Registered Training Organisation under the condition that the documentation's authenticity can be determined to a satisfactory level.

Upon authentication, a student who has received a Nationally Accredited Statement of Attainment or Qualification which includes any Unit of Competency that is included in one of our offered qualifications the student will receive a credit transfer Application form.

Once completed and approved the student will not be required to complete or pay for that unit of competency as part of their training plan. A Credit Transfer assessment grade will be documented on the student's academic transcript. No assessment by a Trainer & Assessor is required. The application is primarily a compliance process.

- **Recognition of Prior Learning (RPL)**

A Recognition of Prior Learning (RPL) application is the process for a student to present their evidence to a Nationally Accredited Trainer & Assessor. The student presents their skills, knowledge and experience gained through working and learning as well as producing secondary and supplementary evidence which may include CASA Industry issued Licences, endorsements, etc. This evidence along with competency conversations conducted between the student and the Trainer & Assessor as well as capability statements written by the student explaining their Aviation experience and the students practical flight in one of our Fleet Aeroplanes assists Trainers & Assessors to acknowledge students experience through formal and informal learning pathways both conducted in Australia and overseas.

The most common form of RPL applications we see in the Aviation training industry is when a student has a CASA issued Commercial Pilot Licence or Instrument Rating and has the required skillset to demonstrate and document their competence against the Unit of Competency required skills and knowledge. This is usually by producing supplementary and secondary evidence which may include but not limited to, copies of training records, Aviation logbooks, licences, certificates and results of courses and training undertaken in a formal training setting. The RTO team will assist you in requesting copies of your training records from other RTO's and/or Flight Schools in line with regulatory requirements. Students will be provided with an electronic version of the Recognition of Prior Learning (RPL) application.

To apply for recognition of prior learning:

- Pay RPL Application fee on receipt of Diploma Fee invoice (generated after position acceptance)



- Arrange for an interview or phone consultation with our RTO Co Ordinator / Trainer & Assessor who specialises in Recognition of prior learning (RPL) applications.
- Implementing recommendations then submit your Recognition of prior learning (RPL) application to the RTO team via email at [RTO@redcliffeaeroclub.com.au](mailto:RTO@redcliffeaeroclub.com.au) or in person. Students may choose to do this electronically or by completing a hard copy which will be provided upon request.
- An assessment of student's evidence will be conducted to determine if submission is adequate or if any additional evidence is necessary.
- The HoO will contact your previous flying school / RTO on your behalf to obtain your student records. These will be used to verify the evidence you have supplied.
- After reviewing all documentary evidence, the Head of Operations or HoO Delegate may require further evidence of competency through one of the following forms:
  - Assessment of flying skills
  - Testing of theoretical knowledge.
- The Head of Operations shall, based on the evidence, determine the recognition to be given.
- The Redcliffe Aero Club will advise you of the outcome of your application.

#### • **Aeroplane Pilot Skills Assessment (APSA)**

The Aeroplane Pilot Skills Assessment (APSA) also acknowledges a student's current Aviation skills, knowledge and experience gained through previous working and learning experiences.

- The Head of Operations or delegate will request your formal training records from your previous flying school / RTO on your behalf.

This evidence however is unlike a Recognition of prior learning (RPL) application or Credit transfer application (CT) as the Trainer & Assessor are not required to allocate competence in the form of units of competency but instead assess the student in line with the CASA (Civil Aviation Safety Authority) pre-test standards.

This process enables students to demonstrate their practical skills and knowledge to one of our Flight Instructors with the aim of having their Aeroplane Pilot Skills Assessment (APSA) being determined successful. Associated fees are listed in course cost.

### **Unique Student Identifier (USI Number)**

#### **What is a USI number?**

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 organisation (including RTOs, universities, etc)
- will give you access to your training records and transcripts (implemented 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/or qualification, then you will be required to obtain a USI to receive your qualification or statement of attainment. To enrol in a Nationally accredited course with The Redcliffe Aero Club you are required to have a USI, if you do not have one then you can create one or give The Redcliffe Aero Club RTO Co-Ordinator permission (this is included on the enrolment form) to create one on your behalf however this may delay your enrolment.

Your USI will give you access to an online record of the training you have done since 1 January 2015 onwards. 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.

Should you wish to create a USI, please gather identification and follow the below link for more information.

Create a USI: <https://www.usi.gov.au/students/create-your-usi> <https://www.usi.gov.au/training-organisations/create-usi-student>





### **Deferring your Studies**

Students may apply to the Chief Executive Officer (CEO) to defer their studies for a period of no more than 6 months due to medical ailments or emergency circumstances. Appropriate documentation will need to accompany a written request and will be assessed on a confidential case by case basis. Students enrolled and studying under the VET Student Loan program will need to ensure they continue to meet their enrolment obligations. Please see the RTO coordinator for further information.

### **Additional Training Costs/CASA Costs**

All students will have additional fees and/or resource costs that they will be required to pay throughout the duration of the course, this will vary for each student based on their level and/or experience in the Australian Aviation Industry. What resources they have already purchased, and what applications they have previously completed and submitted with Civil Aviation Safety Authority (CASA). Some expenses that will be required will be paid to The Redcliffe Aero Club where others will be required to pay CASA, a DAME, etc.

Some expenses may include:

- Obtaining a Class 1 and Class 2 Medical
- Renewal of Class 1/Class medical (individual students have expiry dates)
- Obtain The Redcliffe Aero Club membership (may be required to pay for the yearly renewal fee based on the duration of enrolled course)
- A collection of resources including Maps, textbooks, VCR, ERSa, WAC depending on what resources the individual student already has. The Redcliffe Aero Club do not require you to purchase any textbooks direct from us, you are free to purchase textbooks through third party suppliers such as Bob Tait's, Pilot Supplies stores, Amazon, eBay and/or Gumtree
- CASA Examiner test fees

Below is a list of the most common resources required by Aviation Diploma students based on their CASA syllabus training and the units of competency they are undertaking. Students should review suppliers such as AirServices Australia, Pilot Supplies stores and others for current pricing.

### **AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)**

Some of the resources which may be required by students include:

- Bob Tait theory textbooks
  - RPL Vol 1 and 2
  - CPL – Aerodynamics
  - CPL – Meteorology
  - CPL – Aircraft General Knowledge
  - CPL – Air Law
  - CPL – Performance
  - CPL – Human Factors Limitations
  - CPL - Navigation
- Maps and Charts
  - VTC – Brisbane, GoldCoast,
  - VNC Brisbane, Bundaberg
  - WAC – Brisbane, Armidale
  - PCA
- AirServices flight documents
  - ERSa
  - AIP
  - CAO 20-95
  - CASR
- Flight equipment





- Nav plotter/protractor
- CR-3 circular computer

### AVI50519 Diploma of Aviation (Instrument Rating)

Some of the resources which may be required by students in this course (noting some will have been acquired in the Diploma of Aviation (Commercial Pilot Licence ) course include:

- ATC textbooks Multi Engine Piston and Instrument Rating
- Airservices Flight documents
  - ERSA
  - DAP East and West
  - AIP
  - CAO
  - CASR
- Maps and charts
  - TAC
  - VNC Brisbane/Bundaberg
  - WAC Brisbane/Armidale
  - PCA
  - ERC

### VET Student Loans

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

The alternative to being a self-funded Diploma student is accessing the 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:

<https://www.studyassist.gov.au/vet-students/vet-student-loans>

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

<https://www.studyassist.gov.au/need-more-information/legislation-and-guidelines>

#### Can I get a loan for the full course cost?

This will differ from student to students based on your VET Student Loan funding balance and your VET Student Loan lifetime cap. You can access your VET Student Loan balance at any time using the website link below or "The Redcliffe Aero Club" RTO team will walk you through the step by step process as part of our "Pre Enrolment Information Session" ask the team for further information at any time.

<https://www.education.gov.au/vet-students/find-out-how-much-you-owe-vet-loans>

#### 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. Your individual training plan and course overview tells you about the allocated cost for each phase so you can determine percentages of both funding.

#### 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 with a VET Student Loan Invoice Notice no less than 14 days before the census date for each study period (phase), so you have plenty of time to consider your study options. If withdrawing from study it is important to correctly withdraw from your course or unit of study. If you do not withdraw in accordance with the appropriate process 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,
- Students 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 students 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 Booklet.

<https://docs.employment.gov.au/documents/vet-student-loans-information-booklet>

The form will ask you to provide your TFN. If you do not have a TFN, you can give your provider a *Certificate of application for a TFN*. This certificate is available from the [Australian Taxation Office \(ATO\)](#) 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 you do not submit your form on or before the census date, you will not be eligible for a VET STUDENT LOAN.

**\*The Redcliffe Aero Club requires this form at the time of enrolment along with all other documentation.**

**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 enrol and when you can submit your Request for VET Student Loan form'.

**Higher Education Loan Program Privacy Notice** – The Department of Education (the department) collects your information in accordance with the Australian Privacy Principles, 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 and used for research, statistics, and program assurance. Your personal information may be shared with other agencies for the purposes outlined above. These agencies may include, The Australian Taxation Office, The Department of Immigration and Border Protection, Department of Finance, The National Centre for Vocational Education Research (NCVER) and The Australian Skills Quality Authority (ASQA).

State and Territory Governments departments may also include. The ACT Education and Training Directorate. The NSW Department of Education and Communities. The VIC Department of Education and Training. The QLD Department of Education, Training and Employment. The NT Department of Education. The WA Department of Training and Workforce Development. The SA Department of Further Education, Employment, Science and Technology and The TAS Skills Tasmania website. 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 their online enquiry form:

<http://education.gov.au/contact-department>

### Commonwealth Assistance Notice (CAN)

The 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 VET student loan funding for. Your CAN will state how much you have been charged for the phases you are enrolled in and the amount of VET STUDENT LOAN debt you have incurred for that study period (phase).

Check your CAN carefully to make sure that:

- the tuition fees on the CAN are the same as those published on our website and on your individual training plan and course overview
- the loan fee has been calculated correctly (if applicable), and
- the CAN does not include any phases 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 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 The Redcliffe Aero Club (RAC) if you do not already have one. 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 myHELPbalance via [www.myhelpbalance.gov.au](http://www.myhelpbalance.gov.au).

myHELPbalance 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 myHELPbalance to find out how much VET STUDENT LOAN you have used and how much of your STUDENT LOAN limit you have left. myHELPbalance 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 myHELPbalance to determine your actual entitlements. myHELPbalance will not provide information about the current level of your HELP debt as repayments are made to the ATO and myHELPbalance 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 clause 19-72. 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.

### Meaning of 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.



### Procedure

A person who is or has been enrolled with The Redcliffe Aero Club (RAC) can access their own personal information on file with The Redcliffe Aero Club (RAC) by submitting a written request. The request must be in writing and be signed by the student. This document is available on the RAC website. Upon completion email [RTO@redcliffeaeroclub.com.au](mailto:RTO@redcliffeaeroclub.com.au).

Only the Chief Executive Officer (CEO), Head of Operations (HoO) or the RTO Coordinator (RC) 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 at The Redcliffe Aero Club (RAC) will authenticate the details of the person requesting and document details of authentication documents sighted on the Personal Information Request Form.

F00298\_Student Initiated Training Record Request Form

### 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 if 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: <https://www.legislation.gov.au/Details/C2016C01154>
2. If 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 a scheme offered by the department of employments, skills, small and family businesses.

### Australian Qualifications Framework

#### What do the AQF levels mean?

In the AQF there are 10 levels, with each level defined by a set of learning outcomes that should be attained by a graduate of a qualification at that level. There are 15 AQF qualification types across all education and training sectors and each, with the exception of the Senior Secondary Certificate of Education, is located at one of the 10 levels. The Redcliffe Aero Club is a not-for-profit Registered training Organisation / Vocational Education and Training provider and offers AQF qualification Level 5 qualifications (Diploma level courses).



The below diagram is provided by the Australian Qualification framework which indicates the qualification levels.



AVI50222 Diploma of Aviation (Commercial Pilot Licence (Aeroplane))  
AVI50519 Diploma of Aviation (Instrument Rating)

How does the “The Redcliffe Aero Club” Trainers & Assessors mark assessments to AQF level 5 standards?

Your Trainers & Assessors will assess you to AQF level 5 standards through a variety of assessment methods. These will include, but are not limited to, written assessments, group participation exercises, Group participation workbooks, CASA workbooks, practical demonstrations, roleplays, interviews, group scenarios, simulation exercises, CASA Licencing questionnaires and more.

The purpose of all these various forms of assessment is to not only meet the AQF level 5 standards but to also meet CASA Industry requirements as you progress through your Aviation journey.

When completing written assessments where appropriate ensure that you are presenting your responses in paragraph and sentence structure and include adequate detail to demonstrate your skills, knowledge, and abilities. You will be provided a SAG's (Student Assessment and Learner Guides) for the qualification you are undertaking, as well as a student training manual.

Your Trainers & Assessors will also provide you with guidance when completing assessments to ensure that they meet AQF level 5 standards. Students who required additional resubmissions to meet AQF level 5 standard benchmarks regarding their written assessments will be provided with such an opportunity unless CASA Industry regulations do not permit such a submission.

### **AQF Specification for Diploma**

This *specification* informs the design and accreditation of Diploma qualifications.

The principal users of the *AQF Qualification Type Specifications* are the accrediting authorities in each education training sector which are responsible for the accreditation of AQF qualifications and the developers of AQF qualifications in each education and training sector.

The other users of the *Specifications* are the authorised issuing organisations, industry and professional bodies, licensing and regulatory bodies, students, graduates and employers.

The purpose of the Diploma qualification type is to qualify individuals who apply integral, technical and theoretical concepts in a broad range of contexts to undertake advanced skilled and paraprofessional work as a pathway for further learning.

Diploma qualifications are located at level 5 of the Australian Qualifications Framework. Diploma qualifications must be designed and accredited to enable graduates to demonstrate the learning outcomes expressed as knowledge, skills and the application of knowledge and skills in the level 5 criteria and the Diploma descriptor.

Diploma qualifications are available for accreditation and issuance in both higher education and vocational education and training.



AQF level 5 Criteria	
<b>Summary</b>	Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning
<b>Knowledge</b>	Graduates at this level will have technical and theoretical knowledge in a specific area or a broad field of work and learning
<b>Skills</b>	Graduates at this level will have a broad range of cognitive, technical and communication skills to select and apply methods and technologies to: <ul style="list-style-type: none"> <li>• analyse information to complete a range of activities</li> <li>• provide and transmit solutions to sometimes complex problems</li> <li>• transmit information and skills to others</li> </ul>
<b>Application knowledge and skills</b>	Graduates at this level will apply knowledge and skills to demonstrate autonomy, judgements and defined responsibility in known or changing contexts and within broad but established parameters

### Vocational Education and Training Standards

The Redcliffe Aero Club (RTO no 40971) Complaints and Appeals process and procedures incorporates the following regulatory standards.

#### **Standards for Registered Training Organisation (RTOs) 2015**

Standard 2 The operations of the RTO are quality assured

Standard 5 Each learner is properly informed and protected

Standard 6 Complaints and appeals are recorded, acknowledged, and dealt with fairly, efficiently, and effectively

Further information can be found on the website link below:

<https://www.legislation.gov.au/Details/F2019C00503/Download>

### Fees and Refund Policy

The Redcliffe Aero Club (RAC) (RTO No. 40971) students are required to become members of The Redcliffe Aero Club via admission of a new membership application if they are not already a club member. Being a member of the club will provide the student with the opportunity to attend additional social gatherings, group fly-away and professional development sessions conducted by club for members free of charge and is a fantastic way to network within the Aviation Industry, liaise with professionals which will in turn assist in employment outcomes and professional opportunities.

Students completing one of the Nationally Accredited Courses with The Redcliffe Aero Club will generally be a Government VET Student Loan Scheme approved Diploma student or a Fee for Service Diploma Student.

The website also has all the information about costs including our refund policy. For a comprehensive list of fees please see the website.

Fee for service/pay as you go students, are required to pay an initial deposit of \$1,000 which is payable at least five business days prior to the course commencement date. Further payments are to be made in instalments to ensure that each Fee for service student's account remains in credit. Alternately, the total amount of the balance may be paid on commencement. Should a Fee for service student's account show a negative or debit balance, all training will cease immediately and will only recommence when the account is returned to credit. All fees paid in advance for services or resources not redeemed are fully refundable (see refund policy) should a student wish to withdraw throughout the duration of the course.

**Please Note:** Costs are calculated on the minimum requirement of each Phase as specified by The Redcliffe Aero Club's Syllabus of Training. However, should a student need further time or training this may incur additional fees/ costs. Please see the website for further information.

For students who require a replacement Qualification, Statement of attainment or Academic Transcript, upon validation of training with The Redcliffe Aero Club (RAC) a student may order a replacement, for a fee of \$25.00.





Should a student request to cancel a confirmed booking with a Flight Instructor and/or a RAC aircraft, a minimum of 48 hours' notice is required unless the cancellation is due to weather. If the notice is less than 48 hours' then a cancellation fee of \$50 dollars per two (2) hour session block is payable to The Redcliffe Aero Club. Landing fees associated with landings at airports other than The Redcliffe Airport are billed to the student and are due at the time of flying. Landing fee prices will differ from airport to airport. You can obtain specific costs by contacting the specific airport directly or by contacting the Redcliffe Aero Club on (07) 3203 1777.

### **Student Assessment Records Policy**

The Redcliffe Aero Club (RAC) is committed to maintaining and safeguarding the accuracy, integrity and currency of records whilst maintaining the confidentiality of the records and our student's privacy. This is a requirement of both the Civil Aviation Safety Authority (CASA) and our training Organisation regulator, the Australian Skills Quality Authority (ASQA).

Individual hardcopy student records will be stored in a secure area in the RTO Teams office. Our electronic records are stored and maintained in approved Student Management and Flight Management Systems. These programs are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

We retain student results for the retention periods directed by ASQA and CASA.

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

- Instructors to review and update the records.
- 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: persons permitted by law to access these records (e.g. through a subpoena or a search warrant) or students authorising release of specific information to third parties in writing.

### **Students Withdrawal Policy**

#### **VET Student Loan Unit of Study Withdrawal Policy**

The 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 phase of study by withdrawing on or before the census date, in which case the student:

- Will not incur a VET Student Loan debt for that phase of study.
- Will receive a refund for any up-front tuition fee payments 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 Head of Operations (HoO) and/or RTO Coordinator (RC) in writing as soon as possible if they wish to withdraw from a VET phase of study or wish to cancel a request for Commonwealth assistance (VET Student Loans).

The Head of Operations (HoO) would then make a time to discuss and assist to resolve any difficulties that might influence or impact a student's decision to withdraw from their current enrolment.

However, if a student has indicated in writing on or before a census date that they wish to withdraw and/or discontinue with the study of a phase. The Redcliffe Aero Club (RAC) will ensure that they are not enrolled in the next unit of competency under the VET Student Loan Scheme or any subsequent phases from the time of notification.

The Head of Operations is the first point of contact in the withdrawal process, and they will ensure that the student completes The Redcliffe Aero Club (RAC) Student Withdrawal and Refund Form, which will be kept on the student's file.

#### **Re-Enrolment in a VET Unit of Study**

The Redcliffe Aero Club (RAC) will not re-enrol students who have previously withdrawn from studying a phase, in subsequent phases without written instruction from the student.

Should a student wish to re-enrol in a VET Student Loan to continue with the study of a phase will be required to notify the Head of Operations in writing indicating the reason for the decision to recommence study and advise on the proposed date of returning to training. The Head of Operations will then decide on the recommencement of study on a case by case basis. Students will be advised





of the outcome and explanations provided if needed. Students must acknowledge that recommencement of the schedule will be based on regulatory requirements, Trainer & Assessor and resource availability.

## **Student Review Policy**

### **Purpose**

The purpose of this policy is to provide guidelines on the re-credit of VET Student Loan balances for all potential and currently enrolled domestic students in a VET FEE-HELP or Vet Student loan 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 The 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**

The Redcliffe Aero Club has put in place the following procedure for reviewing decisions related to the re-crediting of a VET FEE-HELP or VET Student Loan balances 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 The Redcliffe Aero Club complies with the fairness requirements in relation to review procedures for VET FEE-HELP and VET Student Loans.

### **Incurring a Vet Student Loan Debt**

VET Student Loan approved students who withdraw from a Unit of Competency on or before the census date will not incur a VET Student Loan debt for the tuition fees for that unit. Students who have requested VET Student Loan assistance who remain enrolled after the published census date will incur a VET Student Loan debt. A Student who withdraws from studying a unit of competency after the published census date for that unit will incur a VET Student Loan debt for that Unit.

### **Re-Crediting a FEE Student Loan Balance**

Students who withdraw from a Unit of Competency after the published census date or are deemed not yet competent in that Unit of Competency, may apply to have their VET Student Loan fee for that census period re-credited with respect to the unit if they believe they meet the "special circumstances" criteria and wish to apply in accordance with the following procedures.

### **Special Circumstances**

If a student withdraws from a Unit of Competency after the published census date for that Unit, or has been unable to successfully complete, or been deemed competent in a unit of study and believes this was due to "special circumstances", the student may apply to have their VET Student Loan balance re-credited for the affected unit/s. The Redcliffe Aero Club will re-credit the Student's FEE-HELP balance if the student can satisfy the "Special Circumstances" requirements that are outlined by the Government which are outlined below:

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 considered 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. The Government has outlined that the below circumstances are not considered "special circumstances"

Special circumstances do not include:



- lack of knowledge or understanding of requirements for VET Student Loans; or
- Student's incapacity to repay a VET Student Loan 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 VET Student Loans will be considered on its merits together with all supporting documentation substantiating the special circumstances claim.

- A student must apply in writing on the Withdrawal or Transfer Form and the Special Circumstances Form, to the Head of Operations (HoO) or RTO Co-Ordinator (RC) 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 of competency. The 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 the special circumstances application within the 12-month period.

The student must complete the form and provide supporting documentation outlining their special circumstances including which category they fall under. This should be one (1) of the following categories:

- Medical reasons.
- Family/personal reasons.
- Employment-related reasons.
- Course-related reasons.

A student must provide the original or JP Certified documentation as part of their application for special circumstance consideration. The documentation must clearly indicate the following:

- The level of impact of the special circumstances.
- What the special circumstances were.
- When they occurred.
- How long the condition/event lasted, including dates and duration.

For applications relating to a remission/refund of debt, that the circumstances made their full impact on the student on, or after, the census date. 1

- The application for re-crediting a VET Student Loan balance must include details of the:
  - Phases for which a Student is applying for a VET Student Loan balance re-credited and
  - Special Circumstances as referred to above, including supporting documentation.
  - The Redcliffe Aero Club will consider each application within 15 business days of receipt of the application. The Redcliffe Aero Club representative will consider each request to re-credit a VET Student Loan balance in accordance with the requirements of Schedule 1A of the Act. Applicants will be notified in writing of the decision within 15 business days from the date of submission. A Redcliffe Aero Club representative may also ask the student to provide additional information or documentation throughout this process to be able to fully assess and investigate their application at which time the 15 days will commence after The Redcliffe Aero Club have received the amended or additional documentation.

### Review of Decision

Where The Redcliffe Aero Club (RAC) has declined a student's application to re-credit a student's VET Student Loan balance, that decision may be subject to review. If a student is not satisfied with the decision made by The 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 Decision Review
- include any additional relevant evidence

Applications should be made in writing to the Chief Executive Officer (CEO) as the designated Review Officer of any decisions relating to a request for re-crediting of a VET Student Loan.

The Review Officer will:



- acknowledge receipt of the Decision Review in writing within 10 business days, and
- inform the student that if the Review Officer will advise them of a decision within 45 days of receipt of the application for review.

The Review Officer will then:

- Review the information related to the original decision.
- Assess the 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 or Training ombudsman

### **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 The Redcliffe Aero Club (RAC) representative will inform the student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) or the Training Ombudsman.

Should the student not be satisfied with the outcome they are encouraged to contact the closest AAT office to discuss lodging a complaint and the approximate costs of lodging an appeal. The Application to the Administrative Appeals Tribunal (AAT) must be lodged 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. Your nearest AAT office is in the Brisbane CBD – details below

Monday to Friday 8:30am to 5:00pm.

Phone No.: 1800 228 333

Website <http://www.aat.gov.au/contact-us>

Email: [generalreviews@aat.gov.au](mailto:generalreviews@aat.gov.au)

**Note:** Full details of the application process and fees payable are available on the AAT Registry's website: [www.aat.gov.au](http://www.aat.gov.au).

### **Copyright and Plagiarism**

Plagiarism is defined as the reproduction of another person's/authors/student's words, work, or thoughts from any source without acknowledgement. The descriptive word "work" can include but not limited to diagrams, drawings, pictures, text, and other such expression of ideas. Internet downloading and using that content unacknowledged and with the intention of submitting that "work" as your own original "work" is plagiarism. Copying or duplicating the work of another person (Student, colleague, Pilot, trainer, Instructor etc.) and submitting that "work" as your "work" is also considered plagiarism.

The Redcliffe Aero Club takes copyright matters seriously. If a suspected case of breach of copyright or plagiarism legislation is detected, the Head of Operations will contact the student and arrange a meeting to discuss the matter further. Action taken following a copyright or plagiarism violation could result in suspension or exclusion from your course. To avoid such situations, The Redcliffe Aero Club (RAC) recommends that all students ensure that when submitting their "work" (Flight plans, Course booklets, diagrams etc) that they ensure that the appropriate referencing is being used to abide by copyright legislation. The Redcliffe Aero Club does subscribe to an independent copyright adviser. Students are encouraged to discuss any concerns or questions that they have with the RTO Co-ordinator.

### **Privacy Notice**

#### **Purpose**

The Redcliffe Aero Club ABN 74 009 819 792 RTO no 40971 (may be referred to as we, us, or RAC throughout this notice) has implemented this Privacy Notice to provide information about how we use and store your personal information.

By providing your personal information to The Redcliffe Aero Club, you consent to its collection, use, storage, and disclosure in accordance with this Privacy Notice.

If you wish to make any inquiries regarding this Privacy Notice, you should contact us by emailing our RTO Administration team via email at [RTO@redcliffeaeroclub.com.au](mailto:RTO@redcliffeaeroclub.com.au)



### Scope

This policy applies to all “The Redcliffe Aero Club” employees, associates, students, and stakeholders including the board of directors and committee members.

### Privacy Principles

The Redcliffe Aero Club (RAC) is committed to safeguarding your privacy. The Privacy Act 1988, Australian Privacy Principles and any relevant registered privacy codes govern the way we manage your personal information.

- In collecting your personal information, all “The Redcliffe Aero Club” staff comply with all the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the relevant privacy legislation and regulations of the state of Queensland in which The Redcliffe Aero Club operates.
- Your Personal information, including sensitive information, is collected from you by a “The Redcliffe Aero Club” staff member in order for us to carry out its business functions. The Redcliffe Aero club only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.
- Sensitive information is only collected by The Redcliffe Aero Club if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:
  - *The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.*
  - *It is unreasonable or impracticable to obtain the individual’s consent to the collection, use or disclosure.*
  - *It genuinely and reasonably believes that:*
    - *The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health, or safety of any individual, or to public health or safety.*
    - *Unlawful activity, or misconduct of a serious nature, that relates to The Redcliffe Aero Club functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.*
    - *The collection, use or disclosure is reasonably necessary to assist any APP entity, body, or person to locate a person who has been reported as missing.*
    - *The collection, use or disclosure is reasonably necessary for the establishment, exercise, or defence of a legal or equitable claim.*

#### *\*Direct extract*

- The Redcliffe Aero Club provides comprehensive information to each individual potential candidate and enrolled students through our “Pre-Enrolment Information Sessions”, our “Pre-Enrolment Application Session”, through videos, power point presentations and information booklets and flyers. Through these various methods of communication, we ensure to the best of our ability that all candidates have a clear understanding of the below:
  - Know why their information is being collected, how it will be used and who it will be disclosed to.
  - Is made aware of any legal requirement that “The Redcliffe Aero Club” has to collect and share personal information.
  - Is able to access their personal information upon request.
  - Can ask for personal information that is incorrect to be corrected, or seek clarification if given information is not matching Government reports as expected
  - Can make a complaint to The Redcliffe Aero Club or a third party should they consider that their personal information has been mishandled.
  - Is made aware of any consequences for not providing the information requested, or intentionally providing false or misleading information to the club.

The Redcliffe Aero Club does not participate in any third-party agreements and, as a result, we do not provide your contact information to third parties for the purpose of direct or indirect marketing.

### Collection of Information



The Data Provision Requirements 2012 requires the Redcliffe Aero Club to collect personal information about candidates and students undertaking nationally recognised training and disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). NCVER will collect, hold, use and disclose personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (website link provided).

In general, your personal information will be collected through our various applications and/or enrolment forms, your training records, assessment records and assessment submissions to your Trainers & Assessors, and /or the RTO Administration team.

The types of personal information collected include:

- personal and contact details
- employment information, where relevant
- academic history
- background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
- training, participation, and assessment information
- fees and payment information
- information required for the issuance of a USI

#### Storage of Information

Students / candidates personal information held by The Redcliffe Aero Club will only be used to ensure student administration, reporting data which provides the required information to various Government bodies including but not limited to training opportunities, student training progression, meeting reporting requirements based on students funding options, the issuing of a statement of attainment, record of results, academic transcript and/or a qualification to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes.

The Redcliffe Aero Club stores all records containing personal information securely and takes all reasonable security measures to protect the information collected from unauthorised access, misuse, or disclosure.

Personal information will be stored through multiple locations, paper-based files are kept in a secure location (locked filing cabinets) in a locked RTO Office and electronically in a secure environment to which only authorised staff have access, via multiple password allocation.

#### Disclosure Information

The Redcliffe Aero Club will not disclose an individual's personal information to another person or organisation unless:

- The individual has given written consent.
- The Redcliffe Aero club Management team believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
- The disclosure is required or authorised by, or under, law.
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information and may only be used for the principle in which the information was provided.
- Personal information may be disclosed by The Redcliffe Aero Club for regulatory purposes. The Redcliffe Aero club may disclose personal information for these purposes to third parties, including:
  - Employers – where a potential employee is seeking clarification about the student's qualifications / and or CASA Aeroplane Licencing, endorsements, and ratings. (Students provide authorisation for this as part of their enrolment process)
  - Commonwealth and QLD State government departments and authorised agencies, such as the Australian Skills Quality Authority (ASQA), Department of Education and Training (DET), Tuition Protection Service (TPS) and Civil Aviation Safety Authority (CASA)
  - National Centre for Vocational Education Research Ltd (NCVER)



- Personal information disclosed to NCVER may be used or disclosed for the following purposes:
  - Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts
  - Facilitating statistics and research relating to education, including surveys
  - Understanding how the VET market operates, for policy, workforce planning and consumer information
  - Administering VET, including program administration, regulation, monitoring and evaluation.

### Access of Records

Students / candidates have the right to access or obtain a copy of the information that the Redcliffe Aero Club holds on their student file including contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.

- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office and completing the appropriate request to Access Records Form.
- There is no charge for an individual to access the records that the Redcliffe Aero club holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

### Unique Student Identifiers

The Redcliffe Aero Club (RAC) will collect personal information from you to process your enrolment, to generate, or retrieve your Unique Student Identifier (USI).

All students participating in nationally recognised training with any Registered Training organisation (RTO) from 1 January 2015 is required to have a Unique Student Identifier (USI) and provide it to the Redcliffe Aero Club RTO Administration team as part of their enrolment. Alternatively, The Redcliffe Aero Club RTO team will assist students in applying for a USI as part of the “Pre-Enrolment Application Session” if they have not previously obtained one.

- The Student Identifiers Act 2014 authorises the Australian Government’s Student Identifiers Registrar to collect information about USI applicants. Students will be required to provide information to the Student Identifiers Registrar, which will include the below details:
  - name, including first or given name(s), middle name(s) and surname or family name
  - date of birth
  - city or town of birth
  - gender
  - contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.

The information provided by an individual in connection with their application for a USI:

- is collected by the Registrar as authorised by the Student Identifiers Act 2014.
- is collected by the Registrar for the purposes of:
  - applying for, verifying, and giving a USI
  - resolving problems with a USI
  - creating authenticated vocational education and training (VET) transcripts
- may be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for the purposes of administering and auditing VET, VET providers and VET programs





- education related policy and research purposes
- to assist in determining eligibility for training subsidies
- the National Centre for Vocational Education Research (NCVER) for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation, and auditing of national VET statistics.
- current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies. (A request for training records form will be required to be completed by the requesting RTO. Students will be contacted and advised if this occurs and will be included on email communication)
- researchers for education and training related research purposes
- any other person or agency that may be authorised or required by law to access the information (e.g., CASA)
- A person or committee authorised or representing the Student Identifiers Registrar to assist in the performance of his /her functions in the administration of the USI system.
- will not otherwise be disclosed without the student's consent unless authorised or required by or under law

The Redcliffe Aero Club retains evidence that that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process:

Further information regarding the privacy legislation and regulations from the relevant authorities are outlined below:

National Centre for Vocational Education Research Ltd (NCVER). all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au))

ASQA, VET Student Loans, NCVER and CASA all collect personal information to be able to carry out its functions and activities following at a minimum the below

- the [National Vocational Education and Training Regulator Act 2011](#) (NVR Act)
- the [Education Services for Overseas Students Act 2000](#) (ESOS Act), or
- the [Freedom of Information Act 1982](#) (FOI Act).

ASQA will also collect your personal information on an ongoing basis for more information, see section 4.1.2 of the [ASQA Privacy Policy \(PDF\)](#).

<https://www.asqa.gov.au/about/reporting-and-accountability/privacy-policy>

CASA will also have access to your personal information for the purpose of submitting and being issued Flight examiner assessment results and for the issuing of CASA Aeroplane Licences.

<https://www.casa.gov.au/sites/default/files/casa-privacy-policy.pdf>

[www.privacy.gov.au](http://www.privacy.gov.au)

If you are a VET Student Loan Student, please refer to specific privacy information located on the Government Student Handbook located our website

<https://vet.ombudsman.gov.au/privacy-policy>

<https://www.dese.gov.au/national-vet-data/vet-privacy-notice>

<https://www.dese.gov.au/help-and-other-information/resources/privacy-notice>

<https://redcliffeaeroclub.com.au/index.php/download/vet-student-loans/>





## **National VET Data Policy – Changes as of 1<sup>st</sup> January 2021**

### **Changes to the National VET Data Policy (Private Notice) as of 1st January 2021**

Comprehensive and timely data on Vocational Education and Training (VET) is important for increasing the efficiency and transparency of Australia's VET sector, to improve understanding of Australia's VET market and management of the national VET system.

The National VET Data Policy - available for download from

<https://www.dese.gov.au/national-vet-data/resources/national-vet-data-policy>

This policy brings together the requirements for collecting nationally consistent data about VET activities and processes, and for using data in statistical collections and national surveys.

The National VET data policy has recently changed and along with it the mandatory Privacy notice which described how personal information is collected, used, retained, disclosed and the legislative framework in which these activities operate. The National VET provider collection data requirements policy outlines the requirement of all Registered Training organisations (RTOs) to collect and submit comprehensive data on their delivery of Nationally Recognised Training.

The Redcliffe Aero Club must use the new privacy notice when enrolling students from 1 January 2021 onwards and has incorporated this privacy notice in its enrolment process including enrolment paperwork. This new privacy notice has been published on the Redcliffe Aero club RTO portal of the website.

## **Student Code of Conduct**

When attending a course conducted by The Redcliffe Aero Club (RAC) we request 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
- No student should attend any class lesson or practical activity whilst under the influence of alcohol or any drugs or prescribed medication
- 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 and complete a fatigue management assessment
- 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 (e.g. 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 Head of Operations (HoO) or Delegate if the HoO is absent from the building or training venue. All decisions are subject to our appeals process.

## **Access and Equity**

The Redcliffe Aero Club (RAC) believes in fair access and equity, this reflects in our total diverse philosophy and anti-bias approach. Students' enrolment applications are solely based on the ability to complete the course requirements (as included on the Course Outlines on The Redcliffe Aero Club (RAC) website), and does not in any way consider students backgrounds, genders, race, religions, abilities, cultures, marital status, socio-economic background or similar.

The Redcliffe Aero Club (RAC) 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 provision in industry legislation allows)
- people from non-English speaking backgrounds,
- Indigenous Australians, and
- rural and remote learners



However, The Redcliffe Aero Club (RAC) do have the responsibility to ensure that all students/potential students do genuinely meet occupational requirements for a person to safely fly an aircraft and some people with physical, mental impairments, disabilities or with low language, literacy and/or numeracy skills may not meet entry recommendations and requirements of the course/qualification or the physical requirements of controlling an aircraft. These will be discussed individually with potential students on a case-by-case basis should the need be identified by the Qualified Trainer & Assessor.

### **Harassment and Discrimination Policy**

The Redcliffe Aero Club (RAC) is committed to ensuring that all students, staff and visitors are provided with a safe and friendly workplace and learning environment where they are free from all forms of victimisation and bullying and they feel valued, respected and treated fairly.

The Redcliffe Aero Club (RAC) will ensure that all 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 staff are aware of the processes and procedures for addressing any form of alleged harassment or discrimination.

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 of 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 The Redcliffe Aero Club (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 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, inappropriate or derogatory 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 and study in an environment free of any form of harassment and discrimination
- All reports of harassment and discrimination are treated seriously, impartially, and sensitively. Harassment and discrimination, including victimisation and bullying, are unwelcome, uninvited, and unacceptable behaviour that will not be tolerated by The Redcliffe Aero Club
- If 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 will 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 / Appeals**

The Redcliffe Aero Club (RAC) believes that handling of complaints and appeals from any party is an opportunity for us as a Club as well as an RTO to grow, learn and improve our already high level of quality service. For this guideline, a grievance and a complaint are 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 enrol in the future. 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 Redcliffe Aero Club (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**

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. Any complaint is to be lodged in writing. The person making the complaint (the complainant) is required to complete The Redcliffe Aero Club complaint form (which will be issued via email) **F00048\_Complaint Form**

- Where they will outline their complaint to the Head of Operations (HoO) providing sufficient detail for the HoO 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 resolution outcome to be
- The complainant is given a written acknowledgement upon receipt of their complaint within 5 business days of receiving the complaint

#### **F00052 Complaint Letter - Complaint Outcome**

- The Redcliffe Aero Club (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
- The Redcliffe Aero Club (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
- The Redcliffe Aero Club (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.



#### **F00053 Complaint Letter - Complaint Acknowledgement**

- The complainant will be provided with updates throughout the investigation if the matter has not been 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

**Stage One:** Try to resolve the issue informally, have discussions with parties involved.

**Stage Two:** If discussions do not resolve the issue, a formal complaint (submitting the completed complaint form) should be presented in writing either by email or a letter to the Head of Operations (HoO). Depending on the nature of the grievance the HoO will investigate the matter and arrange an appointment with the complainant, to discuss and attempt to resolve the issue within ten (10) working days of the complaint submission. The HoO 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. The RTO Coordinator (RC) will assist throughout this process where applicable.

**Stage Three:** If the matter is not resolved to the satisfaction of both parties following 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 Redcliffe Aero Club (RAC).

The QLD Government's Dispute Resolution service will be used should the need arise. Details can be found by following this link - <https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/settling-disputes-out-of-court/mediation>

#### **Procedural Guidelines – Appeals**

An appeal is a question or grievance about an assessment outcome (sometimes called an academic appeal) or any other decision that has been made by The Redcliffe Aero Club (RAC). The Redcliffe Aero Club (RAC) has a process for re-evaluating assessment outcomes if the student is not satisfied with the outcome. All appeals with The Redcliffe Aero Club will be conducted and managed by either HoO, CEO, RC, or a Senior Member of the team who is independent of the initial matter which is subject to the appeal and who holds the relevant academic qualifications.

**Academic Appeals** - If a student is not satisfied with an outcome of assessment, you should first approach your initial instructor and make sure that the reasons for being unsuccessful are clearly understood. Once that has been established and the student is still not satisfied with the outcome or the student is still not clear on the reasoning of why the assessment was unsuccessful, contact any other staff member to discuss the procedure for lodging the appeal.

#### **F00050 Complaint Letter - Notification of Appeal**

The Redcliffe Aero Club (RAC) will deal with any appeal in an effective and timely manner, aiming to resolve all appeals in writing to the student as soon as possible.

- 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.
- The Redcliffe Aero Club (RAC) will act upon any substantiated complaint or appeal and may see the result as an Improvement Opportunity for us

The HoO 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.

Any form of substantiated complaints and appeals, the causes will be reviewed as part of the RTO's continual Improvement processes, and appropriate corrective action will be taken to prevent or reduce the likelihood of reoccurrence. Actions and outcomes will be recorded on The Redcliffe Aero Club Continuous Improvement Register.

All appeals and complaints including their resolutions are reviewed at our scheduled management meetings.

#### **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 because 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 Centre

<http://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/setting-disputes-out-of-court/dispute-resolution-centres/>

Students of The Redcliffe Aero Club (RAC) as a Registered Training Organisation can also choose to contact the Training Ombudsman or our licencing body ASQA.

The training Ombudsman provides a free, independent, and confidential service where a representative will review and action enquiries and complaints from students who are studying through a traineeship, apprenticeship, Fee for service student, employer or via other stakeholders through the VET system. Details are listed below:

Training Ombudsman – [www.qld.gov.au/education/training/training-ombudsman](http://www.qld.gov.au/education/training/training-ombudsman)

Email - [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Information about the ASQA complaints process can be found at:

<https://www.asqa.gov.au/complaints> or National Complaints Hotline at [www.education.gov.au](http://www.education.gov.au)

Recommendations received from the above-mentioned external review parties, Government auditing bodies or licensing authorities relating to specific complaints will be accepted and adapted by The Redcliffe Aero Club. Recommendations of a general nature will be considered by the Chief Executive Officer (CEO), Head of Operations (HoO) and/or RTO Coordinator (RC) for inclusion in RACs continuous improvement process.

### **Legislative Requirements**

The Redcliffe Aero Club (RTO No. 40971) is required to comply with a range of legislation requirements relating to being a Registered Training Organisation, to training and assessment strategies and documentation as well as general business practices including but not limited to student's safety, privacy requirements etc.

Industry and Training legislation is continually being updated and all staff and students are made aware of these through The Redcliffe Aero Club (RAC) internal improvement processes and communications. The current legislation can be found by visiting [www.legislation.gov.au](http://www.legislation.gov.au)

Some of 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 that The Redcliffe Aero Club has and how we will provide a safe and healthy working and learning environment for our employees, students, club members and visitors and our duty of care to take reasonable care for the health and safety of others within the workplace. 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 always,
- 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.

## **Exit Point**

All Nationally Accredited Training delivered by The Redcliffe Aero Club the RTO is delivered in a holistic nature as dictated by CASA and ASQA for the Course Content Requirements. As such a student's final flight practical assessment/test for all courses make up a significant part of the final assessment. Since the CASA Licence/Rating is not issued until all assessment items and flight tests are complete, there is no exit point available to the students during the course.

## **Student Support, Welfare and Guidance**

The Redcliffe Aero Club (RAC) conducts majority of our scheduled training with one-on-one student to trainer basis, which provides all students with additional assistance to successfully participate in their chosen course.

If a student feels that they require additional assistance, then we would encourage the student to contact the Redcliffe Aero Club Head of Operations (HoO) to discuss their individual circumstances before enrolling.

The Redcliffe Aero Club (RAC) endeavours to support all our students to complete their course/qualification through Competency Based Training and Assessment. The Redcliffe Aero Club Instructors/Pilots will assist all students in their genuine efforts to complete our training programs. We will ensure that the full resources of our Organisation are made available to assist each student to reach the required level of completion required.

Should a student be experiencing any personal difficulties we would encourage them to directly contact their instructor for a confidential conversation or contact our Head of Operations who will assist the student to the full extent of their capacity.

If your needs exceed our support capacity, we will refer you onto an appropriate external agency. Some useful website links are outlined below:

<https://www.qld.gov.au/emergency/dealing-disasters/crisis-support-hotlines>

<https://www.qld.gov.au/health/mental-health/help-lines/services>





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

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

### **Discipline**

The Redcliffe Aero Club (RAC) provides training and assessment services in the spirit of cooperation and mutual respect. If a Redcliffe Aero Club staff member is dissatisfied with the behaviour or non-academic performance of a student, the instructor has the authority to:

- Warn the student that their behaviour 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 should follow our complaints procedure. The Redcliffe Aero Club expects all our staff to maintain a professional and ethical working relationship with all staff, management, and students. Any breach of our disciplinary standards will be discussed with the Head of Operations (HoO), or Chief Executive Officer (CEO) and appropriate action will be taken.

### **Change of Details**

If a student's personal details change from the information that was originally provided on their application of membership and/or enrolment form, please contact The Redcliffe Aero Club as soon as practicable, this is to ensure that your student file including all contact details remains current and up to date. This can be done in person at The Redcliffe Aero Club reception area or by emailing [rto@redcliffeaeroclub.com.au](mailto:rto@redcliffeaeroclub.com.au). Verbal Changes over the phone cannot be accepted due to privacy and confidentiality legislation.

### **Acknowledgement Declaration**

Before you complete the electronic enrolment form, please be sure that you have read this student handbook and understand its contents in its entirety. If you do not understand anything, please ask the RTO team for clarification. By filling in and submitting the enrolment form, you are acknowledging that you have read the student handbook and acknowledge and accept all conditions.