



**BASAIR**  
AVIATION COLLEGE

# STUDENT HANDBOOK 2020

Version: 3.0



		1
Version Control		4
1	Welcome from the Chief Executive Officer	5
2	All about Basair Aviation College	6
3	VET Student Loans	9
3.1	Eligibility for Vet Student Loans	9
3.2	Application for Vet Student Loans	10
3.3	Repaying Vet Student Loans	11
3.4	Eligible Vet Student Loans Courses	11
3.5	Vet Student Loans Caps	11
4	International Students	12
4.1	CRICOS	12
4.2	Student visas for Australia	12
4.3	Work Conditions for Student Visa Holders	12
4.4	Changing courses or education providers	14
5	Studying at Basair Aviation College	16
5.1	Pilot Aptitude Assessment Process	16
5.2	Entry requirements: English language	16
5.3	Entry requirements: medical	17
5.4	Entry requirements: aviation security identity card and aviation reference number	17
5.5	Entry requirements: unique student identifier	18
6	Basair Aviation College Course Information	19
6.1	Diploma of Aviation (Commercial Pilot Licence – Aeroplane)	20
6.1.1	<i>Study period one: the recreational pilot licence</i>	22
6.1.2	<i>Study period two: the private pilot licence</i>	23
6.1.3	<i>Study period three: theory, command, and night visual flight rules</i>	24
6.1.4	<i>Study period four: commercial pilot licence flight test</i>	25
6.2	Diploma of Aviation (Instrument Rating)	27
6.3	Diploma of Aviation (Flight Instructor Rating)	29

6.4	Formal qualifications, careers and alumni	31
7	Tuition Fees, Payment and Charges	32
7.1	Paying for your course	32
7.2	Additional charges beyond your tuition fees	32
8	Safety is our Number-One Priority	34
9	Basair Aviation College's Essential Rules	35
9.1	Uniform	35
9.2	Student attendance	35
9.3	Flight bookings and cancellations	36
9.4	Exams and exam bookings	36
9.5	Flight record submission	37
9.6	Flight test attempts	37
10	Basair Aviation College Charter	38
11	Student Code of Conduct	39
12	Student Policies	41
12.1	Fair treatment and equal benefits and opportunity policy	41
12.2	Privacy policy	42
12.3	Personal information policy	42
12.4	Recognition of prior learning policy	44
12.5	Provision of credit policy	45
12.6	Student attendance policy	46
12.7	Students being uncontactable policy	47
12.8	Student flight cancellation policy	47
12.8.1	<i>Cancellations due to student absence</i>	49
12.8.2	<i>Cancellations due to a student being medically unfit</i>	50
12.8.3	<i>Cancellations due to Student being Unprepared</i>	51
12.8.4	<i>Cancellation due to weather</i>	51
12.8.5	<i>Cancellation due to Aircraft Unserviceability</i>	52
12.8.6	<i>Instructor Absence</i>	52
12.8.7	<i>Other Cancellations</i>	52
13	Student's Rights and Obligations	53
13.1	Exam attempts and changing exam bookings policy	53
13.1.1	<i>Retaking exams policy</i>	53

13.2	Withdrawal, Deferment, Termination of Enrolment or Cancellation.	54
13.2.1	<i>Withdrawal</i>	54
13.2.1	<i>Student Deferment.</i>	56
13.2.2	<i>Termination of Enrolment</i>	57
13.3	Refunds and cancelling, withdrawing or not completing your course policy	59
13.4	Student review and re-crediting a VET student loans FEE-HELP balance policy	61
13.5	Academic and non-academic grievance policy and procedure	63
13.6	Appealing an assessment policy	64
13.7	Student transfer request policy	64
13.8	Applying for course leave	65
13.9	Failing to meet benchmarks policy	66
13.10	Reviewing your student account policy	69
13.11	Students self-studying	70
14	Authority to Release Information	71
15	Permission Document to Collect Information	72
16	Anti-Discrimination, Access and Equity Undertaking	73
17	Grievance Procedure Form	74
18	Health and Safety in Australia	76
18.1	Information for emergencies	76
18.2	Personal safety	77
18.3	Public transport	77
18.4	At College	78
18.5	Using the Internet	78
18.6	Home safety	78
18.7	Sun and water safety.	79
18.8	Fire safety	80

## Version Control

Version #	Changes	Effective Date
3.0	3: Vet Student Loans (update on eligibility and caps.) 13: Student's Rights and Obligations	From 20 <sup>th</sup> February 2020

## 1 Welcome from the Chief Executive Officer

Welcome to Basair Aviation College,

It is my great pleasure in welcoming you to the College. I am confident that the College can deliver an outstanding student experience and help you to achieve your career goals.

Flying is a wonderful career and one that is highly rewarding. Obtaining the very best start to that career is of paramount importance and I am pleased you have decided to let the team at Basair Aviation College help you to get your wings.

We have always strived to provide quality training courses at Basair Aviation College, while at the same time retaining a friendly and happy learning environment. I think we have managed to do this, I hope that you agree with me as you progress through your course. You can feel comfortable knowing that your course is structured around the very latest competency-based training standards, providing you with the best opportunities upon graduation.

I take a keen interest in each student who flies with Basair Aviation College and I want everyone to have a truly enjoyable time with us.

Thank you for choosing to fly with Basair Aviation College and I hope to see you in the skies soon as a professional pilot.

Best wishes for your flying.

Regards,



**David Trevelyan**  
Chief Executive

## 2 All about Basair Aviation College

Basair Aviation College was established in 1991 with the aim of specialising in teaching students who want a career in aviation. Since then, we have trained many thousands of professional pilots who are now employed in successful careers around the world, our alumni fly for more than 50 airlines globally.

We have three campuses across Australia – in Sydney, Brisbane, and the Hunter Valley. In addition to commercial flight training, the Basair Group has three further flying-based brands: Sydney Aviators, Brisbane Aviators and Australia by Air.

Campus	Primary focus	Address	Contact details
Basair (Bankstown)	Education and commercial flight training	PO Box 173, George's Hall, NSW, 2198	T: +61 2 9791 0111 E: Bankstown reception on <a href="mailto:bkreception@basair.edu.au">bkreception@basair.edu.au</a>
Basair (Archerfield)	Education and commercial flight training	9 Grenier Drive, Archerfield Airport, QLD 4108	T: +61 7 3270 2400 E: Archerfield reception on <a href="mailto:afreception@basair.edu.au">afreception@basair.edu.au</a>
HVA (Cessnock)	Education and commercial flight training	Terminal Building, Cessnock Airport Wine Country Drive, Pokolbin, NSW 2320	T: +61 2 4991 6500 E: Megan Ross on <a href="mailto:mross@huntervalleyaviation.com.au">mross@huntervalleyaviation.com.au</a>
Sydney Aviators	Private flying and flying club	PO Box 173, George's Hall, NSW, 2198	T: +61 2 9793 8900 E: Mustapha Neffati on <a href="mailto:mneffati@sydneyaviators.com.au">mneffati@sydneyaviators.com.au</a>
Brisbane Aviators	Private flying and flying club	Hangar One, Qantas Avenue, Archerfield QLD 4108	T: +61 7 3270 2444 E: Aljon Balon on <a href="mailto:abalon@brisbaneaviators.com.au">abalon@brisbaneaviators.com.au</a>
Australia by Air	Charter	PO Box 173, George's Hall, NSW, 2198	T: +61 2 9982 9666 E: Adrian De Luca on <a href="mailto:adrian@australiabyair.edu.au">adrian@australiabyair.edu.au</a>

For more on our campuses, please visit:

<http://www.basair.com.au/Student/Content/Basair-Campuses>.

While studying at Basair Aviation College you will benefit from an extremely well structured course that is designed to maximise the effectiveness of your learning. This is supplemented by many pre-requisites, goals and benchmarks. The point of this is to minimise the number of flying hours that you will require to achieve the standard required to be a commercial pilot. Yet we don't rest on our laurels: we continually seek to improve ourselves – both on the ground and in the air – and we endeavour to improve further our value to you.

Please note that we are available during business hours to discuss your training, or any issues that you have, with you. It is strongly advised that you make an appointment with the person you wish to meet to avoid delay.

Basair Aviation College is approved by the Australian Skills Quality Authority (ASQA) and the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to deliver the following courses:

Code	Course name	CRICOS approved?	CRICOS code
AVI30813	Certificate III in Aviation (Remote Pilot – Visual Line of Sight)	No	N/A
AVI40108	Certificate IV in Aviation (Commercial Pilot Licence – Aeroplane)	Yes	066809B
AVI50215	Diploma of Aviation (Commercial Pilot Licence - Aeroplane)	Yes	066809B
AVI50415	Diploma of Aviation (Instrument Rating)	Yes	089858C
AVI50516	Diploma of Aviation (Flight Instructor)	Yes	090134G

Basair Aviation College is open from Monday to Friday from 0800 to 1730. Please note that we also operate outside of these hours for night flying, evening classes and early morning flights. Please ensure that you know exactly when you are scheduled to attend theory and flights.

We break twice during the year for a mid-winter break and over Christmas.

The scheduled breaks for our Archerfield, Bankstown and Cessnock campuses in 2019 are: 24<sup>th</sup> June to 5<sup>th</sup> July and 23<sup>rd</sup> December to the 6<sup>th</sup> January 2020.

Basair Aviation College provides modern, purpose-built student accommodation at our Archerfield campus, all accommodation is self-catering, with students sharing a large commercial kitchen, dining-room and recreational area with other students.

Our Archerfield Campus student accommodation has 40 single rooms (eight en-suite and 32 with shared amenities) across three types of room (standard, deluxe and superior) with:

- Single bed
- Desk
- Wardrobe
- Fridge
- Study table and chair

The shared facilities include:

- 24-hour security
- All rooms carpeted and air-conditioned for student comfort
- Broadband internet access in every student apartment
- Large commercial kitchen

- Kitchen cafeteria and dining area
- Coin-operated laundry and ironing facilities
- Games room/recreational area
- Outdoor deck/BBQ entertaining area
- Lookout deck with a 360-degree view of Archerfield Airport

For more details of our accommodation, including prices, please visit:

<http://www.basair.com.au/Student/Content/Archerfield-Accommodation>.

To access our campuses, public transport is usually available.

Trains run to Bankstown interchange station and the number 905 bus passes the main northern entrance to the airport (Airport Avenue at Marion Street) which is just a short walk from Basair Aviation College.

For timetable and other information, please visit:

[http://www.transdevnsw.com.au/uploads/905-S4\\_web.pdf](http://www.transdevnsw.com.au/uploads/905-S4_web.pdf).

Our Bankstown Campus has ample parking if you wish to drive.

To reach our Archerfield Campus, bus number 110 and 115 operate to and from the city centre at regular intervals; the closest bus stop for our campus is Beatty Road, Archerfield Aerodrome, stop number #005512. This is a two-minute walk from our building. The timetable For bus 110 is available here:

<https://jp.translink.com.au/plan-your-journey/timetables/bus/T/110>

Our Hunter Valley Aviation Cessnock Campus is accessible by private car.



### 3 VET Student Loans

VET Student Loans is a Federal Government scheme which enables eligible students to have all or part of their tuition fees paid for them by the Australian Government in the form of a loan. The loan gives rise to a HELP debt that continues to be a debt due to the Commonwealth until it is repaid.

Basair Aviation College is approved by the Department of Employment, Skills, Small and Family Business to offer VET Student Loans to eligible students. VET Student Loans is not available for students who are not eligible.

#### 3.1 Eligibility for Vet Student Loans

You are eligible for VET STUDENT LOANS if you:

- Meet the citizen and residency requirements by being one of the following;
  - Are an Australian citizen; or
  - Are a New Zealand Special Category Visa holder who meets long-term residency requirements; or
  - Are a permanent humanitarian visa holder (resident in Australia for the duration of the unit);

AND

- Are within the Vet Student Loan caps
  - have not exceeded the FEE-HELP course caps or individual lifetime caps;

AND

- meet course requirements as follows:
  - Are a full fee-paying / fee for service student studying a diploma, advanced diploma, graduate certificate or graduate diploma level course at an approved VET STUDENT LOANS provider; OR
  - Are a student subsidised by a state or territory government (other than the Australian Capital Territory) studying a diploma or advanced diploma course; OR
  - Are a student subsidised by the Victorian, South Australian, Queensland, Western Australian and New South Wales Government studying in a specified certificate IV course (nominated courses vary by state) as part of the Certificate IV Trial that concludes in December 2016; AND
  - Are enrolled with an approved VET STUDENT LOANS provider in an eligible unit of study by the census date for that unit

### 3.2 Application for Vet Student Loans

As part of the application process, the following information needs to be provided by the applicant;

- Proof of Identity. Either;
  - a Passport, or
  - a Drivers Licence and a Birth Certificate
  
- Your Tax File Number (TFN) which the student enters on the eCAF portal prior to their first Census Date.
  - If the applicant has applied for, but not yet been issued with, a Tax File Number then a certificate from a Commissioner that the student has applied for a Tax File Number.
  
- Proof the applicant meets the citizenship and residency requirements for Vet Student Loans;
  - Australian citizenship (eg; passport, birth certificate)
  - A holder of a permanent humanitarian visa who is usually a permanent resident of Australia (passport with humanitarian visa and evidence of residency such as passport stamps or bills to an Australian residence.)
  - A qualifying New Zealand citizen;
    - Holds a special category visa, AND
    - Has usually been a resident of Australia for the past 10 years, AND
    - Was a dependant child when they were first usually resident of Australia, AND
    - Has been in Australia for periods totalling 8 years during the previous 10 years; AND
    - Has been in Australia for periods totalling 18 months for the previous 2 years.
  
- If the applicant is under 18 years of age, then the following is also required;
  - evidence that one of the signatories for the application is a responsible parent of the applicant, or
  - evidence that the student has received your allowance (within the meaning of the Social Security Act 1991) on the basis that the student is independent (within the meaning of Part 2.11 of the Act)

### 3.3 Repaying Vet Student Loans

The government paid colleges directly for the tuition, and students repaid the federal government through the tax system (see below).

The loan is re-paid gradually through the pay-as-you-earn (PAYE) tax system once your income is above the minimum repayment threshold, which is set by the Australian Taxation Office (ATO). For the 2015-2016 financial year this has been set at \$54,126. Visit [www.ato.gov.au](http://www.ato.gov.au) for more details.

### 3.4 Eligible Vet Student Loans Courses

Basair Aviation College is approved by the Department of Employment, Skills, Small and Family Business to offer VET student loans to eligible students that are enrolled in:

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

### 3.5 Vet Student Loans Caps

Each course has a maximum loan cap that students can access for their tuition fees. The cap is \$78,968 (2020 rate, indexed annually.) This means that the most a student can borrow towards their tuition fees using Vet Student Loans for a single course is \$78,968 (in 2020.)

Each individual has a maximum lifetime cap of \$150,000 (2020 limit, indexed annually) for aviation courses. Students will not be able to access further Vet Student Loans for funding for tuition fees in aviation courses when their VSL balance reaches \$150,000.

For more details, please visit: [www.ato.gov.au](http://www.ato.gov.au). For more details on VET student loans, please look at their information booklet available at: <https://www.education.gov.au/vet-student-loans>.

## 4 International Students

Basair Aviation College welcomes international students. International students who study with us come from many countries worldwide and represent around 20% of our total students. Please see our English language requirements, medical requirements, and more, in Studying at Basair Aviation College.

### 4.1 CRICOS

This register details Australian education providers that recruit, enrol and teach overseas students. Registration on CRICOS allows educational providers, like Basair Aviation College, to offer courses to overseas students studying in Australia on student visas.

Basair Aviation College is obliged by law to advise the department of immigration and border protection (DIBP) of all changes to an international student's circumstances. It is essential to note that the DIBP will seriously reconsider a student's continued stay in Australia should they find out changes to the student's circumstances by other means. It is therefore of paramount importance that all students recognise that it is the responsibility of every student to advise us of any changes in their personal circumstances.

More specifically, it is the College's responsibility to let the DIBP know should you:

- Default in any aspect of your visa provisions
- Fail to maintain attendance in accordance with the stated attendance requirements (see our essential student rules and our attendance policy)
- Fail to progress in accordance with our part 142 integrated training program
- Fail to make fee payments when they are due on-time.

### 4.2 Student visas for Australia

There are many different Australian visas that students can apply for which depend on the type of study you choose to undertake. International students that are interested in full-time vocational education and training courses can apply for the student visa, subclass 500. (Visa subclass 572 for vocational education and training sector stopped being issued to new students from mid-2016 onwards.) For information on this, please visit:

<http://www.border.gov.au/Trav/Visa-1/500->

### 4.3 Work Conditions for Student Visa Holders

If you are a student visa holder, you and your dependent family members have permission to work if you and your family members do not breach the work conditions that apply to the visa.

You cannot work until you have commenced your course in Australia,

Once your course has commenced you can work a maximum of 40 hours per fortnight when your course is **in session**, and unlimited hours when your course is **not in session**.

Work that is a formal registered part of your course is not included in the limit of 40 hours per fortnight.

Voluntary, unpaid work is not included in the limit of 40 hours per fortnight if it:

- is of benefit to the community
- is for a non-profit organisation
- is genuinely voluntary (that is, you are not paid either in cash or other—board and lodging is acceptable).

If the voluntary work could have been undertaken by an Australian resident who would have received a wage, then this is included in the 40 hours.

If you are a postgraduate research student:

- you can work a maximum of 40 hours per fortnight during any preliminary courses you undertake
- if you have commenced your masters by research or doctoral degree in Australia, there is no limit on the number of hours you may work.

A fortnight is a period of 14 days commencing on any Monday and ending on the second following Sunday.

**An example of how 40 hours a fortnight is calculated:** After their course has commenced, a student visa holder works the following numbers of hours over a four-week period:

- week one - 15 hours work
- week two - 25 hours work
- week three - 25 hours work
- week four - 10 hours work.

In the fortnight comprising weeks one and two above (40 hours worked in that 14-day period) or in the fortnight comprising weeks three and four above (35 hours worked in that 14-day period), the work condition is not breached.

However, if the student visa holder has breached their work condition in the fortnight comprising weeks two and three above (50 hours worked in that 14-day period). Students found to have breached their work conditions might be subject to cancellation of their visa.

We consider your course to be 'in session':

- for the duration of the advertised semesters, including examination periods
- if you have completed your studies and your confirmation of enrolment is still valid (except for masters by research or PhD students who have submitted their thesis for marking)
- when you are undertaking another course, during a break from your main course and points from that course will be credited to your main course.

You can view your visa online using [Visa Entitlement Verification Online \(VEVO\)](#). VEVO is a free internet service available 24 hour a day, seven days a week. It allows you, and your employer or education provider, to view your visa details online.

You must obtain a tax file number to be able to work in Australia. This is available from the [Australian Tax Office](#).

Workers in Australia – including visa holders with permission to work – have rights under Australian workplace law.

The [Fair Work Ombudsman Pay and Conditions Tool \(PACT\)](#) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements. More information is available about [Workplace rights - for all visa holders working in Australia](#).

#### 4.4 Changing courses or education providers

If students decide to change courses or education providers, they will need to ensure that they continue to meet all the conditions that apply to their student visa. Basair Aviation College students are eligible to change education providers if they:

- Have completed at least half the course
- Basair Aviation College approves their transfer (see our transfer policy)

An international student wishing to move from Basair Aviation College must first gain the approval of their existing education provider.

In addition to ensuring that students comply with their visa conditions, there are also requirements under the Education Services for Overseas Students (ESOS) national code that apply. For details, please visit: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>.

Basair Aviation College is covered under the ESOS legislative framework. ESOS exists to protect the interests of overseas students and Australia's reputation for delivering quality education services by setting out standards, roles and responsibilities for educational institutions that teach overseas students, as well as providing tuition and financial assurance for students.

If you have not yet completed six months of your main course of study and you wish to change your education provider, the ESOS national code sets out the circumstances in which this will be possible. It is also important that you make sure that you understand your education provider's transfer policy, and what your written agreement says you must do before you attempt to enrol with a new education provider.

If your education provider does not give you permission to transfer to another education provider and you are not satisfied with this, you should first access the internal appeal process with your education provider. If you are still not satisfied, you can appeal the education provider's decision at an external complaint handling body, such as the state or territory ombudsman or the overseas student ombudsman. For further information on changing courses, please visit:

<http://www.border.gov.au/Trav/Stud/More/Changingcourses#>.

## 5 Studying at Basair Aviation College

This section sets out the core requirements for studying at Basair Aviation College. Prior to enrolling on any of our courses, all students must meet the minimum requirements for English language, possess a class 1 medical, have applied for an aviation security identity card, and have a unique student identifier. We have strict expectations and policies that ensure students are prepared to commence their course and are able to progress through the course without undue delays.

### 5.1 Pilot Aptitude Assessment Process

All applicants enrolling in a Diploma course at Basair Aviation College must complete the pilot aptitude assessment process before they are accepted into the course.

The purpose of the aptitude assessment is to ensure that all students are suitable for a career in aviation. We recognise that pilot training is very expensive, and to avoid disappointment we select only students that have the potential to be successful in the industry. However, please note that passing the aptitude assessment does not guarantee success in the course nor does it guarantee a pilot job upon graduation.

#### ***The Pilot Aptitude Assessment Process comprises of:***

- An interview with a Basair Aviation College flight instructor
- A personality profile questionnaire
- Maths and Physics exams (typically maths and physics to a year 10 level)
- Cognitive Assessment (numerical and physical reasoning, spatial and relationship reasoning and working memory)
- Co-Ordination and Control (a simple computer game is used in this assessment.)

The assessment process takes approximately 3 hours and is completed on campus or via Skype for International students.

Assessment days are conducted regularly through the year. Applicants need to have completed an assessment two month prior to a commencement date.

First Round Offers are issued at least 8 weeks prior to the Commencement Date

Second Round offers are issued 4 weeks prior to the Commencement Date.

A student is given ONE attempt to sit the pilot aptitude assessment.

### 5.2 Entry requirements: English language

English is the language of aviation. As such, we have high expectations – increased from March 2017 – that all our students are very capable of properly and safely communicating in English. This includes being able to read, write, and understand English very competently. Note that evidence of English proficiency is a requirement for obtaining a student visa.



For admission to a Certificate IV or Diploma course, Basair Aviation College's English language proficiency must be demonstrated by achieving the following minimum standards. Please note that they must have been achieved within the past two years and that the table that follows contains only a sample of tests. Please contact us should you have any questions about this.

Test	Minimum requirement
Combined Universities Language Test (CULT)	70%, with no sub-score less than 17/25
Test of English as a Foreign Language (TOEFL)	575
Test of English as a Foreign Language (TOEFL) – internet-based (iBT)	79
International English Language Testing System (IELTS)	6.5, with no sub-score less than 6.0

In addition to the above requirements, CASA requires an acceptable level of aviation English language proficiency (ELP) for a student to fly solo and be issued with a licence. Aviation ELP will be evaluated at the campus or a near by testing centre at which a student is enrolled. If there is any doubt if a student can meet the CASA requirement the student should be tested as soon as possible.

### 5.3 Entry requirements: medical

All students must have a medical examination conducted by a medical examiner designated by CASA. All courses at Basair Aviation College require students to have a class 1 medical from the beginning of their course. For a list of approved CASA designated medical professionals, please visit the following and select from the options:

[http://services.casa.gov.au/avmed/dame\\_search/default.asp](http://services.casa.gov.au/avmed/dame_search/default.asp).

### 5.4 Entry requirements: aviation security identity card and aviation reference number

It is a pre-requisite of enrolment that every student possess an aviation security identity card (ASIC) and aviation reference number (ARN). Applications may take up to two months to process due to the time required for the relevant checks to be completed, so complete the following form and submit it as soon as you can. The ASIC application will require a letter from the college stating why you need the ASIC and that will be provided by the enrolments or student coordinator.

The ASIC form is available here:

<https://www.casa.gov.au/standard-page/aviation-security-identity-card-asicapplication>.

The ARN form is available here:

<https://www.casa.gov.au/files/form1162pdf>. Please ensure that you apply for the above in plenty of time as applications may lead to delays in being allowed to fly.

This may result in falling behind in your course, potentially resulting in being pushed back to the next course intake. As such, it is very much in your interest to get them as soon as you can.

### 5.5 Entry requirements: unique student identifier

A unique student identifier (USI) is a reference number made up of numbers and letter that gives you access to your USI account. Your USI is important as it will allow you to have easier and more reliable online access to your training history record. You will also be able to produce a comprehensive transcript of your training which can be used when applying for a job, seeking a credit transfer or to demonstrate pre-requisites when undertaking further training. Your USI will stay with you for life. You can apply for your own USI via this link:

<https://www.usi.gov.au/students/create-your-usi>. For terms and conditions surrounding USI please visit: <http://www.usi.gov.au/Students/Pages/studentterms-and-conditions.aspx>. For more general information about USI, please visit: <http://www.usi.gov.au/students>.

## 6 Basair Aviation College Course Information

No matter what course you study with us, you will find that it is extremely well structured. You will be provided with your course's structure at the beginning of your course. Building on this, it is essential you that follow your progress against your course's structure at all times. Please note that changes to the structure of any course may occur due to weather, aircraft serviceability, or your own progress.

Basair Aviation College's courses, as below, are available at all three of our campuses. Please note that all students undertaking the commercial pilot licence course must undertake their recreational pilot licence and private pilot licence as a part of it. The only exception is if students have recognition of prior learning for the recreational or private licence. In this student handbook 2019, only the last three courses will be looked at in more detail.

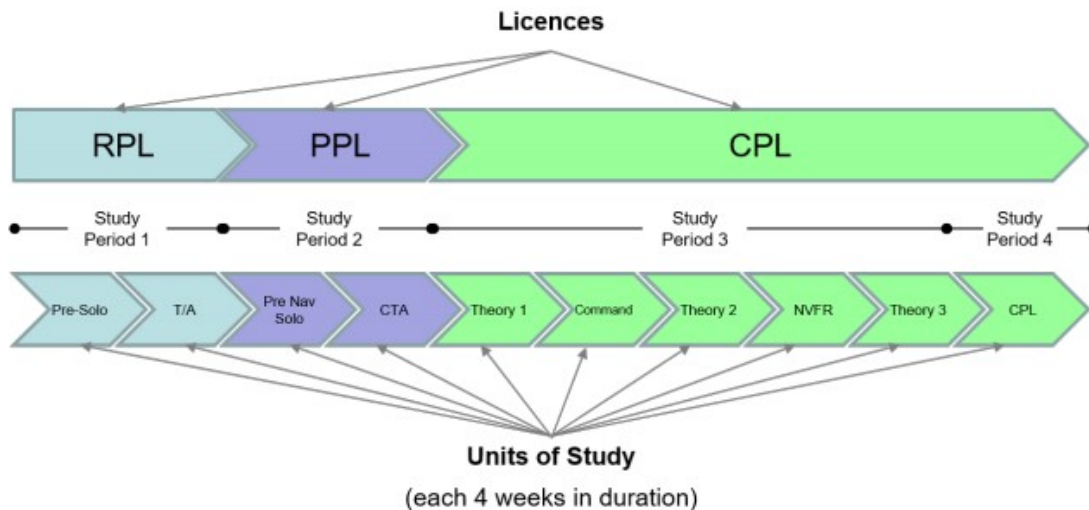
Code	Course name	Available at
AVI30813	Certificate III in Aviation (Remote Pilot – Visual Line of Sight)	All of our campuses
AVI40108	Certificate IV in Aviation (Commercial Pilot Licence – Aeroplane)	All of our campuses
AVI50215	Diploma of Aviation (Commercial Pilot Licence - Aeroplane)	All of our campuses
AVI50415	Diploma of Aviation (Instrument Rating)	All of our campuses
AVI50516	Diploma of Aviation (Flight Instructor)	All of our campuses

### 6.1 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)

This course is providing nationally recognised training. It equips students with the skills and knowledge to work as a commercial pilot. At this level, students will be able to perform a broad range of skilled applications including the evaluation and analysis of current practices, the development of new criteria and procedures for performing current practices, and the provision of some leadership and guidance to others. Basair Aviation College supports the progress of students with comprehensive theory instruction and high-quality flight instruction. For general admissions details, please see the Studying at Basair Aviation College section.

Our Diploma of Aviation (Commercial Pilot Licence – Aeroplane) comprises 10 units of study, each four weeks long. In all, this course should take 40 weeks. The structure of this course is shown below.

Please note that the 10 units of study enable the course’s units of competences to be met. For more information on this course’s units of competence, please visit: <https://training.gov.au/Training/Details/AVI50215>.



You will note the three modules – recreational pilot licence, private pilot licence, and commercial pilot licence – each leading to a licence. You will also see that there are four study periods across the 40 weeks. This 40-week structure can be further broken down, as below. Please note that the breakdown into four-week blocks means that students can exit the course should they desire not to continue or if it appears that they are not adequately suitable for a career as a commercial pilot.

Unit of study code	Unit of study name	Duration	Short description
BAA 001	RPL (pre-solo)	4 weeks	Pre-first solo flights
BAA 002	RPL (T/A)	4 weeks	Training area flights
BAA 101	PPL (pre-navigation solo)	4 weeks	Preparation for first navigation solo flight
BAA 102	PPL (CTA)	4 weeks	Controlled airspace flights
BAA 201	Theory 1	4 weeks	2 or 3 theory subjects (depending on schedule)
BAA 202	Command flying	4 weeks	Building command hours
BAA 203	Theory 2	4 weeks	2 or 3 theory subjects (depending on schedule)
BAA 204	Night flying	4 weeks	Night VFR flights (NVFR)
BAA 205	Theory 3	4 weeks	2 or 3 theory subjects (depending on schedule)
BAA 206	Aircraft systems	4 weeks	CSU flights for the Commercial Licence
BAA 299	CPL flight test		CASA conducted flight test
	<b>Total</b>	<b>40 weeks</b>	

The Diploma of Aviation (Commercial Pilot Licence – Aeroplane) is subject to not only the Department of Education in terms of meeting requirements for the issue of a diploma, it is also subject to the Civil Aviation Safety Authority (CASA) requirements for the issue of all three licences. CASA requires that training for all pilots licences is conducted as either an integrated or non-integrated training course. Students will initially be enrolled on to an integrated course, subject to any previous training, in which 150 hours of total aeronautical experience is required to meet the standards to be issued a commercial pilots licence. If a student is not eligible for the integrated course they will be enrolled into the non-integrated course requiring 200 hours of total aeronautical experience to be eligible for a commercial pilots licence.

### 6.1.1 Study period one: the recreational pilot licence

The starting point of our Diploma of Aviation (Commercial Pilot Licence – Aeroplane) is the recreational pilot licence. All students start at this stage unless they have previous flying experience that has been accepted through the recognition of prior learning process. The structure of study period one is as follows.

Study period one	
Duration	8 weeks
Units of study	BAA001: Pre-solo; BAA002: Training area
Aircraft available	Cessna 152; Cessna 172; Piper Warrior
Performance benchmarks to proceed to study period two & remain on the integrate course	Passed the pre-solo, pre-area solo and RPL exam within 3 attempts Pass the third solo check flight within 25 hour of flight instruction Passed the flight test within 40 hours of dual instructional time Passed the flight test within 4 Units of study from the beginning of this study period Complete the unit of study benchmarks within 2 attempts of each unit of study

Students in this stage are expected to be on campus for all, or the clear majority, of every workday, excluding any public holidays. For the first six weeks, it is expected that students in this stage will have a 2-hour lecture each day for the first six weeks together with a one-hour long briefing and a one to two hour flight. It is expected that students will do the required pre- and post-lecture study in their own time or if they have free time at the College.

### 6.1.2 Study period two: the private pilot licence

Building on the recreational pilot licence, study period two is when students begin their navigation training. The structure of study period two is as follows.

Study period two	
Duration	8 weeks
Units of study	BAA101: Pre-navigation; BAA102: Controlled airspace
Aircraft available	Cessna 172; Piper Archer; Piper Warrior
Performance benchmarks to proceed to study period three & remain on the integrated course	Passed the pre-navigation solo and private pilot licence exam within 3 attempts Passed the flight test within 100 total flying hours Passed the flight test within 4 units of study from the beginning of study period two Complete the solo navigation check flight with in 16 dual instructional hours in BAA101 Complete the PPL flight test within 13 dual instructional hours in BAA102

During study period two, students expected to be available every weekday (excluding public holidays). It is expected that students will have a 3.5-hour lecture each workday for the first six weeks and to complete two-three navigation-orientated flights, each three to four hours, every week. There will also be several briefings during the study period.

### 6.1.3 Study period three: theory, command, and night visual flight rules

Building on the private pilot licence, students in study period three, the biggest of all the study periods, will undertake seven commercial pilot licence exams, increase their command flight hours to 60, and undertake night flights in visual flight rules conditions. The structure of study period three is as follows.

Study period three	
Duration	20 weeks
Units of study	BAA 201 – BAA 205
Theory subjects taught and examined	Aerodynamics; aircraft general knowledge; air law; human factors; metrology; navigation; performance
Aircraft available for command building	Cessna 152; Cessna 172; Piper Warrior
Aircraft available for night visual flight rules (NVFR)	Cessna 172; Piper Archer; Piper Warrior
Performance benchmarks to proceed to study period four & remain on the integrated course	Passed each of the seven exams within three attempts Complete command hours in BAS 202 within 12 weeks of starting of BAA202 Complete the study period within 9 units of study from the start of the study period

Students in this study period three have a different structure to their time than during the preceding study periods. In study period three, the three theory units of study – theory 1, theory 2, and theory 3 – are structured so that students have all-day lectures for two weeks. These lectures will cover two or three subjects depending on the schedule. Week three of each these three theory units of study is then dedicated to practice exams and one-on-one study with an instructor, while week four is reserved for exams in the subjects undertaken. For the command-building unit of study, students should expect to conduct multiple daylong navigation flights with the option to plan a ‘fly-away’, returning to their campus after several days away. For the night visual flight rules unit of study, students must be available at night.



### 6.1.4 Study period four: commercial pilot licence flight test

Study period four is the final study period on our 40-week Diploma of Aviation (Commercial Pilot Licence – Aeroplane). It contains the last unit of study. The structure of study period four is as follows.

Study period four	
Duration	4 weeks
Unit of study	BAA206: Commercial pilot licence flights
Aircraft available	Cessna 206; Piper Arrow
Performance benchmarks to remain on the integrated course	Pass the commercial pilot licence flight test within 3 months of the start of study period Pass the CPL flight test within 35 dual instructional hours Pass the Pre –Licence Knowledge exam within 3 attempts Passed the commercial pilot licence flight test within 200 hours total flight time

To graduate, students must have passed all of the seven commercial pilot licence exams and also **the commercial pilot licence pre-licence assessment**. Students will then be eligible for the Diploma of Aviation (Commercial Pilot Licence – Aeroplane) and CASA's commercial pilot licence flight test assessment.

Note that for students to get the most out of our integrated course, and to maximise their employability on graduation, students must progress through the theory and flying curriculum at an equal speed. Students will not be permitted to progress too far in one area while the other area languishes. Students on a student visa who do not achieve the requirements for satisfactory progress will be reported to the Department of Immigration and Border Protection (DIBP). To summarise, satisfactory progress on the Diploma of Aviation (Commercial Pilot Licence – Aeroplane) is deemed to be as follows.

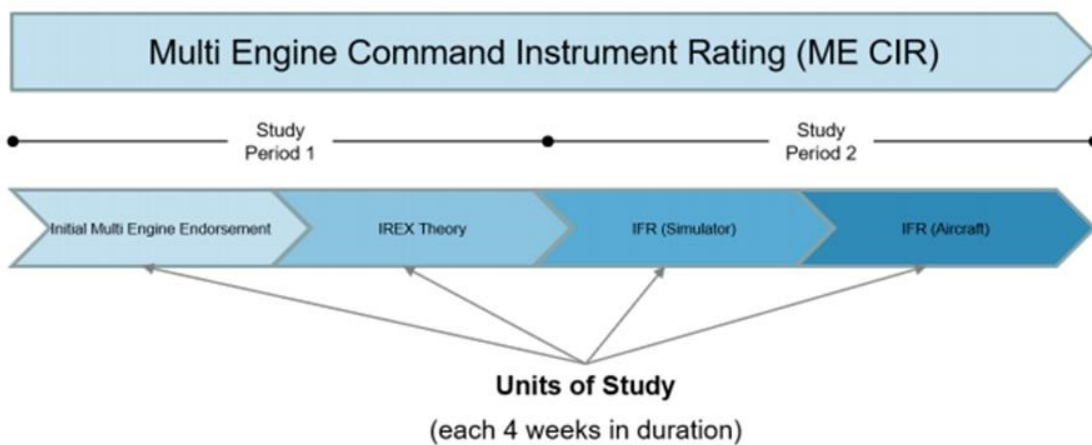
Study period	Content of study period (units of study)	Requirement for satisfactory progress
<b>Study period 1</b>	Recreational Pilot Licence <ul style="list-style-type: none"> <li>• BAS 001 (pre-solo)</li> <li>• BAS 002 (aircraft handling)</li> <li>• BAS 099 (RPL flight test)</li> </ul>	Students must: <ul style="list-style-type: none"> <li>• Pass the RPL exam within 3 attempts</li> <li>• Achieve first solo within 25 dual flying hours</li> <li>• Pass the RPL flight test within 40 hours of dual flight instruction</li> <li>• Pass the RPL flight test within 4 Units of study from the beginning of the study period</li> </ul>

<p><b>Study period 2</b></p>	<p>Private Pilot Licence</p> <ul style="list-style-type: none"> <li>• BAS 101 (pre-navigation solo)</li> <li>• BAS 102 (controlled airspace)</li> <li>• BAS 199 (PPL flight test)</li> </ul>	<p>Students must:</p> <ul style="list-style-type: none"> <li>• Pass the pre navigation solo and PPL theory exam within 3 attempts</li> <li>• Pass the PPL flight test within 100 total flying hours</li> <li>• Pass the PPL flight test within 4 units of study from the beginning of study the period</li> </ul>
<p><b>Study period 3</b></p>	<p>Theory, Command Building and NVFR</p> <ul style="list-style-type: none"> <li>• BAS 201 (Theory 1)</li> <li>• BAS 202 (Command Building)</li> <li>• BAS 203 (Theory 2)</li> <li>• BAS 204 (NVFR)</li> <li>• BAS 205 (Theory 3)</li> </ul>	<p>Students must:</p> <ul style="list-style-type: none"> <li>• Complete the CPL exams within 9 units of study from of the beginning of study period 3</li> <li>• Compete BAS 202 within 10 weeks of commencing the unit of study</li> <li>• Pass each CPL exam within 3 attempts</li> <li>• Accumulate 60 hours of command time</li> </ul>
<p><b>Study period 4</b></p>	<p>Commercial Pilot Licence</p> <ul style="list-style-type: none"> <li>• BAS 206 (CPL Flights)</li> <li>• BAS 299 (CPL Flight Test)</li> </ul>	<p>Students must:</p> <ul style="list-style-type: none"> <li>• Pass the CPL flight test within 3 units of study of the beginning of study period 4</li> <li>• Pass the CPL flight test within 35 dual instructional hours</li> <li>• Pass the Pre licence within 3 attempts</li> <li>• Passed the CPL flight test within 200 total flying hours</li> </ul>

## 6.2 Diploma of Aviation (Instrument Rating)

Our Diploma of Aviation (Instrument Rating) is for those who wish to fly in at night and in less favourable weather. It is for those who already possess a commercial pilot licence issued by Australia’s CASA. Students wishing to undertake this course must also meet the general requirements outlined in the Studying at Basair Aviation College section.

The Diploma of Aviation (Instrument Rating) is a 16-week course. It has four units of study, each lasting four weeks, and two study periods. It is a full-time course that has mandatory attendance at your chosen campus from Monday to Friday (excluding public holidays). The structure of this course is as follows.



You will note the four units of study and the two study periods across the 16 weeks. This 16-week structure can be further broken down, as below.

Unit of study code	Unit of study name	Duration	Aircraft available (fees may vary)
BAA 310	Multi-engine endorsement	4 weeks	Beechcraft Duchess or Baron Piper Seminole
BAA 311	Theory	4 weeks	-
BAA 312	Simulator flights	4 weeks	-
BAA 313	IFR flights	4 weeks	Beechcraft Duchess or Baron Piper Seminole
BAA 399	Flight test	-	Beechcraft Duchess or Baron Piper Seminole
	<b>Total</b>	<b>16 weeks</b>	

In addition to a strong understanding of all subjects, students undertaking this course will have:

- The application of skills over a broad range of situations, particularly involving evaluation and management during unpredictable situations. These situations will involve weather and air traffic control variations, as well as varied passenger requirements

- Coordination skills, allowing students to be able to coordinate all the aspects of a commercial flight from passenger arrangements to fuel to freight handling
- A high standard of application of theoretical knowledge and practical skills to individual situations, which will allow the student to select the appropriate flight route, equipment, air traffic control and flight service facilities to ensure the safe conduct of a flight
- A high level of command decision-making ability and will be grounded in their responsibilities for the safe conduct of a flight. This responsibility relates to the safe transport of passengers and/or freight, and the conduct of a flight in strict accordance with Civil Aviation Order and Civil Aviation regulation requirements
- Been trained in working in teams, with development of skills appropriate to a multi-crew cockpit environment

Note that for students to get the most out of our integrated course, and to maximise their employability on graduation, students must progress through the theory and flying curriculum at an equal speed. Students will not be permitted to progress too far in one area while the other area languishes. Students on a student visa who do not achieve the requirements for satisfactory progress will be reported to the Department of Immigration and Border Protection (DIBP). To summarise, satisfactory progress on the Diploma of Aviation (Instrument Rating) is deemed to be as follows.

Study period	Content of study period (units of study)	Requirement for satisfactory progress
<b>Study period 1</b>	Initial ME Endorsement and IREX <ul style="list-style-type: none"> <li>• BAS 310 (initial ME Endorsement)</li> <li>• BAS 311 (IREX)</li> </ul>	<ul style="list-style-type: none"> <li>• Pass the IREX exam within 3 attempts</li> <li>• Achieved their initial ME endorsement within 10 hours of multi-engine aeronautical experience</li> <li>• Achieve their initial ME endorsement within 3 units of study from the beginning of study period 1</li> </ul>
<b>Study period 2</b>	IFR in the SIM and Aircraft <ul style="list-style-type: none"> <li>• BAS 312 (IFR SIM)</li> <li>• BAS 313 (IFR aircraft)</li> <li>• BAS 399 (IFR Flight Test)</li> </ul>	<ul style="list-style-type: none"> <li>• Pass the simulator assessment within 28 hours of simulator training</li> <li>• Pass the IFR flight test within 30 hours of flight training</li> <li>• Pass the IFR flight test within 3 units of study from the beginning of study period 2</li> </ul>

After successful completion of our Diploma of Aviation (Instrument Rating), students will have obtained a Multi Engine Command Instrument Rating.

### 6.3 Diploma of Aviation (Flight Instructor Rating)

Our Diploma of Aviation (Flight Instructor Rating) course is aimed at those who want to work for a registered training organisation (RTO) as a flight instructor. An instructor rating is one of the best ways to sharpen a pilot's flying skills and enhance discipline, accuracy and proficiency. The training you receive during your instructor rating course will provide the fundamentals of all your future lessons. This course is for those who already possess a commercial pilot licence issued by Australia's CASA. Please note that the general requirements outlined in the Studying at Basair Aviation College section must also be met together with these prerequisites:

1. If the applying student to our Diploma of Aviation (Flight Instructor Rating) has not flown 100 hours in the past year, they must do an assessment flight to ensure that they are of sufficiency recency. A fee is payable for this and is based on two hours' VDO at dual rates;
2. Applying students to our Diploma of Aviation (Flight Instructor Rating) course need to provide a letter of recommendation from their previous flight school. If this is not possible, they will be interviewed for their suitability by Basair Aviation College's Head of Operations; and
3. If they fail the assessment interview by the Head of Operations – they can appeal to the COO or CEO.

Our Diploma of Aviation (Flight Instructor Rating) course lasts 16 weeks.

It is structured as follows:

Unit of study code	Unit of study name	Duration	Aircraft available (fees may vary)
BAA 501	Flight Instructor Unit 1	4 weeks	Cessna 152; Piper Warrior
BAA 502	Flight Instructor Unit 2	4 weeks	Cessna 152; Piper Warrior
BAA 503	Flight Instructor Unit 3	4 weeks	Cessna 152; Piper Warrior
BAA 504	Flight Instructor Unit 4	4 weeks	Cessna 152; Piper Warrior
BAA 599	Flight test	-	
	<b>Total</b>	<b>16 weeks</b>	

On successful completion of this course, students will:

- Have an even broader knowledge base, extending to include adult learning principles and competency-based training strategies
- Can analyse ideas at an abstract level, particularly theoretical explanations. Students will need to be able to formulate explanations in a form that will be suitable for use in teaching ab-initio students (for instance, student pilots from the beginning)

- Use judgement to prepare lessons to be taught to other students. Students will need to be able to decide what is relevant to a particular lesson and what should be taught at a later stage
- Be charged with the responsibility of not only completing a flight safely, but also ensuring that a flying lesson has been conducted properly for learning and understanding.
- Develop new approaches to teaching specific subjects in their lesson preparations. Students will be encouraged to use their own initiative as much as possible to form new and imaginative lesson plans

#### 6.4 Formal qualifications, careers and alumni

Students will receive a formal qualification once they have achieved certain licences or ratings, namely:

- Commercial pilot licence
- Instrument rating
- Flight instructor rating

In addition, students will also be issued with either a certificate or diploma, as appropriate, on completion of your course with us.

Graduates of Basair Aviation College work around the world flying for airlines, business jet operators, charter operators, agricultural providers, air ambulance, as instructors, or in testing and assessment roles with regulators. Some have even started their own aviation business, such as Skycap and Soar Aviation.

## 7 Tuition Fees, Payment and Charges

Basair Aviation College is covered by the Australian Council for Private Education and Training (ACPET)'s Australian Student Tuition Assurance Scheme (ASTAS) for VET Student Loans courses. We agree to conform to the constitution, bylaws and code of ethics of ASTAS. For more information on ASTAS, please visit:

<http://www.acpet.edu.au/services/astas/>.

Basair Aviation College is also covered by ACPET's Education Services to Overseas Students (ESOS) Act 2000. The ESOS Act sets out the legal framework regarding the delivery of education to international students studying in Australia on a student visa. The Australian Government, through the Department of Education, administers the ESOS Act and its associated instruments. For more information on ESOS, please visit:

<https://www.studyinaustralia.gov.au/global/australian-education/education-system/esosact>

### 7.1 Paying for your course

Payment for your course must be made according to the instalment plan detailed in your letter of offer. As we are sure you'll understand, please note that if your tuition fees are not paid on time you will not be permitted to attend college until they are paid. If you are unsure about the payment schedule required for your tuition fees, please contact student accounts [studentaccounts@basair.edu.au](mailto:studentaccounts@basair.edu.au) to obtain a copy. Any dishonoured payments will incur an administration charge of \$50.

Basair Aviation College accepts various payment methods for the payment of tuition fees and other charges. Payments may be made via bank transfer or in person at the reception desk at each campus. Please note that for simplicity our preferred method of payment is by bank transfer. Details of each campus bank account is shown below. Please ensure that you enter your student name and your application or enrolment number when paying by bank transfer.

Tuition Fee Account name:

Campus	BSB	Account number
Bankstown	084 255	81 324 4889
Accommodation	084 255	82 685 1821

Please note that any course instalments not received on or prior to their due date will incur a late payment fee of \$150. Each subsequent week that a fee payment is late will incur a further \$200. This fee will only be waived where prior arrangement to vary the timing of fee payments has been agreed to in writing by the Chief Financial Officer.

### 7.2 Additional charges beyond your tuition fees



Students are required to wear full uniform (please see our Essential College Rules section) which are not included in your tuition fees. Students will also have to pay for their CASA-approved medical assessments for their class 1 medical and ASIC licences.

The courses at Basair Aviation Colleges are extremely well-structured for your progress and experience (see Basair Aviation College course information section). Each of our courses has a set amount of theory hours, flying hours and resources allocated to complete each unit of study. You will find a breakdown of the number of hours in your letter of offer; please ensure that you understand this. If you exceed the allocated hours for a unit of study, or if you require additional training above and beyond what is included to achieve the require competence, you will need to pay for the extra hours. The rate charged for additional flights is displayed in the reception area of each campus of Basair Aviation College. If you are unsure, please contact us or ask us.

It is essential that students attend their scheduled training flights, a practice which will help them considerably as professional pilots. We take seriously any student who doesn't attend their scheduled training flights. Please note that this is different than cancelling a flight, which you must do if you cannot make it; please see our cancellation policy. If you do not attend your scheduled training flights and do not cancel your flight as detailed in our cancellation policy, you will be liable for any costs incurred to our aircraft or instructors. A minimum charge of \$100 will apply. Payment will be required before any further bookings are made for you.

## 8 Safety is our Number-One Priority

We take all reasonable care to ensure that you are safe both on campus and while flying. We expect all our students to also take reasonable care so that our campus environment is safe for all staff, students and visitors. Safety underpins all that we do. Your instructors will advise on the safety procedures for flying, and all safety procedures should be followed without exception. To assist with safety and security, each campus is monitored by security cameras on a 24/7 basis.

On the first day of every course, students will be advised of the fire exits and fire evacuation procedures. Evacuation maps are prominently displayed at each of our campuses. In the event of a fire:

- Evacuate the building via the nearest exit
- Do not stop to collect personal belongings
- Sound the alarm
- Close all doors on the way out
- Call the fire service on 000
- Assemble in the evacuation assembly area noted on the evacuation map
- Do not re-enter the building until advised

Despite taking all reasonable care to ensure a safe environment for you, our staff and our visitors, if you see any unsafe situation or hazard please report it to any staff member immediately. Even situations/hazards of a minor nature should be reported to us. This will enable us to take corrective action as appropriate, as quickly as possible. Please note that you can report in confidence, so only the team member contacted by you will know your identity. To report an unsafe situation/hazard, please:

- Complete a form available at the reception of each campus
- Submit the completed form to the base manager of your campus

Ben Hynes	Base Manager	Bankstown Campus
Harrison Stanhope	Base Manager	Archerfield Campus
Eli Abi	Base Manager	Cessnock Campus
Ryan Baker	Base Manager	Sydney Aviators
Aljon Balon	Base Manager	Brisbane Aviators

## 9 Basair Aviation College's Essential Rules

As you will appreciate, rules and policies underpin all that we do. They tell you what we expect from you or how to do things. They play a key role in your experience. They are a key part of our professionalism. Please make sure you read Basair Aviation College's Essential Rules, Basair Aviation College's Charter, Student Code of Conduct, and our Student Policies, all of which follow in this and subsequent sections. If you are not unsure about something, please ask reception or contact us.

### 9.1 Uniform

All students enrolled on a full-time certificate or diploma course at Basair Aviation College are required to wear a uniform. This is part of the Student Charter and it is a necessity for professionalism. The standard uniform is navy blue trousers or navy-blue knee-length skirt; white shirt; and blue tie or scarf and epaulettes (epaulettes are supplied by Basair Aviation College).

### 9.2 Student attendance

Your attendance is exceptionally important to your progress and career success and there is a correlation between attending and exam marks and flight progress. We cannot overstate its importance. To this end, we take your attendance very seriously, and your attendance will be recorded at every briefing, flight, sim session, lecture and assessment that you are scheduled to attend. If you are applying for or receiving AUSTUDY, your eligibility will also be determined by your attendance record.

All students must achieve high levels of attendance. Basair Aviation College has its own strict internal attendance policy which requires that all students, both domestic and international, attend at least 80% of everything that they are scheduled to attend. If you are ill, you must contact reception of the campus at which you are based at 8am. You will be expected to provide a medical certificate within 48 hours. Should you be absent without authorisation, we will attempt to contact you within 48 hours. For more information on attendance, please see our Student Attendance Policy.

Please note that we appreciate that students often work in paid employment while they are studying at Basair Aviation College. However, please be fully aware that your course with us is full-time and that your paid employment must not interfere with your attendance, preparation, engagement, or your progression. To this end, we do not expect students to be in paid employment during the day Monday-Friday and we will not tolerate absence from, or partial attendance during, scheduled sessions for paid work reasons.

We very strongly recommend that paid employment is conducted in the evenings or, preferably, on weekends.

### 9.3 Flight bookings and cancellations

Your instructor must make all your flight bookings, both dual and command. You must be ready for your flight 30 minutes before the time of departure. It is the student's responsibility to check their bookings for the following day either by speaking to your instructor, checking emails sent by our scheduling system, checking the computer screen on the wall in the reception area or by asking the receptionist to print your schedule. If you do not attend a flight for which you are booked, this will be noted on your record as a absence and will affect your course attendance. In turn, this may affect the attainment of your qualification and, as an international student, the continued validity of your visa.

For information on cancelling a flight and flight cancellations, please see our Flight Cancellation Policy.

### 9.4 Exams and exam bookings

You will be required to undertake theory and practical examinations in your course. Normally, your progress through your course is dependent on passing these exams. Exams can only be attempted three times. You are therefore reminded of the importance of exams. The need to pass exams the first time they are sat cannot be overstated. Failure to do this might mean that you are unable to complete your course in the allocated number of weeks and it might jeopardise your career. The need to not only engage fully with lectures but also undertake carefully planned self-study throughout your course is paramount to your success.

Basair Aviation College will book all CASA exams at the beginning of your course in accordance with the schedule of your course. Students must **not** book their own exams. If students have not achieved the pre-requisites for an exam, they will be charged an Assessment Services Pty Ltd fee for rescheduling the exam. The importance of meeting all pre-requisites is clear. If a student fails an exam, Basair Aviation College will book their re-sit exam. As will you appreciate, it is your responsibility to ensure that you progress at the expected speed and to meet the course schedule and all pre-requisites, goals and benchmarks. Basair Aviation College is not liable for a student's progress on the approved 150-hour commercial pilot licence syllabus. Please see our Exam Attempts and Changing Exam Bookings Policy.

Students are required to submit a photocopy of their CASA exam result, including their knowledge deficiency reports, to the reception of the campus at which they are based within 24 hours of the exam. If a student doesn't provide their results, with KDRs, within 24 hours, a \$30 administration fee will be charged. This is because of the administration issues that occur because of a delayed submission.

If a student is found to have sat an exam without informing Basair Aviation College, they will be charged the CASA administration fee for reporting results so that we can collect a complete

history of that student's exam results. Booking your own exam is considered outside the scope of the course structure and can be considered grounds for the cancellation of enrolment.

Please note that we keep a record of all exam results as part of our continuous improvement strategy. The aggregated exam results and knowledge deficiency reports are analysed to improve theory materials.

### 9.5 Flight record submission

Students are required to submit their flight record directly after their flight with all appropriate fields complete. It is extremely important that all fields of the flight records completed accurately as they form an integral part of the safety management system and are the basis of reporting for student accounts. If a student doesn't provide their flight record within 24 hours, a \$30 administration fee will be charged. This is because of the administration issues that occur because of a delayed submission.

### 9.6 Flight test attempts

First attempt of a flight test is included in the tuition fees, if you fail your first attempt you will be required to pay for the additional tests before the subsequent retest. If a student fails to pass the flight test for a specific licence within 3 attempts their enrolment will be terminated.

## 10 Basair Aviation College Charter

Basair Aviation College is committed to offering excellent and value-for-money courses and developing very strong students and graduates. This goes to the heart of why we exist. We are committed to continually improving all that we do to help you to achieve your potential.

Basair Aviation College staff can be expected to do the following. Please do let us know if you think we fall short in any respect.

- Treat students with respect, fairness and without discrimination, regardless of religion, culture, race, sexual difference, age, disability, socioeconomic status, or otherwise
- Provide a safe, clean, orderly and cooperative environment that is conducive to studying and learning and pleasant living within on-campus accommodation
- Support students with career advice where appropriate
- Provide high-quality and focused teaching, teaching materials, and learning experiences
- Regularly evaluate instructor performance and to provide coaching when necessary to continually improve the teaching quality and the learning experience
- Encourage staff to interact with students with honesty, fairness and in a timely manner
- Treat personal information with confidentiality and to ensure it is only released with a student's consent or when legally required
- Provide fair, transparent and efficient procedures covering complaints, grievances and appeals
- Provide an open and friendly environment for students to feel comfortable in expressing and sharing their ideas and concerns while feeling able to questions and to provide feedback to Basair Aviation College
- To be available, preferably with prior notification and during appropriate times, to discuss students' progress and concerns
- Provide full information on changes, such as to flights, lectures, deadlines, lectures and other important events, as far in advance as possible.

## 11 Student Code of Conduct

Basair Aviation College can be expected to operate in a supportive and high-quality manner, and students are also expected to perform in a certain way. Indeed, the attitude and behaviour of students plays a crucial role in their overall success, which will be closely monitored.

In no order, it is expected that Basair Aviation College's students will:

- Read and be familiar with the course handbook – including changes made to it – and all other relevant documentation, and to seek help if they are not sure of something
- Adhere to all Basair Aviation College's student policies
- Inform us within 14 days should they believe an error has been made in their account
- Take responsibility for managing their own learning and development, and put in the required time to effectively study and prepare
- Attend all timetabled sessions, not allow paid employment to interfere with their full-time studies in any negative way, meaningfully participate in class sessions and discussions, arrive in class for an on-time start, and undertake all required pre- and post-lecture work
- Respect all Basair Aviation College staff, property and facilities
- Respect and embrace the diversity of all students and staff and support an environment free from discrimination, harassment and intimidation in accordance with the law and Basair Aviation College's policies
- Inform Basair Aviation College promptly of any change to their circumstances, such as contact details and next of kin, and of any difficulties that they face
- Make prompt payment of all tuition fees and charges to Basair Aviation College
- Act in a professional manner and with honesty and decency both on and off campus
- Adopt a smart and professional dress while on campus
- Not eat smelly or unpleasant food in lectures, and take all empty packets, drinks, etc., from the room
- Not use social media in lectures
- Provide constructive feedback to Basair Aviation College so that improvements can be made to our courses

To ensure all students receive equal opportunities and the chance to gain the maximum benefit from their time with us, Basair Aviation Colleges reserve the right to discipline and, if necessary, to terminate the enrolment of any student who displays behaviour that falls short of our high standards. Misconduct will not be tolerated.

Misconduct may include:

- Continuous interruptions in lectures
- Smoking in non-smoking areas
- Being disrespectful in any way to other students, staff or visitors
- Causing harassment by using offensive language
- Sexual harassment
- Theft, cheating, fraud or assault
- Acting in an unsafe way that places you or any others at risk
- Refusing to participate when required in group activities
- Failing to abide by our strict 80% attendance policy
- Being under the influence of alcohol or illegal drugs
- Bringing Basair Aviation College into disrepute in any way

Upon complaint of unacceptable behaviour, the matter will be investigated by Chief Operating Officer/Chief Pilot or any other member of the executive leadership team as appropriate, which will include interviewing the student(s) in question and other relevant parties at the earliest opportunity. The student(s) in question may bring a representative with them. One of three outcomes may result from this depending on the seriousness of any identified misbehaviour:

- No further action taken
- A student is given a warning which goes into their file, with no further warnings permitted
- Termination of enrolment at Basair Aviation College (any student who has been terminated has the right of appeal through the grievance process; please see our Non-Academic Grievance Policy for further information)



## 12 Student Policies

Our policies exist to provide students and staff alike with a highly structured system for the delivery of our flight-training syllabus. They also exist to ensure compliance with state and federal law that govern Basair. Some inform you of our procedures, such as how to cancel a flight so that other students can utilize college resources. Others inform you of requirements to ensure a smooth and efficient progression from the start to the end of our course. As you can tell, they're all-important, so please do read them and understand them. Should you have any questions about them, please contact us.

All the following policies apply to all of Basair Aviation College's students except Griffith University students. Unless otherwise stated, reference to 'the Act' means the Higher Education Support Act 2003. Unless otherwise stated, reference to 'Students' means all persons enrolled in a VET unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Higher Education Support Act 2003 who are, or would be, entitled to VET assistance under clause 43 of Schedule 1A of the Act. All policies are published in Basair Aviation College's Student Handbook 2019 and on our website to ensure that students have up-to-date information. Should a policy be changed or a new policy introduced, students will be informed of this via email.

### 12.1 Fair treatment and equal benefits and opportunity policy

Basair Aviation College supports the concept of equal opportunity. It will treat all students and potential students fairly. It is thoroughly committed to providing all students and potential students with a working and learning environment which values diversity, respects differences and provides an environment that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination.

Basair Aviation College has open, fair and transparent procedures for making decisions about both the selection of students from potential students and the treatment of students. Potential Students seeking to enrol in a VET unit of study with Basair Aviation College, regardless of their background, circumstance or eligibility for funding, will be assessed for entry to Basair Aviation College through the same published entry requirements and through the same process as all other (non-Griffith University) students.

Students on our commercial pilot licence, instrument flight rating, and flight instructor rating courses must all have completed 12 years of education; hold a CASA class 1 medical; hold a IELTS score of 6.5 (or otherwise; see Studying at Basair Aviation College); and be at least 17 years' old (except for those undertaking our flight instructor rating). Students wishing to study for Diploma of Aviation (Instrument Flight operations) must also have a CASA commercial pilot licence. Students wishing to study for Diploma of Aviation (Flight Instructor Rating) must be 18 and also have a CASA commercial pilot licence.

Please note that the above paragraphs do not prevent Basair Aviation College taking into account, in making decisions mentioned above, educational disadvantages that a particular student or potential student has experienced or the fact that the student or potential student may be enrolled via a VET restricted access arrangement.

## 12.2 Privacy policy

Basair Aviation College must meet the requirements of the Federal Privacy Act as it applies to private sector business and the Chief Financial Officer is presently the Privacy Officer as defined by this Act. In addition, privacy provisions of the Australian Quality Training Framework apply to the delivery of all Nationally Recognised Training by Basair Aviation College. It is a requirement of the Australian Qualifications Framework that students can access personal information held by the College and may request corrections to information that is incorrect or out-of-date.

All student records are retained as confidential and normally are only accessed by the student or staff member. However, under the requirements of the Tuition Protection Service Act and the Australian Quality Training Framework, access may be given to a government officer for the purposes of an audit. Access to student records by a third party can only be obtained by the student requesting such access in writing.

Personal information is collected solely for the purpose of operating as a registered training organisation under the Australian Quality Training Framework. Personal information is only collected from the individual concerned and individuals may refuse to provide information that they consider to be sensitive. We audit and review data to make sure personal information is accurate, complete and up-to-date. Individuals can gain access to their personal information for the purposes of review and correction in consultation with the Chief Financial Officer.

All reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure including password protection of electronic files, secure storage of paper files and secure backup of data.

## 12.3 Personal information policy

Basair Aviation College complies with the requirements of clause 23 of Schedule 1A of the Act and the Information Privacy Principles set out in the Privacy Act 1988 in relation to the collection of information relating to all students. Basair Aviation College will allow a student to apply for and receive a copy of the VET personal information that the provider holds in relation to that student.

Personal information about students will not be collected unless the information is collected for a purpose directly related to students and the collection of the information is necessary for or directly related to that purpose. Personal information will not be collected by unlawful or unfair means. Where personal information is collected for inclusion in a record or in a generally available publication, Basair Aviation College will take reasonable steps to ensure that before

information is collected or, if that is not practicable, as soon as practicable after the information is collected, the student concerned is aware of:

- Why information is being collected
- If the collection of the information is authorised or required by or under law the fact that the collection of the information is so authorised or required
- With whom the information may be shared (such as the Australian Government or Tuition Assurance Scheme)

Where Basair Aviation College solicits and collects personal information for inclusion in a record or in a generally available publication, it will take reasonable steps to ensure that: the information collected is relevant to the purpose and is up-to-date and complete, and that the collection of the information does not intrude to an unreasonable extent upon the personal affairs of the student.

In terms of the storage and security of personal information, Basair Aviation College will ensure that:

- The student's record is protected, by such security safeguards as is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse
- If it is necessary for the record to be given to a person in connection with the provision of a service to the VET provider, everything reasonably within the power of the VET provider will be done to prevent unauthorised use or disclosure of information contained in the record

Basair Aviation College will maintain a record setting out:

- The nature of the records of personal information kept by or on behalf of the recordkeeper
- The purpose for which each type of record is kept
- The classes of individuals about whom records are kept
- The period for which each type of record is kept
- The persons who are entitled to have access to personal information contained in the records and the conditions under which they are entitled to have that access
- The steps that should be taken by persons wishing to obtain access to that information

Basair Aviation College will not use the information without taking reasonable steps to ensure that, having regard to the purpose for which the information is proposed to be used, the information is accurate, up-to-date and complete. The VET provider will not use the information except for a purpose to which the information is relevant.

Basair Aviation College will not disclose student information to a person, body or agency unless:

- The individual concerned is reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency
- The individual concerned has consented to the disclosure
- The VET provider believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or of another person
- The disclosure is required or authorised by or under law
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue

Where personal information is disclosed for the purposes of enforcement of criminal law or of a law imposing a monetary penalty, or for the purpose of the protection of public revenue, the record-keeper shall include in the record containing that information a note of the disclosure. A person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.

#### 12.4 Recognition of prior learning policy

All students are offered the opportunity to apply for recognition of prior learning and current competency on an individual basis prior to the beginning of their course. Prior learning can be recognised for a student who has completed flight training for the following certified levels of competence:

- Recreational pilot licence held
- Recreational pilot licence passed and private pilot licence theory examination credit (PPLA)
- Private pilot licence held
- Private pilot licence held and commercial pilot licence theory examination (CPLA) credit
- Commercial pilot licence held
- Commercial pilot licence held and instrument rating theory examination (IREX) credit

No recognition will be given to theoretical training other than that covered by the above examinations. Basair Aviation College reserves the right to conduct an English language assessment or request an applicant to undertake an English language assessment with an external agency.

Applicants should complete an Application for Recognition of Prior Learning form available by contacting us or by visiting the reception at each of our campuses. The recognition of prior learning process allows participants to apply for credit for previous study, work, life and educational experiences that match the learning outcomes of specific modules within their course. All recognition of prior learning applicants will be asked to provide evidence to support their claim and this should be attached to their application form. Examples of evidence might include:

- Documentation, such as certificates issued by other training organisations
- Support letters from employers
- Course outlines of previously studied courses

We also recognise the credentials issued by other organisations operating under the SRTTO 2015.

All assessments of recognition of prior learning applications are reviewed by staff who are qualified to conduct the assessment. From time to time, or when deemed necessary, we will have an additional person or subject expert be part of the assessment process. Participants may request a review of the recognition of prior learning decision through our grievance procedure.

International students are warned that where recognition of prior learning is issued prior to the issue of a visa, then the period of the student visa will be reduced to compensate. Where recognition of prior learning is granted after the visa has been issued, then Basair is required to maintain full study load with supplementary materials.

### 12.5 Provision of credit policy

Basair Aviation College recognises any relevant existing competencies and qualifications issued by another recognised training organisation, Australian Qualification Framework, authorised issuing organisation or authenticated VET transcripts issued by the registrar under the Australian Qualifications Framework.

These qualifications and statements of attainment are to be recognised at enrolment through the recognition of prior learning process provided they have been achieved within the previous two years and provided it is relevant to the course to be undertaken.

The qualification is to be checked for currency against the current training package, and that the applicant's skills as represented by the qualifications and/or statements of attainment are still current. Where any competency is found to be lacking further training and/or assessment may be required to gain full recognition.

The student's course information pack will be adjusted accordingly to reflect the modules granted. Where an application for mutual recognition of an existing qualification is made, it will be ensured that:

- The applicant has been enrolled in that course of training
- The qualification has been issued by an existing provider
- The applicant is competent to complete a practical assessment if there is any doubt

## 12.6 Student attendance policy

Our courses are integrated courses, enabling students to progress through the theory and practical flying curriculum concurrently. This concurrent learning, where students apply concepts recently learnt in theory lectures to their flying activities, results in more efficient learning than a non-integrated course. For students to get the most out of the integrated course, and to maximise their employability on graduation, students are required to maintain a very strong attendance record. Failure to maintain a very strong attendance record can result in the cancellation of enrolment from Basair Aviation College.

Students may request authorised leave in the following circumstances:

- A serious injury or illness with a medical certificate states that they cannot attend class
- Bereavement of a close family member
- Major political upheaval or natural disaster in an international student's home country that has impacted the student's study and which requires emergency travel
- A traumatic experience, such as witnessing a serious accident or witnessing or being the victim of a serious crime
- Where an international student cannot begin studying due to a delay in receiving their student visa

Only a formal request for leave by completing an Enrolment Variation Form available from the reception of each campus or on the Basair website will be accepted. All course leave must be approved.

Any student whose unexplained absence totals 20% of the scheduled course hours may be dismissed from Basair Aviation College at the discretion of the Chief Executive Officer.

The attendance of our students is recorded for every lecture, briefing, sim session, flight and exam. Absenteeism is where:

- A student does not attend all of a scheduled theory lecture until the lecture ends
- A student does not attend all of a scheduled briefing until the briefing ends
- A student does not attend all of a scheduled written or oral examination, unless they have finished before the end of the examination time limit
- A student does not attend a scheduled flight
- A student has not made sufficient effort to be ready on-time for their scheduled flight
- A student has not paid their account according to the fee schedule, and flights need to be cancelled due to non-payment

The process for unexplained absenteeism is:

- First warning letter when their total unexplained absenteeism reaches 5% (rounded), so 28 hours for the Diploma of Aviation (Commercial Pilot Licence), 13 hours for the

- Diploma of Aviation (Flight Instructor) and 8 hours for the Diploma of Aviation (Instrument Rating)
- Second warning letter and a meeting with the Base Manager when total unexplained absenteeism reaches 10% (rounded), so 57 hours for the Diploma of Aviation (Commercial Pilot Licence), 26 hours for the Diploma of Aviation (Flight Instructor) and 15 hours for the Diploma of Aviation (Instrument Rating)
- Third warning letter and a meeting with the Base Manager when total unexplained absenteeism reaches 15% (rounded), so 85 hours for the Diploma of Aviation (Commercial Pilot Licence), 39 hours for the Diploma of Aviation (Flight Instructor) and 23 hours for the Diploma of Aviation (Instrument Rating)
- When a student’s total unexplained absenteeism reaches 20% (rounded), so 113 hours for the Diploma of Aviation (Commercial Pilot Licence), 52 hours for the Diploma of Aviation (Flight Instructor) and 31 hours for the Diploma of Aviation (Instrument Rating). In this instance, the Chief Executive Officer will put the student forward for dismissal. In addition, any student holding a student visa whose total unexplained absenteeism totals 20% of the scheduled course hours, they may be reported by the Chief Executive Officer to the Department of Immigration and Border Protection (DIBP)

### 12.7 Students being uncontactable policy

Should students be absent without authorisation, we will attempt to contact them within 48 hours. This is because it is exceptionally important that students fully attend all of their scheduled bookings. The student will be counselled on the importance of attending all scheduled bookings and notifying Basair Aviation College when absent.

If a student does not attend College in the first week of any unit of study, they will receive an email from Basair Aviation College on the Monday of the second week. This email will inform them that they have not attended their scheduled bookings and that they must contact us by Friday. If they do not contact us by Monday on the third week, their enrolment on their course will be cancelled.

### 12.8 Student flight cancellation policy

During any student’s training there will be numerous flight cancellations. Students can expect to have over 20% of pre-scheduled flights cancelled.

#### Reasons and authority for cancelling flights

Flights will be cancelled for a variety of reasons. The table overleaf lists those who have the authority to cancel a flight for any given reason.

Ref	Cancellation reason	Authority to cancel flight
1	Student Absent*	Student

Ref	Cancellation reason	Authority to cancel flight
2	Student Medically Unfit	Student
3	Student Unprepared	Instructor
4	Weather	PIC**
5	Aircraft Unserviceability	PIC**
6	Instructor Absence	Instructor
7	Other Reason	Instructor

\* excluding medical absence; \*\* Dual flights = PIC is the instructor; for solo flights = PIC is the student

**Note: All flights must be signed-out by an instructor. The signing-out instructor is authorised to cancel the flight for any safety-related reason.**

The decision to cancel a flight due to weather or aircraft serviceability is to be made by the pilot-in-command (PIC). For dual flights, the PIC is the instructor while for solo flights it is the student.

In this policy, there is a difference between a student's 'absence' and a student being 'medically unfit'. A student may be medically unfit due to a physical or mental ailment, because of fatigue or non-compliance with the Drug and Alcohol Management Plan (DAMP).

### Principles of flight cancellations

The following principles underpin the College's policy on flight cancellation:

- 1) Flight cancellations should be avoided, and pilots should try and overcome obstacles, where feasible, to make a flight happen. As commercial pilots, graduates will need to incorporate a level of commercial acumen into their approach to their job and overcoming obstacles to get a flight to proceed in a safe way will be part of their role.
- 2) There is a direct economic cost to the organisation when a flight is cancelled. Where possible, when a flight is cancelled the resources – aircraft, instructor, and so on – are allocated to another flight. However, if a student has given the college less than 24 hours' notice of an absence, it is unlikely the resources will be able to be reallocated and students will be charged for the cancellation.
- 3) Emails are required to confirm cancellations due to student absence or being medically unfit.

### Reasons for cancelling flights and how to do it



Each of the seven reasons for cancelling flights, in the table above, will now be discussed. Please ensure you fully understand what you are meant to do for each of them, and refer to this policy whenever you need to cancel a flight.

**12.8.1 Cancellations due to student absence**

If a student becomes aware that they will not be able to attend a scheduled flight, they need to notify the College immediately. If there is **more than 24 hours before the start of the flight**, the student needs to email the College. If there is **less than 24 hours before the start of the flight**, the student needs to telephone the College and inform the receptionist of the cancellation. After telephoning the College, the student then needs to follow up with an email to the College confirming the late notice cancellation.

For any cancellation due to student absence with less than 24 hours' notice, students are charged **\$75 per hour of booking duration**. A fee is imposed because it is often difficult to redeploy aircraft and instructors at short notice. The process is summarised below:

Timeframe	Method of communication
More than 24 hours' notice before flight	Email the College at <a href="mailto:cancellflight@basair.edu.au">cancellflight@basair.edu.au</a> and CC your instructor
Less than 24 hours' notice before flight	Initial phone call (see phone numbers, below), with email sent as confirmation ( <a href="mailto:cancellflight@basair.edu.au">cancellflight@basair.edu.au</a> ) and CC your instructor

College phone numbers:

Campus	Phone number
Bankstown	02 9791 0111
Archerfield	07 3270 2400
Cessnock	02 4991 6500

In emailing the College, students must include:

- Student's name
- Instructor's name
- Date of the flight to cancel
- Time and aircraft registration of the flight to cancel
- Reason for cancellation

The purpose of the email is to ensure the College has a record of the student requesting the flight to be cancelled. Therefore, students **must always email the College about a cancellation**, even if the cancellation has been discussed with the instructor or other team

member at the College. It is the responsibility of the student to email the College to formally cancel the flight.

If the student does not email the College with more than 24 hours' notice, they will be charged for the late cancellation as above. This applies even in the cases where the student verbally informed the College of a cancellation with more than 24 hours' notice, but did not email the College until there was less than 24 hours' notice.

### *12.8.2 Cancellations due to a student being medically unfit*

Students are medically unfit to fly if they have:

- A physical or mental ailment that prevents them from acting as a PIC, even during a dual flight where the instructor is PIC
- Fatigue
- Non-compliance with the Drug and Alcohol Management Plan (DAMP) requirements

The procedure for cancelling flights due to being medically unfit is like the procedure for cancelling flights due to student absence, with the exception that:

- Students are not charged for flights cancelled due to being medically unfit to fly, even if there is less than 24 hours' notice
- Students are required to provide a doctor's certificate if the reason is a physical or mental ailment. Students are not required to present a doctor's certificate in the case of fatigue or drugs and alcohol

If a student becomes aware that they are or will be medically unfit for a scheduled flight, they **must notify the College immediately**. If there is more than 24 hours before the start of the flight, the student needs to email the College. If there is less than 24 hours before the start of the flight, the student needs to telephone the College and inform the receptionist of the cancellation. After telephoning the College, the student then needs to follow up with an email to the College confirming the late-notice cancellation. The process is summarised below:

Timeframe	Method of communication
More than 24 Hours' Notice	Email the College at <a href="mailto:cancelflight@basair.edu.au">cancelflight@basair.edu.au</a> and CC your instructor
<Less than 24 Hours' Notice	Initial phone call (see the phone numbers on the preceding page) with email sent as confirmation ( <a href="mailto:cancelflight@basair.edu.au">cancelflight@basair.edu.au</a> ) and CC your instructor

In emailing the College, students must include:

- Student's name
- Instructor's name

- Date of the flight to cancel
- Time and aircraft registration of the flight to cancel
- Reason for cancellation. Must list one of the following:
  - Physically unfit to fly
  - Mentally unfit to fly
  - Fatigue
  - Drugs or alcohol
  - Other (please make sure you state the reason)
  
- Doctor's certificate (required if the reason is physically or mentally unfit to fly)

The purpose of the email is to ensure the College has a record of the student requesting the flight to be cancelled. Therefore, students must always email the College about a cancellation, even if the cancellation has been discussed with the instructor or other team member at Basair Aviation College. It is the responsibility of the student to email the College to formally cancel the flight.

**If a student does not provide a doctor's certificate within 7 days of the flight**, the student will be charged a cancellation fee in-line with the policy for cancelled flights due to student absence.

### *12.8.3 Cancellations due to Student being Unprepared*

If a student's pre-flight preparation is insufficient to the extent that their learning opportunity for the flight is compromised, as deemed by the instructor, the instructor may choose to cancel the flight. This includes situations where a student is not prepared for an on-time start.

If a flight is cancelled due to the student being unprepared, the student will be charged **\$75 per hour of booking**. The purpose of this fee is that it is unlikely the resources will be allocated to alternative students at such short notice.

### *12.8.4 Cancellation due to weather*

**Students are not permitted to decide to cancel a flight due to weather without initially discussing the flight with their instructor.**

In situations where the weather may result in a cancelled flight, the student must report on time for the scheduled booking:

- With all pre-flight planning complete
- Present the pre-flight plan to their instructor
- Discuss with their instructor the legal and practical reasons why the flight should be cancelled or conducted

For solo flights, either the student (in collaboration with their instructor) or the instructor may choose to cancel the flight. For dual flights, the decision to fly rests with the instructor. Students are not permitted to cancel a flight due to weather if it is a dual flight.

#### *12.8.5 Cancellation due to Aircraft Unserviceability*

Students are not permitted to decide to cancel a flight due to aircraft unserviceability without initially discussing the serviceability issue with their instructor.

For solo flights, either the student (in collaboration with their instructor) or their instructor may choose to cancel the flight. For dual flights, the decision to fly rests with the instructor. Students are not permitted to cancel a flight due to aircraft serviceability if it is a dual flight.

#### *12.8.6 Instructor Absence*

If an instructor is absent, the College will attempt to schedule a different instructor for the flight. The College will let the student know if the flight needs to be cancelled verbally a team member of Basair, or the student may be telephoned or emailed.

#### *12.8.7 Other Cancellations*

If a flight needs to be cancelled for any other reason, the College will inform the student of the cancellation. This may be done verbally by the instructor or another team member of Basair, or the student may be telephoned or emailed.

Cancellations of this nature may be due to:

- External factors, such as closed airport, restricted airspace or otherwise
- Other unforeseen events

## 13 Student's Rights and Obligations

During a student's course, situations might arise regarding variations in enrolment, course progress against benchmarks or in the ability to fully commit to a full time course. Basair strives to be transparent in our requirements as a registered training organisation and the requirements of students on how are course must be managed in these various situations.

### 13.1 Exam attempts and changing exam bookings policy

Basair Aviation College books all the exams to be undertaken by students and sends notification of this to students. To continue to be enrolled on their course of study, all students have a maximum of three attempts at each exam (see Retaking Theory Exams Policy for more information). Should a student be sick and therefore miss an exam, a medical certificate must be provided within 7 days. Failure to provide a medical certificate will mean that a student will be deemed to have failed their exam. This failed exam will be counted as one of the three permitted attempts.

Students must not circumvent the exam booking process by changing the date of their exam with the exam agency ASL themselves. Should students change their exam date with ASL, the original date of their exam booked by the college, will be deemed as a failure attempt. This failed exam will be counted as one of the three permitted attempts.

Should students not pass a benchmarked exam within three attempts, their enrolment will be cancelled.

#### 13.1.1 Retaking exams policy

Basair Aviation College is very keen to support students at all times, including when they fail exams. To increase the likelihood of students passing exams, if a student fails any theory subject twice in any course – and on the second attempt their score was more than 6% more below the pass mark – the student **must** re-attend the theory sessions associated with the subject before making their third attempt at the topic. The student will be charged to re-attend the theory subject. Note that CPL students who fail an exam twice at more than 6% must have an additional 10 hours of one-to-one study across 5 sessions at \$150 an hour.

If a student fails their second attempt at an exam with more than 6% and does not reattend theory through their own choosing before their third attempt, **their enrolment will be immediately terminated**. In this instance, any student wishing to continue on their course must first re-enrol.

Students whose fail mark at their second attempt is 6% or less of the pass mark can re-sit the exam again without re-attending the associated theory.

## 13.2 Withdrawal, Deferment, Termination of Enrolment or Cancellation.

This section of the handbook gives guidance on Basair Aviation College's policies and procedures for the following scenarios;

- **Withdrawals;** When a student who has commenced a course of study decides that they do not want to continue with the course.
- **Deferment;** When a student who is currently studying decides that they would like to postpone their study for a defined period of time (a return date is required.)
- **Termination of Enrolment;** When a student's enrolment in the course is terminated by the College due to the student failing to meet the required benchmarks of the course, overdue tuition fees, the student becoming disengaged with the course or unacceptable misconduct.
- **Cancellation;** When a student was enrolled in a course that has not yet started and the student decides they do not want to commence the course.

### 13.2.1 Withdrawal

We recognise that the Diploma of Aviation courses can be challenging, and that students frequently have complex and busy lives outside of the College. Therefore, sometimes students can feel overwhelmed by the course demands and decide to withdrawal from the course.

If a student is considering withdrawing, we recommend they initially discuss this with their instructor before finalising their decision (but be conscious of any approaching Census Date and try to decide either way before that date.) We hope that all students that come through our front door graduate from the course and go on to have successful careers in aviation. If a student is struggling, then there may be ways the College or their instructor can provide assistance.

If a student does decide to withdraw from a course, they should follow the procedure;

- Complete the withdrawal form located at;
  - <http://www.basair.com.au/ContentImage/files/Cancellation%20of%20enrolment%20form%20for%20website.pdf>
- Email the completed form to [enrol@basair.edu.au](mailto:enrol@basair.edu.au)
- The withdrawal date will be the later of either the date the withdrawal form is received via email, or the date the student has nominated as the withdrawal date on the form.

### **Withdrawal of Students Accessing Vet Student Loans**

Basair Aviation College is committed to ensuring there are no financial, administrative or other barriers preventing students enrolled in a VET course of study from withdrawing before or on a Census Date.

When a student's withdrawal date is ***before or on the Census Date***, the student;

- Will not incur a Vet Student Loan debt for that unit of study.
- Will receive a refund, without having to apply for one, for any up-front tuition fee payment on or before the Census Date for the specified unit of study from which they are withdrawing.
- Will not be charged an additional penalty or fee to allow them to withdraw from a VET unit of study.

When a student withdraws from a unit of study ***after the relevant Census Date***, the student will not be eligible for any refund for tuition fees paid for that Unit of Study. However, they will avoid incurring tuition fees and / or Vet Student Loans debt for any further Units of Study in the course.

### **Re-enrolment in a VET unit of study**

Basair Aviation College will not enrol students who have previously withdrawn into either a previously commenced VET unit of study or any subsequent units of study without written instruction from the student. Students who wish to re-enrol after previously withdrawing from a course are required to email [enrol@basair.edu.au](mailto:enrol@basair.edu.au) and state their request to re-enrol and specify their planned return date to training and the unit(s) of study for which VSL is requested.

### **Withdrawal of International Students**

Basair Aviation College's refund policy for students on a student visa is as follows. Please note that it applies to those who have not been deemed ineligible for a refund due to the breaching of conditions on their visa or students who have had their enrolment cancelled by Basair Aviation College due to poor course progress, misconduct or disengagement from the course..

- Students are not eligible for a refund where ESOS tuition assurance arrangements have been activated and the student has elected the ESOS course assurance option for that study period
- Students are eligible for a refund of all tuition fees paid for a study period if they formally withdraw from the course on or before the Census Date for that study period
- Where a student withdraws from a study period after the relevant Census Date, the student will not be eligible for any refund for tuition fees paid for that study period
- The Census Date for each study period is included in the letter of offer to the student

All refunds will be paid to the bank account nominated by the student within 20 working days.

### **13.2.1 Student Deferment.**

Students are permitted to defer the commencement of a Unit of Study, however they are required to complete the courses within the following time-lines;

- Diploma of Aviation (Commercial Pilot Licence) – Full Time : within 2 years from commencement.
- Diploma of Aviation (Commercial Pilot Licence) – Part Time : within 3 years from commencement.
- Diploma of Aviation (Instrument Rating) – Full Time : within 1 year from commencement.
- Diploma of Aviation (Instrument Rating) – Part Time : within 18 months from commencement.
- Diploma of Aviation (Instrument Rating) – Full Time : within 5 months from commencement.

To request a deferment, students need to complete the request form located at;



### 13.2.2 Termination of Enrolment

Basair Aviation College may terminate the enrolment of a student from a course due to;

- A student failing to achieve the benchmarks set for a Unit of Study, or
- A student's tuition fees are overdue, or
- A student has become disengaged in the course and their attendance is not satisfactory (see section on Attendance in this Handbook for more information),
- Misconduct by the student (see section on Misconduct in this Handbook for more information)

The benchmarks for each Unit of Study are listed in the student's Letter of Offer and in the course section of this Student Handbook.

The purpose of the benchmarks is to provide an indication of a student's likelihood of success in a career in aviation. If a student is not able to achieve the performance level set in the benchmark (for example, to achieve 3<sup>rd</sup> Solo within 25 hours) then it is less likely that the student will be successful in pursuing a career in aviation compared to a student that achieves the benchmarks. The College will therefore suspend a student's enrolment in the course to avoid the student from incurring tuition fees when they are less likely to get an economic return from.

Termination of Enrolment from Basair Aviation College does not prohibit a student from pursuing an aviation course at another provider.

#### Termination of Enrolment Process

If it is determined that the student's enrolment in the course should be terminated for one of the reasons listed above, the student will be sent a letter of intent to terminate their enrolment.

The letter will;

- Include a brief summary of the reasons for concern and any intervention process.
- Include a date when enrolment will be closed, to give students at least 28 days to initiate grievance procedures before the termination of enrolment takes final effect.
- Be signed by either the CEO, Chief Pilot / COO or the HoO (Head of Operations).
- Be scanned and emailed to the students email address and the original copy will be sent to the student's mailing address via registered post.

The cancellation of a student's enrolment will take final effect only after any grievance procedures initiated by the student have been completed.

#### Appealing a Decision to Terminate Enrolment

Students will be given 28 days to decide if they would like to appeal the College's decision to terminate their enrolment.

If a student decides that they would like to appeal the decision, the student should follow the Grievance and Appeals process outlined in this Handbook. This process must be commenced before the expiry of the 28 day notice period.

If a student does not appeal the decision to have their enrolment terminated, then the student will receive a letter after the expiry of the 28 day notice period to confirm their enrolment has been terminated.

**Refund / Re-Credit of Tuition Fees after Enrolment is Terminated.**

Basair Aviation College will either refund tuition fees paid by the student or re-credit their Vet Student Loans account an amount equal to the value of any portion of training in the relevant Unit of Study that was not scheduled for the student prior to the termination.

Note that refunds and re-credits will not be given for sessions (flights, briefings, lectures, assessments) which were booked for the student but that the student failed to attend. Refunds and re-credits will only be given for sessions where there was not a booking for a curriculum session made prior to the termination.

The refund / re-credit will be done within 20 days after the termination of enrolment.

### 13.3 Refunds and cancelling, withdrawing or not completing your course policy

Cancellations refer to students notifying Basair Aviation College prior to the start of a course that they will not be commencing the course. Whether students are entitled to a refund depends on the nature of their cancellation. Please note that all monies paid by students for a course that does not go ahead will be refunded by Basair Aviation College within 28 days. No refund will be given to any student who breaches their visa conditions, is terminated from their course for misconduct or noncompliance with regulations or who fails to meet course requirements.

If a student is refused a study visa for Australia, a full refund of the application fee will be refunded to them within 28 days after a written claim is submitted by the student together with copies of the original visa application and the refusal letter from the Australian Embassy or Consulate. The application fee will not be refunded if Basair Aviation College receives notice of cancellation within two weeks of the start of the course.

This refund policy, and the availability of complaints and appeals processes, does not remove the right for a student to take further action under Australia's consumer protection laws. Basair Australia Pty Ltd's dispute resolution process does not circumscribe the student's right to pursue other legal remedies.

You will recall that the Basair Aviation College Course Information Section details durations of our courses. Specifically, the duration of AVI50215 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) is 40 weeks and the duration of both AVI50415 Diploma of Aviation (Instrument Rating) and AVI50516 Diploma of Aviation (Flight Instructor Rating) are 16 weeks. It is expected that students will have passed their commercial pilot licence pre-licence assessment by the end of the 40 weeks and their instrument flight rules and/or flight instructor pre-licence assessment at the end of the 16 weeks. If students on any of these courses have not, they will be:

- Charged for all flights after the 40 weeks or 16 weeks (depending on their course) at the price applicable on the date of the flight. These prices are advertised in the reception area of each campus (please contact us or ask us)
- Charged the published price for all landings and briefings that are required beyond the allocated 40 weeks or 16 weeks (depending on their course)

In addition, for students undertaking AVI50215 Diploma of Aviation (Commercial Pilot Licence – Aeroplane), they are liable to miss their place on AVI50415 Diploma of Aviation (Instrument Rating) and the AVI50516 Diploma of Aviation (Flight Instructor). These courses will be held for them for no more than 3 months after the 40 weeks. After these 3 additional months, enrolment in further courses will be cancelled, and they will receive a refund of the course fee, if paid, for their next course. To undertake a higher course, students will then need to reapply for it, and will be required to pay the new price for the course if the price has increased.

For students undertaking AVI50415 Diploma of Aviation (Instrument Rating), they are liable to miss their place on the AVI50516 Diploma of Aviation (Flight Instructor Rating) course. Their place on this course will be kept for 1 month after the 16 weeks. After this additional month, their enrolment in AVI50516 Diploma of Aviation (Flight Instructor) will be cancelled, and they will receive a refund of the course fee, if paid, for this. To undertake the AVI50516 Diploma of Aviation (Flight Instructor Rating) course, students will then need to reapply for it, and will be required to pay the new price for the course if the price has increased.

### 13.4 Student review and re-crediting a VET student loans FEE-HELP balance policy

- Students who are, or would be, eligible for VET student loans and has requested VET Student Loans assistance and withdraw from a unit of study on or before the Census Date will not incur VET Student Loan debt for the tuition fees of that unit.
- Students who have requested VET student loans assistance who remain enrolled after the published Census Date will incur VET student loans help debt.
- Students who withdraw from a unit after the published Census Date for that unit will incur a VET student loan Help debt for that unit.

Students who withdraw from a unit after the published Census Date, or fail to complete a unit, may apply to have their VET student loans balance re-credited with respect to the unit if they believe that special circumstances apply in accordance with the following procedures. In this instance, Basair Aviation College will re-credit the Student's VET student loans balance if it is satisfied that special circumstances apply where:

- These circumstances are beyond the 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)
- These circumstances did not make their full impact on the student until on, or after, the Census Date
- These circumstances were such that it was impracticable for the student to complete the requirements for the unit
- The student's application for re-crediting is within 5 years after the census day for the course, or the part of the course, concerned, or within that period as extended by the Secretary;

Special circumstances do not include a lack of knowledge or understanding of requirements for VET Student Loans assistance or a student's incapacity to repay VET student loan debt.

Each application to re-credit a student's VET student loan debt balance will be considered on its merits together with all supporting documentation substantiating the special circumstances claim.

The Chief Executive Officer is responsible for the assessment of a student's request for a re-credit and for the initial decision regarding the request. The process is:

- A student must apply in writing to the Chief Executive, Basair Aviation College, PO Box 173, George's Hall, NSW, 2198. Relevant supporting documentation will be required to substantiate the claim.
- The application for re-crediting a VET student loan balance must include details of the:
  - Unit(s) for which the student is seeking the VET student loan debt balance credited
  - The special circumstances as referred to above, including supporting documentation

Basair Aviation College will consider each application within 20 business days of receipt of the application. It will consider each request to re-credit a VET student loans debt rebalance in accordance with the requirements of VET Student Loans Act 2016. Applicants will be notified in writing of the decision within 20 business days.

Where Basair Aviation College decides not to re-credit a student's VET Student Loans debt balance, the student may appeal the decision to the Administrative Appeals Tribunal (AAT). An application with the AAT must be lodged at an approximate cost of \$884 (please see [www.aat.gov.au](http://www.aat.gov.au)).

Please contact either:

Administrative Appeals Tribunal  
Level 6, Clarence Street  
Sydney, NSW 2000

OR

Administrative Appeals Tribunal  
Level 6, 295 Ann Street,  
Brisbane Queensland 4000

### 13.5 Academic and non-academic grievance policy and procedure

Basair Aviation College is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all students. Complainants will not be victimised or discriminated against. Complainants are entitled to access this grievance procedure regardless of the campus at which the grievance has arisen, the complainant's place of residence, or mode of study. Grievances may arise from academic or non-academic matters. Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study. Non-academic matters include everything else.

The Chief Financial Officer is responsible for the implementation of this policy and procedure.

General principles applying to all stages of this grievance policy which will be adhered to by Basair Aviation College are:

- The complainant and respondent will have the opportunity to present their case at each stage of the procedure
- The complainant and the respondent have the option of being accompanied or assisted by a third person, such as a family member, friend or counsellor, if they so desire
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. A full explanation in writing for decisions and actions taken as part of this procedure will be provided to the complainant and/or the respondent upon request by them
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored in the Chief Financial Officer's office
- A complainant shall have access to this grievance procedure at no cost

Initially, formal grievances should be submitted in writing to:

Chief Financial Officer

PO Box 173, George's Hall, NSW, 2198

The Chief Pilot within Basair Aviation College will then assess the grievance, determine the outcome and advise the complainant in writing of their decision within 10 business days. The complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of stage one. In this instance, they may lodge an appeal in writing to:

David Trevelyan

Chief Executive Officer

PO Box 173, George's Hall, NSW, 2198

The complainant's appeal will be determined by David Trevelyan. David will conduct all necessary consultations with the complainant and other relevant persons and determine the validity of the appeal. The complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 20 business days. The complainant will be advised of their right to progress to stage three of this grievance procedure if they consider the matter unresolved.

The final stage is through an external dispute resolution process by a body appointed for this purpose by Basair Aviation College. The details of the external are Lead: (+61 2) 9251 3366 or free call 1800651650. Basair Aviation College will give due consideration to any recommendations arising from the external review within 20 business days.

### 13.6 Appealing an assessment policy

In rare instances, it is possible that you may wish to challenge an assessment outcome. If this is the case, then:

- Speak with your instructor in the first instance
- If unresolved, present the request in writing to the Base Manager at your campus
- If unresolved, refer the matter to CASA for determination on technical matters or ASQA for process-based problems

You have the right to represent yourself at all forums where the issue is being discussed and you will have the matter heard within 5 working days. The outcomes and the reasons for it will be given to you in writing.

### 13.7 Student transfer request policy

International students seeking to transfer from Basair Aviation College to another registered training provider prior to completion of the first half of their principal course must seek approval from the College to transfer and obtain a release letter.

Basair Aviation College will issue a release letter only if:

- A course is academically unsuitable for a student, for example where a student is better suited to a different learning environment or the course does not meet his or her educational or developmental needs
- Compassionate or compelling reasons for the transfer exist

Before the release letter is issued, the student must present a valid letter of offer of enrolment with the receiving provider. If the student is under the age of 18, written evidence is required that the student's parent or legal guardian supports the transfer, and that the new provider will accept responsibility for approving a student's accommodation, support and general welfare.



Basair Aviation College will refuse the issue of a release letter if the transfer would be considered detrimental to the student and the circumstances for approving the grant of a release letter have not been satisfied. A student who has unpaid tuition fees for the current study period will be refused the issue of a release letter. Factors that would be considered detrimental to the student include that a transfer would jeopardise a student's progress through a package of courses, and that a student requires or has access to support services that will not be delivered by the receiving provider or accessible by the student following the transfer. Basair Aviation College will assess and respond to the application within 10 working days.

International students within the scope of this policy who seek to transfer to Basair Aviation College prior to completion of the first half of their principal course will be issued with a certificate of enrolment only if:

- The original registered training provider or the course on which the student is enrolled has ceased to be registered
- The original registered training provider has provided a written letter of release
- The original registered training provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change
- If the student is under the age of 18, there is written evidence that the student's parent or legal guardian supports the transfer and Basair Aviation College has put arrangements in place for approving a student's accommodation, support and general welfare arrangements

Where a request for a letter of release is refused, the student will be advised in writing of the reasons for the refusal and of the right to appeal the decision. Records of all requests for letters of release, the assessment of the application and decision will be maintained on the student's training file.

### 13.8 Applying for course leave

All students at Basair Aviation College are full-time and on very well structured courses with clearly defined prerequisites, goals, and benchmarks to ensure that they progress appropriately. However, instances occasionally occur that require students to suspend their studies. It is very important that you think very carefully about suspending your studies and the potential implications of doing so.

Should you wish to apply for course leave, please complete the 'Course Enrolment Variation' form that is available at reception and on our website. It is crucial that in completing it you supply as much information as you can. It is important to note that:

- Permission for Course Leave is not guaranteed
- Where appropriate, evidence of the reason for temporary suspension might need to be provided
- Incomplete forms will not be considered
- You will be informed of the outcome of your application within three working days unless unavoidable
- Course leave does not change the benchmarks for the completion of a study period that is detailed in your letter of offer. Failure to complete a study period by the stated benchmark date will mean your enrolment will be cancelled
- You may apply to enrol onto the same course at a later day with recognised prior learning. Acceptance is subject to available space and will also depend on your progress, performance, attendance, and attitude while studying with us previously
- Once complete, please submit this form to your base manager for consideration

### 13.9 Failing to meet benchmarks policy

Basair Aviation College has a very well structured Diploma of Aviation (Commercial Pilot Licence) course that is designed to be completed within 40 weeks of commencement. This requires students to be hard working and dedicated, traits that will serve them well not only in training but in their career.

Each study period within the Diploma has goals, prerequisites, and benchmarks. These are all very important because they are designed to monitor the progress of students and to identify whether anyone is struggling. Benchmarks dictate the level of performance that students must attain to continue their enrolment on the course. Every study period has benchmarks they are detailed in each letter of offer.

#### General Benchmarks for the Diploma of Aviation (Commercial Pilots Licence)

Course	Integrated Course Performance Benchmarks
<b>Integrated Course</b>	<ul style="list-style-type: none"> <li>• Complete each study period without repeating an individual unit of study more than once</li> <li>• Complete all assessments including pre-licences, exams and flight tests within 3 attempts</li> <li>• Complete the commercial pilots licence flight test within 2 years from the commencement of the course</li> </ul>

The benchmarks for each study period of the **integrated** course for the Diploma of Aviation (Commercial Pilots Licence) are summarised below from section 6 of the handbook.

Study period	Integrated Course Performance Benchmarks
<b>One: Recreational Pilot Licence</b>	<ul style="list-style-type: none"> <li>• Achieve third solo within 25 hours of dual flight time</li> <li>• Passed the flight test within 40 hours dual instructional flight time</li> <li>• Passed the flight test within 4 units of study from the beginning of this study period</li> </ul>
<b>Two: Private Pilot Licence</b>	<ul style="list-style-type: none"> <li>• Passed the flight test within 100 hours</li> <li>• Passed the flight test within 4 units of study from the beginning of this study period</li> </ul>

	<ul style="list-style-type: none"> <li>• Complete BAA101 unit of study within 15 dual instructional hours</li> <li>• Complete BAA 102 within 13 dual instructional hours</li> </ul>
<b>Three: Commercial Pilot Licence</b>	<ul style="list-style-type: none"> <li>• Completion of study period three within 9 units of study from the beginning of the study period</li> <li>• Achieve 60 hours command within 9 units of study from the beginning of the study period</li> <li>• Complete solo hours in BAS 202 within 12 weeks of starting of the BAA202 unit of study</li> </ul>
<b>Four: Commercial Pilot Licence</b>	<ul style="list-style-type: none"> <li>• Passed the commercial pilot licence flight test within 3 units of study from the beginning of the study period</li> <li>• Passed the commercial pilot licence flight test within 200 hours</li> </ul>

Students are expected to achieve the performance benchmarks set down for each of their study periods. If students do not achieve benchmarks, this might suggest that they are not suited to a career as a commercial pilot. Should students not achieve all performance benchmarks in their present study period, they will be permitted to finish their present study period. This will be nullified and the student will not be allowed to continue the study period if there is a significant reason for the student not to continue.

Students who do not achieve all performance benchmarks in their present study period will not be permitted to advance to the next study period and their enrolment will be terminated. However, students may appeal this decision within 14 days of being informed of their inability to continue to the next study period. Failure to appeal within this timeframe automatically means that their enrolment will be terminated.

Students appealing the decision must complete a 'Students missing at least one benchmark: Appeal form' (available on our website and at the reception of each campus). This requires reflection by the student on why they did not meet one or more benchmarks with supporting evidence as appropriate, and what they will do differently if they are permitted to enter the next study period. The Base Manager, Head of Operations or a member of the executive team will make a decision to accept or reject the appeal. Notification of the outcome of the appeal will be given within seven working days.

A student on the integrated course for the Diploma of Aviation (Commercial Pilots Licence) whose enrolment was cancelled for not achieving benchmarks will no longer be eligible for the integrated course and their enrolment will **not** automatically be transferred to the non-integrated course. The student will have to re-apply and the decision to accept the enrolment application for the non-integrated course will be subject to an interview with the Base Manager, Head of Operations or a member of the executive team. The interview will consider the students past performance and why they did not achieve benchmarks on the integrated course. If accepted, the student will be issued a new letter of offer and commence their enrolment in the proceeding unit of study.

The following benchmarks for each study period of the **non-integrated** course for the Diploma of Aviation (Commercial Pilots Licence) are summarised below. The benchmarks of the non-integrated course include the cumulative flight hours and time spent on the integrated course.

### General Benchmarks for the Diploma of Aviation (Commercial Pilots Licence)

Course	Non-Integrated Course Performance Benchmarks
<b>Non-Integrated Course</b>	<ul style="list-style-type: none"> <li>Complete each study period without repeating an individual unit of study more than twice</li> <li>Complete all assessments including pre-licences, exams and flight tests within 3 attempts</li> <li>Complete the commercial pilots licence flight test within 3 years from the commencement of the course</li> </ul>

The benchmarks for each study period of the **non-integrated** course for the Diploma of Aviation (Commercial Pilots Licence)

Study period	Non-Integrated Course Performance Benchmarks
<b>One: Recreational Pilot Licence</b>	<ul style="list-style-type: none"> <li>Achieve third solo within 35 hours of dual flight time</li> <li>Passed the flight test within 60 hours of dual flight time</li> <li>Passed the flight test within 6 units of study from the beginning of the study period</li> </ul>
<b>Two: Private Pilot Licence</b>	<ul style="list-style-type: none"> <li>Passed the flight test within 130 hours total flight time</li> <li>Passed the flight test within 6 units of study from the beginning of the study period</li> <li>Complete BAA 101 within 24 dual instructional hours</li> <li>Complete BAA 102 within 21 dual instructional hours</li> </ul>
<b>Three: Commercial Pilot Licence</b>	<ul style="list-style-type: none"> <li>Completion of study period three within 12 units of study from the beginning of the study period</li> <li>Complete command hours in BAS 202 within 16 weeks of starting of the BAA 202 unit of study</li> <li>Achieve 60 hours command with in 12 units of study from the beginning of the study period</li> </ul>
<b>Four: Commercial Pilot Licence</b>	<ul style="list-style-type: none"> <li>Passed the commercial pilot licence flight test within 6 units of study from the beginning of the study period</li> <li>Passed the commercial pilot licence flight test within 250 hours total flight time</li> </ul>

Benchmarks are subject to change and for the most up to date information refer to your letter of offer for further details regarding your course structure and benchmarks.

#### 13.10 Reviewing your student account policy

If you believe your Commonwealth Assistance Notice (CAN) is incorrect, you may, within 14 days of the CAN being issued, request your account be reviewed and a new CAN issued from Basair Aviation College.

### 13.11 Students self-studying

Basair Aviation College runs full-time courses and to ensure that we do not breach any regulation or reporting of students, all students who are enrolled must attend all that they are obliged to attend. Full attendance is crucially important to the success of students.

To benefit students, we have a very modularised course, with units of study of four weeks in duration. This means that students need only do the units of study that suit them. However, students are not permitted to be enrolled in Basair Aviation College if they self-study any part of the course. Students who do not want to attend and instead want to self-study units of study – for example, Theory 1 in the CPL study period – can withdraw from the course and then re-enrol when they have completed the exams. Depending on the length of the unenrolled period, a student may have to undergo remedial training to ensure their skills are to the required standard. Students are also subject to Basair and regulatory recency requirements.

# 14 Authority to Release Information



Australian Government  
Civil Aviation Safety Authority

Form 078  
Authority to Release Information  
Flight Crew Licensing

I, \_\_\_\_\_ (print name in full), ARN: 

--	--	--	--	--	--	--	--	--	--

Hereby **AUTHORISE** the Civil Aviation Safety Authority (CASA) to release the following information to the organisations listed below (tick relevant items):

- my Australian Flight Crew Licence (including ratings)
- my Aviation Reference Number (ARN)
- my current Aviation Medical Certificate including any conditions attaching to that Certificate
- details of any suspensions / cancellations of my FCL Licence and any action brought against me by CASA
- other records (please list below)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Organisation One:**

Name of Organisation:	
Name of Person:	
Email Address:	
Fax Number:	

**Organisation Two:**

Name of Organisation:	
Name of Person:	
Email Address:	
Fax Number:	

This Authority remains in effect for a period of 12 months or until \_\_\_\_ / \_\_\_\_ /20 \_\_\_\_ .  
(Enter the date if the period is less than 12 months)

Signed: .....

Name: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ /20 \_\_\_\_

## 15 Permission Document to Collect Information

(Permission by Individuals to collect relevant information for the development of training and for reporting to the Department of Education and Training.)

Basair Aviation College would like to include information received from training participants in the monitoring and evaluation of our training delivery and assessment performance. The Department of Education and Training (DET) may conduct additional evaluation procedures based upon information collated by this registered training organization (RTO). Monitoring and evaluating may involve direct contact with the training participants (incl. Students) and Basair Aviation College, their employees and their industry clients.

The outcome of any monitoring and / or evaluation will be used by Basair Aviation College and / or the Department for internal management purposes only. Any information concerning an individual trainee will not be disclosed to the public.

To be able to participate in this evaluation we will need this form signed by each trainee as consent to:

- a) Being contacted by DET for monitoring & evaluation
- b) Using results in the evaluation of the outcomes of the delivery

For those trainees who are under 18 and asked to participate in this evaluation we require your Parents or Legal Guardians to additionally sign on your behalf.

\_\_\_\_\_  
STUDENT PARTICIPANT NAME

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
PARENT/LEGAL GUARDIAN

\_\_\_\_\_  
SIGNATURE

DATE \_\_\_\_\_



## 16 Anti-Discrimination, Access and Equity Undertaking

I agree to abide by the following access and equity policy and comply with all the requirements of the Anti-Discrimination Act 1977 and, if relevant, the Affirmative Action (Equal Opportunity for Women) Act 1986.

I will incorporate access and equity whilst studying at Basair Aviation College. I will avoid discrimination towards any group or individuals in any form inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

## 17 Grievance Procedure Form

### Students Details

Business unit / campus	
Student / client name	
Student enrolment number	
Program of study	
Email address	
Contact number	
Address for written correspondence	

### Informal Resolution

Document the steps taken in order to resolve the matter, prior to submitting a formal complaint. Include who you have spoken with and why you feel the outcome has been unsatisfactory.

### Your Complaint

Outline the nature of your complaint and continue on a separate sheet where necessary.

If your complaint is upheld, what action would you like to be taken?

**Supporting Documentation**

Include copies of all relevant documents to support your complaint (for example, emails, meetings, reports etc.)

Ref	Document

**Declaration**

I would like the company to consider my complaint and declare that the facts stated in this application are true.

<b>Name</b>	
<b>Signature</b>	
<b>Date</b>	

Please send your completed form along with supporting documentation to [bkstudentadmin@basair.edu.au](mailto:bkstudentadmin@basair.edu.au)

## 18 Health and Safety in Australia

Australia is generally a very safe place to live and study. The 2011 [OECD Better Life Index](#) rated Australia 9.3 out of 10 for safety, one of the highest ratings awarded to any country.

But it is still important to look after yourself and be aware of the risks that exist - and ways to minimise them. This is particularly important for when you first arrive and are adjusting to your new way of life.

Following your common sense and best practices will ensure you remain safe and healthy, whether you are handling emergencies, personal and home safety, or natural elements such as sun, water, and fire.

### 18.1 Information for emergencies

The assistance and emergency networks in Australia are widespread and well equipped for any potential emergencies. Fire, ambulance, and police services will be able to provide you with any health and safety assistance you may need.

Wherever you are in Australia, **if there's a life-threatening emergency, call 000**. It's a free call, even from your mobile. An operator will answer and will ask which of the following services you need:

- Police
- Fire
- Ambulance

If you're not sure which one you need just tell the operator what you are calling about and they will help guide you. If you don't speak English, tell the operator your language and you will be connected to a translator who will be able to assist.

It is important to remain calm. The operator will ask questions, such as: where are you located, what is the emergency, and how many people are involved.

Here are some examples of when you should call 000:

- Someone has been seriously injured or is in urgent need of medical help
- If your life or property is being threatened
- If you have just witnessed a serious accident or crime

If it's a life-threatening emergency, you should still call 000 even if you are on campus.

## 18.2 Personal safety

While Australia is generally a safe place to live and study, it is still important that you take precautions to reduce the chance of an incident occurring.

### Going Out

When you are out with friends or by yourself, here are some simple things to consider:

- Always plan your trip home, especially at night. You may want to pre-book a taxi or arrange transport with a friend. Always make sure you have enough money to get home.
- Try to travel with a friend or in a group.
- Keep your bag and belongings close to your body and where you can always see them.
- Never hitch hike.
- If you don't have a mobile phone, make sure you have a phone card or money to make a phone call.
- Where available, use pedestrian walkways and cross the street at pedestrian crossings or lights.
- Leave valuables at home if you don't need to take them with you. This includes jewellery, electronic equipment such as iPads and your passport. If you've recently arrived and don't have anywhere permanent to live yet, talk to your institution's international student support staff about secure storage facilities on campus.
- Don't carry large amounts of money with you. You can access your money at ATMs found in shops, supermarkets, petrol stations, shopping malls, bars, shop fronts and many other public places.
- **Call 000 in the event of an emergency.** Remember, calls to 000 are free of charge.

## 18.3 Public transport

Public transport is reliable and widely used in Australia, particularly in metro and urban areas. Many security measures have been implemented to maximise the safety of public transport users including security officers and guards, help points, good lighting and security cameras. However, you should still use caution when travelling on public transport:

- Avoid isolated bus, rail and tram stops.
- Check transport timetables to avoid long waits, particularly at night.
- Train carriages nearest to the driver or guard are lit and safest at night.
- If you find yourself left in a train carriage on your own or with only one other person you may feel more comfortable moving to another carriage.

## Taxis

Some tips when using taxis in Australia:

- Sit wherever you feel most comfortable – it is normal for passengers to sit in the front or the rear of the taxi.
- Always ensure you know the address of your destination before getting into the taxi.
- Tell the driver the route you would like to take to your destination, and don't be afraid to speak up if the driver takes you a different route, particularly one you are unfamiliar with.
- If you don't want the driver to know exactly where you live, get them to drop you off a short distance away.

### 18.4 At College

When you are at your institution during the day or night, here are some tips to help keep you safe:

- Make sure you are aware of the security and emergency arrangements at your institution and in your local area. Your institution should provide you with this information either in your information pack or once you arrive.
- Some large institutions offer security escort services or bus shuttle services for out of office hours. Contact your institution directly to see if this is a service they offer.
- If you drive to your institution, try to park close to your destination and use well-lit car parks.
- When leaving your institution at night try to walk with a friend or group and take paths that are well lit and ideally frequently used by other people.

### 18.5 Using the Internet

When using internet, like anywhere in the world, you should protect yourself against spam, online scams like 'phishing', online bullying and identity theft. You can find more information about protecting yourself online at [Australia.gov.au](http://Australia.gov.au) Many Australian internet service providers also offer guidance so check their website as well.

### 18.6 Home safety

Safety at home is important, no matter where you live. Here are some tips to help keep you and your home safe.

- Always keep your doors locked – both when you are home and when you go out.
- Lock windows when you go out, or in rooms you are not in while at home.
- Do not let strangers into your house.

- Be careful of the information you give out to strangers through the internet, on social networking sites, or over the phone. If you are not at home or go on holidays do not make this information available to strangers.
- Smoke alarms will alert you to smoke on the property, so don't remove the batteries or tamper with them. If you live in a rental property, hostel or hotel it's the law to have smoke alarms fitted. If your property doesn't have them, talk to your landlord or real estate agent.
- If you come home to find evidence of a break in (broken window or door lock), contact the police from a safe location.

### 18.7 Sun and water safety.

The Australian sun can be very hot and may be stronger than what you are used to in your home country.

There are some steps you can take to protect your skin:

- Wear sunscreen protection (such as SPF30+ water resistant sun cream) and apply before you go outside.
- Apply sunscreen at least 25-30 minutes before swimming and ensure you re-apply sunscreen after swimming.
- Wear a hat and UV protective sunglasses.
- Avoid spending long periods of time in the sun between 10am and 3pm, as this is when the sun is strongest.
- Make sure you follow these tips even when it isn't sunny – you can still get burnt on cloudy or overcast days.

Australia has many beautiful beaches and waterways, but it is important to take care when swimming. Here are some tips for staying safe in the water:

- Never dive into a body of water if you are not sure how deep it is.
- Only swim at patrolled beaches (a beach where there are lifeguards on duty - look for signs) and always swim between the red and yellow flags where lifeguards can see you
- Many Australian beaches have 'rips'. These are strong underwater currents that can be hard to spot but which can draw you away from the shore quickly. If you swim between the flags you should not have any problem with rips. If you do find yourself in a rip, try not to panic or swim against it. Stay with your surfboard or other floating device if you have one. Swim gently parallel to the beach out of the rip zone, or wave and call for assistance from lifeguards or other swimmers and surfers.

For more information on water safety visit the [Surf Life Saving](#) (opens in a new window) website.

## 18.8 Fire safety

Fire awareness is essential in Australia, even in city and urban areas.

If you experience a fire emergency, follow these steps:

1. Call 000 from any phone or mobile – it is a free call even from a mobile phone.
2. Say the word “fire” to the operator.
3. Don’t speak English? Just tell the operator your language and wait for instructions.
4. Answer the questions the operator asks.

### Tips for fire prevention

- Make sure your house or room has a working smoke alarm.
- Wiring and electrical devices can overheat from too much use, especially in older buildings, so don’t overload power boards or double adaptors.
- Keep electric heaters and radiators at least a metre from your bed, furniture or any curtains.
- Remember to turn off all appliances when finished cooking. Most household fires occur in the kitchen when grease, oil or other flammable cooking materials are left on the stove and forgotten.

### What to do if there’s a fire

In case there's a fire at home, plan a way to get out in advance. Don't block doorways or windows, and make sure you can open your windows – they can get stuck in older buildings. Have a specific place for keys and your phone, so if you must leave in a hurry you know exactly where they are and can call emergency services.

If you are out in the bush when there is a fire, pay attention to media reports on television, radio and the internet, which will tell you if or when you should evacuate the area.