



Student Pilot Handbook

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Welcome to the Redcliffe Aero Club

The driving force behind the dream of an airport for Redcliffe belonged to the late [Norman Douglas Thurecht](#), ultimately Member No.1 and was 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; nothing really changes, perhaps names. The immediate response was NO! As it was on two further occasions, but DCA did say that when Brisbane had radar coverage it could be re-considered. In the meantime, Norm established a strip at Caboolture (not the current airfield), which was outside Brisbane Control.

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

The first aircraft to land at Redcliffe did so in 1967. However, the strip was still not to licence standard. 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's safe to assume that Norm Thurecht would be pleased with his legacy to Redcliffe. It should be acknowledged that none of this would have been possible without the support of the Redcliffe City Council and many members of the community at the time.

With an operational airstrip, the move to commence an Aero Club began in mid-1969; a public meeting was called and formed a committee with a Preliminary President, Mr. Garth West and Preliminary Secretary, Mr. Colin Bainbridge. The inaugural meeting was held at the Seabreeze Hotel on the 30th October 1969.

The Club was incorporated on the 22nd 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 October 1971.

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

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

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

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

Contact Details

The Redcliffe Aero Club (RAC) (RTO no.40971)
Tel: (61 7) 3203 1777 Fax: (61 7) 3203 3514

1 Wirraway Drive, Kippa Ring, QLD, Australia 4021
Email: info@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 and 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 written, verbal or practical assessments.

Through participating in professional development sessions, classes, simulations or ground training, you may be where required me 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 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 nationally accredited courses:

- ☐ AVI50415 Diploma of Aviation (Instrument Rating)
- ☐ AVI50215 Diploma of Aviation (Commercial Pilot Licence - Aeroplane)
- ☐ AVI50516 Diploma of Aviation (Flight Instructor)

All courses are conducted from 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.

AVI50215 Diploma of Aviation (Commercial Pilot Licence - Aeroplane)

After gaining a Private Pilot Licence (PPL), candidates who aspire to a career as a pilot will complete Commercial Pilot Licence (CPL) training. The Private Pilot Licence (PPL) holder will already possess the skills and knowledge to safely operate an aircraft in a private setting, so 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.

Duration

The course AVI50215 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) takes approximately 12 months 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.

AVIE4001	Maintain aircraft radio communications	Core
AVIF0004	Implement aviation risk management processes	Core
AVIF0005	Implement aviation fatigue risk management processes	Core
AVIF0007	Implement threat and error management strategies	Core
AVIF0008	Manage safe flight operations	Core
AVIF0011	Manage aircraft passengers and cargo	Core
AVIF0014	Manage human factors in aviation operations	Core
AVIH0002	Plan a flight under visual flight rules	Core
AVIH4001	Navigate aircraft under visual flight rules	Core
AVILIC0001	Licence to operate a commercial Aeroplane	Core
AVIO0002	Manage disruptive behaviour and unlawful interference with aviation	Core
AVIW4001	Manage pre- and post-flight actions	Core
AVIW5018	Operate and manage aircraft systems	Core
AVIY0001	Operate aircraft using aircraft flight instruments	Core
AVIY0002	Operate in controlled airspace	Core
AVIY0003	Operate in Class G airspace	Core
AVIY0004	Operate at non-towered aerodromes	Core
AVIY0005	Operate at a controlled aerodrome	Core
AVIY0008	Apply aeronautical knowledge to aviation operations	Core
AVIY0009	Apply the principles of civil air law to aviation operations	Core
AVIY0018	Execute advanced Aeroplane manoeuvres and procedures	Core
AVIY0019	Manage abnormal Aeroplane flight situations	Core
AVIY4001	Control Aeroplane on the ground	Core
AVIY4002	Take off Aeroplane	Core
AVIY4003	Control Aeroplane in normal flight	Core
AVIY4004	Land aeroplane	Core
AVIY4007	Manage aircraft fuel	Core
AVIZ4001	Manage situational awareness in aircraft flight	Core
AVIH4012	Plan a flight under night visual flight rules	Elective

To complete the qualification AVI50215 Diploma of Aviation (Commercial Pilot Licence - Aeroplane) Students will need to be deemed competent in 28 core units and 1 elective unit of study.

AVI50415 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, en-route procedures and all instrument approach procedures such as the RNAV GNSS and ILS approach.

Duration

The AVI50415 Diploma of Aviation (Instrument Rating) course duration is a period of 11 months' full time. The course duration may vary in duration depending on whether the applicant holds a Private Pilot License (PPL) or a Commercial Pilot License (CPL) at the time of commencement.

A student who holds a Private Pilot License (PPL) will spend approximately 11 months to reach the Instrument rating level whereas the holder of a Commercial Pilot Licence (CPL) will take approximately 2 months.

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

Core and Elective units

Each qualification that 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 Redcliffe Aero Club (RAC) have 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.

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

AVI50516 Diploma of Aviation (Flight Instructor)

Flight Instructors are responsible for guiding the development of training pilots both in the air and on the ground, which creates a highly dynamic and challenging work environment.

Candidates will develop the highest levels of theoretical knowledge, exemplary flying skills and a strong understanding of training and assessment techniques employed in the aviation training industry.

AVIM5002	Conduct aeronautical knowledge training	Core
AVIM5003	Conduct flight training	Core
AVIM5008	Conduct flight review	Core
TAEASS401	Plan assessment activities and processes	Core
TAEASS402	Assess competence	Core
TAEASS403	Participate in assessment validation	Core
TAEDL401	Plan, organise and deliver group-based learning	Core
TAEDL402	Plan, organise and facilitate learning in the workplace	Core
TAEDS401	Design and develop learning programs	Core
TAEDS402	Use training packages and accredited courses to meet client needs	Core
BSBMM401	Make a presentation	Elective
TAEASS301	Contribute to assessment	Elective
TAEDL301	Provide work skill instruction	Elective
TAEDL404	Mentor in the workplace	Elective
TAELN411	Address adult language, literacy and numeracy skills	Elective
TAETAS401	Maintain training and assessment information	Elective

To complete the qualification AVI50216 Diploma of Aviation (Flight Instructor) you will need to be deemed competent in 10 core units and 6 elective unit of study.

Facilities and resources

A list of the aircraft fleet owned by Redcliffe Aero Club (RAC) and available for student lessons are located on our website. Located on the website you can also see pictures of the club house and the VH - SIM Flight Simulator.

Course costs

Students of Redcliffe Aero Club (RAC) have the option of pay for their course as they progress on a fee for service basis, or you may choose to apply for the Commonwealth Government funded Vet Student loan scheme. If you wish to apply there is 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 at

<http://www.redcliffeaeroclub.com.au/index.php/diploma-courses-avi50415/#tab-id-4>

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

Your Privacy

The Redcliffe Aero Club (RAC) is committed to safeguarding your privacy.

The Privacy Act 1998, Australian Privacy Principles and any relevant registered privacy codes govern the way we manage your personal information.

Redcliffe Aero Club (RAC) will collect personal information from you to process your enrolment, to generate or create your Unique Student Identifier (USI) and CHESSN. We are required to gather information about you as a student including but not limited to; date of birth; contact details; training outcomes and performance; sensitive personal information (including my ethnicity or health information).

Sharing of personal information with Redcliffe Aero Club (RAC) ensures that, except as required under the Standards of the National VET Regulator 2011 or any other relevant legislation or by law, information about a student is not disclosed to a third party without the written consent of the student.

Upon enrolment, you will be required to complete a privacy consent declaration enabling Redcliffe Aero Club (RAC) to disclose your personal information to Commonwealth, State and Territory regulatory agencies; and other government agencies.

Your privacy declaration will consent for the relevant government agencies to use your personal information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of your training; the determination of your eligibility to receive subsidised training or for any Fee Exemptions or Concessions. Licencing requirements or anything related to the Aviation industry.

Your personal information may also be disclosed to other third parties if required by law. In some cases, we will be required by law to make student information available to others such as regulatory bodies from State or Federal Government Departments. In all other cases, we ensure that we will seek the written permission of the student before any information held about them is accessed by any person outside of the employment of the Redcliffe Aero Club (RAC) RTO no.40917

Further information regarding the privacy legislation and regulations can be located at the below website.

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 on the website.

Student Code of Conduct

When attending, a course conducted by 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 always
- No student should attend any class or practical activity whilst under the influence of alcohol or any drugs (prescribed or otherwise)
- As we operate in a tightly controlled safety conscious industry, if your judgement is impaired by illness, medical condition or tiredness, you should not attend. If you are unsure, please discuss with one of our staff
- Any form of discrimination (sexual, racial etc), bullying, any form of harassment (see below for definitions) or any obscene, offensive or insulting language or behaviour, will not be tolerated
- Disruptive behaviour is unacceptable and will not be tolerated.
- Any alleged breaking of any state or federal law witnessed by or reported to us will be reported to the relevant authority (e.g. stealing, damaging property, assault etc.)
- Everyone must observe all safety and warning signs and any written direction always

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

Access and Equity

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.

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 safe and reasonable to do so),
- people from non-English speaking backgrounds,
- Indigenous Australians, and
- rural and remote learners.

However, 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.

Student selection

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 Redcliffe Aero Club (RAC) are fair, transparent procedures based on merit for making decisions about; the selection, from among potential students; and the treatment of students and their information.

Acceptance into Redcliffe Aero club (RAC) as a student is based upon enrolment application satisfying any pre-requisite qualifications, requirements and the potential student meets any age and health requirements. The student selection process is used to select the most suitable student 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. Redcliffe Aero Club (RAC) shall ensure that any applicants who are not offered a position with Redcliffe Aero club (RAC) to study have the reasons and further recommendations explained to them. The trainers/ pilots will also have outlined any appropriate pre-entry training that the student may take to meet eligibility criteria and re apply for an enrolment position.

For further information regarding access and equity can be directed to the Chief Flying Instructor at info@redcliffeaeroclub.com.au.

Harassment and Discrimination Policy

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 are treated fairly.

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 behavioral example. All staff are aware of the processes and procedures for addressing any form of alleged harassment or discrimination.

Staff and students should be aware of the following definitions:

Bullying - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumors 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 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 favorable 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 favors, 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 Redcliffe Aero club.

- When a staff member is informed of any harassment or discrimination they have the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals 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 a 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 enroll. The policy applies regardless of the location at which the grievance has arisen.

Such complaints may include, but are not limited to:

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

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

Informal resolution

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

Formal process

The 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

- 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, **F00048_Complaint Form.V3** outline their complaint to the Chief Flight Instructor (CFI) providing sufficient detail for the Chief Flight Instructor (CFI) to commence an investigation into the matter. The document must outline what steps

have been taken to attempt resolution (informally) and what the complainant would like the resolution outcome to be.

- The complainant is given a written acknowledgement upon receipt of their complaint within 5 business days of receiving the complaint.

F00053_Complaint letter - Complaint Acknowledgement.V2

- 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.

F00052_Complaint Letter - Complaint Outcome.V4

- 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 outlines in our privacy policy regarding personal information.
- Reasonable timelines for responses to each stage of the process are observed.

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

Stage One: Try to resolve the issue informally, 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 Chief Flight Instructor (CFI).

Depending on the nature of the grievance the Chief Flight Instructor (CFI) 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 Chief Flight Instructor (CFI) 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 will assist throughout this process where applicable.

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

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

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 Redcliffe Aero Club will be conducted and managed by either Chief Flight Instructor (CFI), Chief Executive Officer (CEO) RTO Coordinator (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.V4

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

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

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

Email - 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

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) and/or Chief Flying Instructor (CFI) and/or RTO Coordinator (RC) for inclusion in RACs continuous improvement process.

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.

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 and 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/F2014L01377/Download>

Legislative Requirements

Redcliffe Aero Club (RTO no.40971) are required to comply with a range of legislation requirements relating to being a Registered Training Organisation, relating 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. If you wish to view current legislation, type in the below headings into your internet search engine or by visiting www.legislation.gov.au

Some of the legislation that particularly effects your participation in Vocational Education and Training includes:

RTO Number: 40971

The Redcliffe Aero Club

ABN: 74009 819 792

Office: (61 7) 3203 1777

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

Email: info@redcliffeaeroclub.com.au

F00004 Student Pilot Handbook.V10

Amended 24.03.2019

Source: RTO Coordinator

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 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 work place. This includes the provision of:

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

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

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards,
- Check all equipment for maintenance requirements,

- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure student safety 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.

Fees and Refund Policy

Redcliffe Aero Club (RAC) (RTO No: 40971) students are required to become members of the Redcliffe Aero Club via admission of a new member 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-aways and professional development sessions conducted by club 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 Redcliffe Aero Club will generally be a Government VET Student Loan scheme student or a Fee for Service Student.

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

<http://redcliffeaeroclub.com.au/index.php/diploma-courses-avi50415/#tab-id-4>

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 decide to withdraw throughout the duration of the course.

Please note that costs are calculated on the minimum requirement of each Licence level as specified by the Redcliffe Aero Club's Syllabus of Training, 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 of a RAC aircraft, a minimum of 48 hours' notice is required. If less than 48 hours' notice is given, then a cancellation fee of \$50 dollars per two (2) hour session block is payable to Redcliffe Aero Club.

Landing fees associated with landing 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

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

Individual hardcopy student records will be stored in a locked secure area in the RTO Coordinators office (RC). Our electronic records are stored and maintained on approved Student Management Systems and are backed up weekly. These Student Management Systems are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

Our software and hardcopy systems will retain student results for a period of not less than 30 years. Access to individual student assessment records will be limited to those who require those records for specific purposes including:

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

Or those required by law such as:

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

Enrolment / Entry Requirements / Induction

Pre-requisites

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.

Students must hold or obtain:

- A Current Class 1 (as applicable to the PPL and CPL) Aviation Medical*

And either:

- CASA issued creational Pilot Licence (RPL) or CASA issued Private Pilot's Licence (PPL) or CASA issued Commercial Pilot's Licence (CPL) or
- Qualifications AVI50415 Diploma of Aviation (Instrument rating) , AVI50215 Diploma of Aviation (Commercial Pilot Licence-Aeroplane) or AVI50516 Diploma of Aviation (Flight Instructor)

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

- Aviation English Level 6 and a reasonable grasp of mathematics
- ASIC Security Clearance*
- ASL Exam fees*
- Club membership fees*

- Flight tests including examiner fee and CASA administration fees*
- A good watch with a clear face and a sweeping second hand*
- Uniform**
- Text Books**
- A general aviation headset** (optional but recommended)
- Any required experience (flight time) building not included in the syllabus
- Please note the course fee includes one attempt at every flight lesson and assessment. Additional training required to meet competence will be charged at the applicable RAC/ASL rate and will be payable at the completion of the flight or exam.

* 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.

Student Enrolment Process / Selection

- 1) Student submits expression of interest via email. Expression of interest form and all relevant documentation.
- 2) Redcliffe Aero Club representative will then send you the enrolment application documentation to complete and return; we will then confirm a time for you to have your introduction meeting.
- 3) Introduction meeting will be conducted with the Chief Flight Instructor and RTO Coordinator, this will occur on site and we ask that you allow approx. 4 – 5 hours. This will include a practical aeroplane simulator / challenge test in a C172 and an Aviation related questionnaire.
- 4) You will need to bring with you the completed enrolment application along with all documentation outlined on the enrolment checklist.
- 5) Student applications will then be assessed for eligibility and a quality check will be conducted.
- 6) Student will then be emailed a link to an LLN Core Skills Pre-Assessment. Upon completion they will notify Redcliffe Aero Club RTO Coordinator via email info@redcliffeaeroclub.com.au
- 7) Upon completion and evaluation of students results the student will be advised of their successful or Unsuccessful application outcome and enrolment into their nominated course and receive a confirmation of enrolment letter via email.

The LLN Core Skills Pre-Assessment will be conducted to estimate the correct level of support that is required for each individual student. If a student's needs exceed our Trainers/ Instructors skillset or course time restrictions a Redcliffe Aero Club Instructor will refer the student to an external support provider who specializes in that training area. 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 a position into their chosen course/ qualification.

Redcliffe Aero Club, Chief Flight Instructor (CFI), Chief Executive Officer (CEO) or RTO Coordinator (RC) will assess the student's application and determined 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 unsuccessfully complete the qualification and be able to obtain a Pilot Licence issued by CASA.

Selection into RAC programs is based upon the applicant student:

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

Pre-course assessment of Language, Literacy and Numeracy (LLN)

Before commencing a course with Redcliffe Aero Club (RAC) (RTO No. 40971) each student will be required to complete a Language, Literacy and Numeracy (LLN) diagnostic assessment to determine an LLN Indicator against skills required to complete the qualification or in some incidences simply 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 used to assist in evaluating English language, literacy and numeracy practices in the five (5) core skills 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 student 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.

Redcliffe Aero Club (RAC) standard course material including reading text and materials, writing complex reports, 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 their skill set.

Redcliffe Aero Club recognises that not all students will be able to obtain the written and perform calculations to the required standards in the first instance. Redcliffe Aero Club Instructors will endeavor to assist and accommodate any student with difficulties with language, literacy or numeracy, but will also use the LLN diagnostic assessment as a guide.

Specific entry requirements for language, literacy and numeracy exist for VET Student Loans students and Aviation students aiming to become a qualified Pilot also have specific CASA industry requirements.

Alternatively, for all other students it is a requirement of the VET Student Loan scheme that all applicants undertake a pre-entry language, literacy and numeracy assessment to see if they are academically suited to the course.

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

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
- will give you access to your training records and transcripts (available in mid-2016)
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

Who needs a USI and why?

If you are a new or continuing student undertaking nationally recognised training and/or qualification, then you will be required to obtain a USI to receive your qualification or statement of attainment.

To enroll in a Nationally accredited course with Redcliffe Aero Club you are required to have a USI, if you do not have one then you can create one or give Redcliffe Aero Club RTO Coordinator 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>

Exit Point

All Nationally Accredited Training delivered by 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 test are complete, there is no exit point available to the students during the course.

Credit Transfer and Recognition of Prior Learning

As a Registered Training Organisation, 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 and will not be required to complete or pay for that unit of competency as part of their training. A Credit transfer assessment grade will be documented on the student's academic transcript.

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

Recognition of Prior learning (RPL) may also be considered for a Unit of Competency where a student holds 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 may include 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. Further information can be found at www.training.gov.au

Recognition of Prior Learning will only be considered for students who can provide comprehensive evidence of their Aviation experience. If a student is not unable to supply the required evidence, they will not be eligible for Recognition of Prior learning.

To apply for recognition of prior learning:

- Arrange for an interview with the Chief Flying Instructor (CFI) who will assess the evidence supplied and if necessary may request you supply additional evidence.
- Gather all relevant documentary evidence (as guided by your instructor) relating to training and experience in the competencies for which recognition is sought.
- The Chief Flying Instructor (CFI) will contact your previous flying school to obtain your student records. These will be used to verify the evidence you have supplied. You may be required to sign a privacy release document at this time.
- After reviewing all documentary evidence, the Chief Flying Instructor (CFI) may require further evidence of competency through one or both of the following:

- Assessment of flying skills
- Testing of theoretical knowledge.
- The Chief Flying Instructor shall, based on the evidence, determine the recognition to be given.
- The Redcliffe Aero Club will advise you of the outcome of your application.
- If you are not satisfied with the outcome, you may appeal in accordance with the Appeals procedure (detailed in this handbook).

Student Support, Welfare and Guidance

Redcliffe Aero Club (RAC) conducts a 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 Chief Flight Instructor (CFI) to discuss their individual circumstances before enrolling.

Redcliffe Aero Club (RAC) endeavors to support all our students to complete their course/ qualification through Competency Based Training and Assessment. 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 Chief Flight Instructor (CFI) who will assist the student to the full extent of his/her 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

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 behavior or non-academic performance of a student, the instructor has the authority to:

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

If a student wishes to express a complaint in relation to the disciplinary action taken, they should follow our complaints procedure. 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 Chief Flight Instructor (CFI) or Chief Executive Officer (CEO) and appropriate action will be taken.

Student selection and enrolment

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

Selection into RAC programs is based upon the applicant student:

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

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

Course Admission

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

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

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

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 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 info@redcliffeaeroclub.com.au. Verbal Changes over the phone cannot be accepted due to privacy and confidentiality legislation.

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: <http://www.deewr.gov.au/VetFeeHelp>.

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 Education and Training.

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

General information about VET Student Loans can be found at

<http://studyassist.gov.au/sites/studyassist/vet%20student%20loans/pages/vet%20student%20loans>

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

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

Can I get a loan for the full course cost? No. For 2017, the cap on the amount of money you can loan through the scheme is \$75,000. In some cases, this may not cover the cost of the course.

How do I pay it back? You repay the loan through the taxation system in Australia once your income reaches the appropriate threshold.

Can I pay for some of the course and loan the rest? Yes you can.

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

VET Student Loan Invoice Notice? We will issue you a VET Student Loan Invoice Notice no less than 14 days before the census date for each study period, so you have plenty of time to consider your study options. Withdrawing from study it is important to correctly withdraw from your course or unit of study. If you don't withdraw properly or if you miss the withdrawal deadline, you **will** incur a debt.

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

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

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 student who are accessing a VET Student Loan. Study periods, proposed start and end dates and census dates for your course are outlined in a document provided when you enroll.

How do I apply?

To apply for a VET STUDENT LOAN, you will need a tax file number (TFN) and a *Request for VET STUDENT LOAN assistance / loan form* (or a CAF) form. Please note that the form is only available from the Redcliffe Aero Club. Before you sign and submit your form you must read the [VET STUDENT LOAN information for 2016 booklet](#). The form will ask you to provide your TFN. If you don't have a TFN, you can give your provider a *Certificate of application for a TFN*. This certificate is available from the [Australian Taxation Office \(ATO\) \(opens in a new window\)](#) after you have applied for a TFN. Contact the ATO on 13 28 61 for TFN information.

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

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

Higher Education Loan Programme Privacy Notice – The Department of Education (the department) collects your information in accordance with the Australian Privacy 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 our online enquiry form: <http://education.gov.au/contact-department>

Commonwealth Assistance Notice (CAN)

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

Check your CAN carefully to make sure that:

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

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

Your Commonwealth Higher Education Student Support Number (CHESSN)

You will be allocated a CHESSN when you first apply for admission to Redcliffe Aero Club (RAC). Your CHESSN is a unique identification number that remains with you during and after your studies. It helps you, your provider and the Australian Government keep up to date with information VET STUDENT LOAN information about the Commonwealth assistance for tertiary study that you have used. Your CHESSN will also be printed on your CAN. You can use your CHESSN and other personal identifying details to access MyUniAssist via www.studyassist.gov.au.

MyUniAssist provides information on how much Commonwealth assistance you have received (but it will not display information related to study undertaken before 2005). You can refer to the STUDENT LOAN assisted units' tab in MyUniAssist to find out how much VET STUDENT LOAN you have used and how much of your STUDENT LOAN limit you have left. MyUniAssist is updated with details about your HELP usage as reported by your provider four times a year.

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

Privacy

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

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

Meaning of VET personal information *VET personal information* is:

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

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

Procedure

A person who is or has been enrolled with 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 info@redcliffeaeroclub.com.au.

Only the Chief Executive Officer (CEO), Chief Flying Instructor (CFI) 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 of 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.

Student Withdrawal Policy

VET Student Loan Unit of Study Withdrawal Policy

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

- Will not incur a VET Student loan debt for that unit 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 Chief Flight Instructor (CFI) and / or RTO Coordinator (RC) in writing as soon as possible if they wish to withdraw from a VET unit of study or wish to cancel a request for Commonwealth assistance.

The Chief Flight Instructor (CFI) 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 unit of competency, 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 units of competency from the time of notification.

The Chief Flight Instructor (CFI) is the first point of contact in the withdrawal process and they will ensure that 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

Redcliffe Aero Club (RAC) will not re-enroll students who have previously withdrawn from studying a unit of competency, in subsequent units of study without written instruction from the student.

Should a student wish to re-enroll in a VET Student loan to continue with the study of a unit of competency will be required to notify the Chief Flight Instructor (CFI) in writing indicating the reason for the decision to recommence study and advise on the proposed date of returning to training. The Chief Flight Instructor 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.

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 Redcliffe Aero Club, for which the student may access VET FEE-HELP assistance to pay for all or part of their tuition fees.

Policy Content

Redcliffe Aero Club has put in place the following procedure for reviewing decisions related to the re-crediting of a 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 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. 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. A Student must apply in writing on the Withdrawal or Transfer Form and the Special Circumstances Form, to the Chief Flight Instructor (CFI) or RTO Coordinator (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. 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

b. The application for re-crediting a Vet student loan balance must include details of the:

- Unit(s) of competency for which a Student is applying for a Vet student loan balance re-credited and
- Special Circumstances as referred to above, including supporting documentation.
- Redcliffe Aero Club will consider each application within 15 business days of receipt of the application.

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 Redcliffe Aero Club have received the amended or additional documentation.

Review of Decision

Where 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 Redcliffe Aero Club the Student may apply, within 28 days of the receipt of the original decision, for a review of the decision.

The application for review must:

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

Applications should be made in writing to the Chief Executive Officer (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 application for review of a decision in writing within 10 business days; and
- inform the Student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.

The Review Officer will then:

- Review the information 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 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. AAT Details and Approximate Costs Your nearest AAT office is in Brisbane.

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

Phone no. [1800 228 333](tel:1800228333)

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

Email 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.

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 you "work" is also considered plagiarism.

Redcliffe Aero club takes copyright matters seriously. If a suspected case of breach of copyright or plagiarism legislation is detected then the Chief Flight Instructor (CFI) will contact the student and arrange a meeting to discuss the matter further.

To avoid such situations, 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. Redcliffe Aero club does subscribe to an independent copyright adviser. Students are encouraged to discuss any concerns or questions that they have with their Instructor.

Acknowledgement Declaration

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