



RTO 1327 and CRICOS provider 01552D

# Basair Aviation College

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## Student Handbook

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## 1 Letter from the Managing Director



Dear Student

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 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 "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, and I hope 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 and every 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,

Managing Director



## 2 About Basair Aviation College

### 2.1 About Basair Aviation College

Basair Aviation College specialises in teaching students that aspire to a career as a Commercial Pilots. We have trained hundreds of accomplished pilots, who are now employed in successful and jobs around the world.

While studying at Basair Aviation College, you will benefit from an extremely well structured course, designed to maximise the effectiveness of learning, and therefore minimise the number of flying hours students require to achieve the standard of a commercial pilot. With over 20 years of experience in training customers to the highest standard, we graduate successful students every month.

### 2.2 College Governance

Basair Aviation College is approved to deliver the following courses;

Code	Course Name	CRICOS Code	CRICOS Approved
AVI30813	Certificate III in Aviation (Remote Pilot – Visual Line of Sight)	N/A	No
AVI40108	Diploma of Aviation (Commercial Pilot Licence - Aeroplane)	066809B	Yes
AVI50415	Diploma of Aviation (Instrument Rating)	089858C	Yes
AVI50510	Diploma of Aviation (Flight Instructor)	090134G	Yes

The above listed courses are approved by the following regulators;

CASA – Civil Aviation Safety Authority

ASQA – Australian Skills Quality Authority

CRICOS Provider – CRICOS is the Commonwealth Register of Institutions and Courses for Overseas students.

Basair Aviation College is approved by the Department of Education and Training (DET), to offer VET FEE-HELP loans to eligible students that are enrolled in the AVI50215 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) or the AVI50415 Diploma of Aviation (Instrument Rating).

VET FEE-HELP 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.

Eligible students can borrow funds over their lifetime up to the FEE-HELP limit. In 2016 the FEE-HELP limit is \$99,389. There is a loan fee of 20% for full fee-paying students undertaking VET FEE-HELP loans. This fee will be included in the VET FEE-HELP debt.

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 years this has been set at \$54,126. Visit [www.ato.gov.au](http://www.ato.gov.au) for more details.

- **CRICOS**

The Commonwealth Register of Institutions and Courses for Overseas Students (**CRICOS**) is a register of Australian education providers that recruit, enrol and teach overseas students. Registration on **CRICOS** allows providers to offer courses to overseas students studying in Australia on student visas.

- **VETFEE-HELP**

VET FEE-HELP 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.

Australian citizens and students on a humanitarian visa may be eligible to apply for VET FEE-HELP.

The VET FEE-HELP Information booklet provides more information, and can be found at [www.studyassist.gov.au](http://www.studyassist.gov.au) (and also page 14).

## 2.3 Our Campuses

Basair has three campuses focused on training pilots and two other businesses associated with flying.

Campus	Primary Focus	Address	Contact Details
Basair Aviation College [Bankstown Campus]	• Education	628/23-25 Airport Ave Bankstown Airport NSW 2200 Australia	T : +61 2 9791 0111 E : <a href="mailto:lmcgregor@basair.edu.au">lmcgregor@basair.edu.au</a>
Basair Aviation College [Archerfield Campus]	• Education	Terminal Building 9 Grenier Drive QLD 4108 Australia	T : +61 7 3270 2400 E : <a href="mailto:afreception@basair.edu.au">afreception@basair.edu.au</a>
Hunter Valley Aviation [Cessnock Campus]	• Education	Terminal Building Cessnock Airport Wine Country Drive Pokolbin NSW 2320 Australia	T : +61 2 4991 6500 E : <a href="mailto:mtaouk@huntervalleyaviation.com.au">mtaouk@huntervalleyaviation.com.au</a>
Sydney Aviators	• Flying Club	276 Airport Avenue Bankstown Airport NSW 2200	T : +61 2 9793 8900 E : <a href="mailto:adrian@sydneyaviators.com.au">adrian@sydneyaviators.com.au</a>
Australia by Air	• Charter	276 Airport Avenue Bankstown Airport NSW 2200	T : +61 2 9982 9666 E : <a href="mailto:conrado@basair.edu.au">conrado@basair.edu.au</a>

## **2.4 College Hours**

Basair is open Monday – Friday from 8:00am to 5:30pm and outside these hours for night flying, evening classes and early morning flights.

The College is shut for two weeks over the Christmas period.

## **2.5 Student Handbook**

The purpose of the Student Handbook is to provide you with information about how the college operates and the services & facilities available. It also includes a Student Charter, which documents what each student can expect from the college and the expectations from each student.

It is recommended that each student takes the time to read through this Handbook and keep it for future reference, so you can maximise your experience whilst at the college.

If you have any queries or suggestions on how the Student Handbook can be continually improved please send an email to the HR & Student Administration Manager ([mpavlovic@basair.edu.au](mailto:mpavlovic@basair.edu.au)).

## 3 Studying at Basair Aviation College

### 3.2 Entry Requirements

#### 3.1.1 General

All students must be able to read, write and understand the English language – which is also the international language of aviation.

English proficiency may be evaluated by the Chief Flying Instructor of the college, and evidence of English proficiency is a requirement for acquiring a student visa; evidence of English proficiency must be on file for the eventual issue of their Student Pilot Licence.

For admission to a Certificate IV or Diploma course, the English language proficiency must be demonstrated by achieving the following minimum standards:

- Combined Universities Language Test (CULT) 60%
- Test of English as a Foreign Language (TOEFL) 500
- International English Language Testing System (IELTS) 6 (General) overall and at least 5.0 in each band.
- Australian Second Language Proficiency Rating (ASLPR) 3+

#### 3.1.2 Medical Requirements

All students must have a medical examination conducted by a Civil Aviation Safety Authority Designated Medical Examiner (DAME). The type of medical examination required (i.e. Class 1 or Class 2) is dependent on the course (see table below).

Course	Class 1 Medical Examination	Class 2 Medical Examination
Recreational Pilots Licence (RPL)		✓
Private Pilot Licence (PPL)		✓
AVI50215 – Diploma of Aviation (Commercial Pilot Licence - Aeroplane)	✓	
AVI50415 - Diploma of Aviation (Instrument Rating)	✓	
AVI50510 - Diploma of Aviation (Flight Instructor)	✓	

Note: Students doing the Recreational Pilots Licence (RPL) and Private Pilot Licence (PPL) courses, who intend to progress to higher level courses are recommended to get the class 1 medical from the start.

For a list of approved DAME's – Designated Approved Medical Examiners please use the following links;

Location	Link
<b>NSW</b>	<a href="http://services.casa.gov.au/avmed/dame_search/damedisplay.asp?type=DAME&amp;Location=NSW">http://services.casa.gov.au/avmed/dame_search/damedisplay.asp?type=DAME&amp;Location=NSW</a>
<b>QLD</b>	<a href="http://services.casa.gov.au/avmed/dame_search/damedisplay.asp?type=DAME&amp;Location=QLD">http://services.casa.gov.au/avmed/dame_search/damedisplay.asp?type=DAME&amp;Location=QLD</a>
<b>Overseas</b>	<a href="http://services.casa.gov.au/avmed/dame_search/damedisplay.asp?type=DAME&amp;Location=Overseas">http://services.casa.gov.au/avmed/dame_search/damedisplay.asp?type=DAME&amp;Location=Overseas</a>

### 3.1.3 Aviation Security Identity Card

Prior to commencing the course, each student will need to apply for an Aviation Security Identity Card (ASIC).

Applications can take up to 2 months due to the time required for the relevant security checks to be completed – so it is important for you to complete this form (ASIC Application Form: <https://www.casa.gov.au/sites/g/files/net351/f/form498.pdf>) and send the completed form to Basair as soon as possible. We will then send the documents to Civil Aviation Safety Authority (CASA) for you.

Failure to apply for your Aviation Reference Number (ARN) and Aviation Security Identification Cards (ASIC) applications on time may lead to you falling behind in your course with delays in being able to fly. In some cases this may lead to you being pushed back to the next course intake.

To check up on the progress of your ASIC application please visit the CASA website: <http://www.casa.gov.au/fcl/licence/status.htm>

## 3.2 Enrolment Process

To enrol into a course with Basair Aviation College the process is as follows;

1. Apply online at <http://www.basair.com.au/Course> or,
  - Australian students – complete the Australian Application hardcopy form
  - International student – complete the International Application hardcopy formAs part of the enrolment process it is a requirement that you provide a Unique Student Identifier (USI). See the section below for further information about the USI.
2. Once you have submitted your application either online or completed a hard copy a Letter of Offer will be emailed confirming the course you have applied for and outlining all the steps you are required to take.
3. Return a signed copy of your Letter of Offer (initial each page) at least 7 days prior to your course commencement.
4. Your enrolment will only be confirmed if the signed Letter of Offer is received 7 days prior to the course commencement. Any signed Letter of Offers received after this will not be accepted and will require the student to defer to the next course intake.

- Australian students – your enrolment will only be confirmed once your first payment is received (except for Vet Free help funded courses where this is already covered).
- International students will be issued with a Confirmation of Enrolment (CoE) to enable them to apply for a student visa.

### 3.3 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. The USI will stay with you for life and will be recorded with any nationally recognised Vocational Education and Training course that are undertaken from January 2015.

The USI will allow you to have easier and more reliable online access to your record of training history. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

You can apply for your own USI in the USI Registry. [Create your USI](#), or if on the Application Form, you have given your permission, Basair will be able to apply for a USI on your behalf, when you arrive for training. Go to <http://www.usi.gov.au/Students/Pages/student-terms-and-conditions.aspx> to read the Terms and Conditions including the information about the Privacy and Security of your information.

Go to <http://www.usi.gov.au/Students/Pages/default.aspx> to find out more about the USI.

### 3.4 Variation of Courses

You are permitted to change courses up to the commencement of week eight of your course. These changes are to be submitted to Basair in writing by completing the Changing Courses Form and submitted to the Student Coordinator upon completion.

### 3.5 VET Fee Help

VET FEE-HELP 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.

Basair Aviation College is approved by the Commonwealth Department of Education, to offer VET FEE-HELP loans to eligible students that are enrolled in the AVI50415 Diploma of Aviation (Instrument Rating) for PPL holders and the AVI50415 Diploma of Aviation (Instrument Rating) for CPL holders.

Eligible students can borrow funds over their lifetime up to the FEE-HELP limit. In 2016 the FEE-HELP limit is \$99,389. There is a loan fee of 20% for full fee-paying students undertaking VET FEE-HELP loans. This fee will be included in the VET FEE-HELP debt.

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 years this has been set at \$54,126. Visit [www.ato.gov.au](http://www.ato.gov.au) for more details.

Australian citizens and students on a humanitarian visa may be eligible to apply for VET FEE-HELP.

The VET FEE-HELP Information booklet provides more information, and can be found at [www.innovation.gov.au](http://www.innovation.gov.au)

### **Pre-Requisites.**

Students will need to hold a Private Pilot Licence (PPL) **or** Commercial Pilot Licence (CPL) before commencing the AVI50415 Diploma of Aviation (Instrument Rating) course. Students who do not hold a PPL can complete their PPL at Basair Aviation College for approximately \$20,000. Students will not be eligible for VET FEE HELP funding during the PPL course.

Students will need to hold a CPL before commencing the AVI50510 Diploma of Aviation (Flight Instructor) course.

## **3.6 International Students**

The college is obliged by the law to advise the Department of Immigration and Border Protection (DIBP) of all changes to your circumstances. The DIBP will seriously reconsider your continued stay in Australia should they find out changes to your details by other means. It is the student's responsibility to advise the college of any changes in your personal circumstances.

Specifically, it is the college's responsibility to let the DIBP know through our computer system PRISMS should you:

- default in any aspect of your Visa provisions,
- fail to maintain attendance in accordance with requirements
- fail subjects more than once
- fail to make fee payments.

## **4 Student Charter**

The Student Charter outlines your rights and responsibilities as a student at Basair Aviation College.

Basair Aviation College is committed to improving the courses, processes and customer experience to help you achieve your potential and engage in constructive behaviour between students and staff.

**It is expected that Basair Aviation College will:**

1. Treat students with respect, fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
2. Provide a safe, clean, orderly and cooperative environment
3. Provide high quality learning experiences that are in accordance with good quality learning and teaching practice
4. Encourage staff to interact with students with honesty, integrity and in a timely manner
5. Treat personal information confidentially and ensure it is only released with the student's consent or when legally required



6. Provide fair, transparent and efficient complaints, grievances and appeals procedures
7. Provide the physical learning environment, facilities and student focused services to support students to succeed at their studies
8. Provide the environment to express and share ideas, ask questions and provide feedback
9. Provide timely and constructive feedback on assessments to support the learning culture

**It is expected that students will:**

1. Take responsibility for managing their own learning and development, spending sufficient time in regular study and participating in timetabled sessions and class discussions
2. Adhere to the colleges policies, procedures and rules
3. Respect all college staff, property and facilities
4. 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 the college's policies
5. Inform the college promptly of any change in circumstances (e.g. contact details, next of kin etc.)
6. Make prompt payment of all college fees and charges made by the college
7. Act in a professional manner with honesty and integrity
8. Represent the college as responsible ambassadors through their exemplary conduct on and off campus
9. Provide constructive feedback to the college on their experiences

## 5 Fees

The course fees are subject to change without notice. Refer to the website for further information.

### 5.1 Payment Schedule

Payment for your course is to be made according to the instalment plan detailed in your Letter of Offer. If your fees are not paid on time then you will not be permitted to fly until such time as the fees are paid. If you are unsure about the payment schedule required for your fees – see the Student Coordinator straight away to obtain a copy.

If you decide to terminate your enrolment in a course, please refer to the cancellation / withdrawal / refunds section of the application form that you have completed to determine if you are eligible for a refund.

If you have any questions regarding this application or the refund policy please see the Student Coordinator, Lauren McGregor or the Accounts Manager and they will be happy to answer any questions you may have.

Note, any dishonoured payments will incur a charge from the bank; Basair may pass this charge onto the student.

### 5.2 Payment Method

The college accepts a number of payment methods for the payment of fees and other charges. Payments can be made by bank transfer or in person at the reception desk of each school.

Our preferred method of payment is by bank transfer. Details of each campus bank account (i.e. BSB / Account No.) is noted in the table below. Please enter your student name and your application / enrolment number on the bank transfer.

Campus	BSB	Account Number
Bankstown Campus	084 255	81 324 4889
Archerfield Campus	082 057	83 879 8861
Cessnock Campus	084 255	81 359 5806
Accommodation	084 255	82 685 1821

Students can also pay by:

- Cash
- Cheques
- Credit or debit cards

### 5.3 Cancellation, Withdrawal & Refunds

Each applicant acknowledges that they are enrolling in a complete course of study, and are not purchasing a collection of flying hours.

#### 5.3.1 Cancellations

If a student is refused a visa for study in Australia then a full refund of the application fee will be refunded within four (4) weeks after a written claim is submitted by the student, along with copies of the original visa application and the refusal letter from the Australian Embassy or Consulate. This provision will only apply when Basair receives the written claim at least two (2) weeks prior to the start of the course.

After the commencement of a Study Period, students are not eligible for a refund for the tuition fees of that Study Period.

Students who withdraw prior to a Study Period commencing are entitled to a full refund of the tuition fees for that Study Period.

Where a student withdraws from a course the refund will be paid within 4 weeks after the date the student advises the College in writing that they have withdrawn.

If Basair Australia does not commence the course that the Applicant has enrolled in then a full refund of all monies paid for the cancelled course will be made to the Applicant.

A student enrolment will be cancelled by the college on any of the following grounds;

- Not complying with student charter
- Failure to pay tuition fees
- Unexplained absence for more than 4 weeks
- Significant breach of safety

#### 5.3.2 Withdrawals

If a student withdraws after a Census Date, then they are not eligible for a refund for that Unit of Study. This applies to all students if they are on VET FEE-Help or not and international students.

Students who withdraw prior to the Census Date will not be charged for that Unit of Study. To withdraw, students must complete the withdrawal form and email the completed form to [lmcgregor@basair.edu.au](mailto:lmcgregor@basair.edu.au).

Where a student withdraws prior to the commencement of a course, the refund will be paid within 4 weeks of the withdrawal.

#### 5.3.3 Refunds

Students are eligible for a refund of all tuition fees paid for a Study Period if they email a completed Course Withdrawal form to [lmcgregor@basair.edu.au](mailto:lmcgregor@basair.edu.au) prior to the Census Date for that Unit of Study. The course withdrawal form can be found at:

<http://www.basair.com.au/ContentImage/files/Course%20Enrolment%20Variation.pdf>

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Students who withdraw after a Census Date will not be eligible for any refund for that Study Period.

For all Study Periods in a course the Census Date is seven days prior to the commencement date of that Study Period.

No refund will be given to any student who;

- a) breaches their visa conditions
- b) is terminated from the course due to misconduct or non-compliance with requirements, or
- c) fails to meet course requirements.

If Basair Aviation College does not commence the course that the Applicant has enrolled in then a full refund of all monies paid will be made to the Applicant.

Course fees quoted in information packs are based on allocated hours. Any additional flying, theory, theory exams, flight tests or other materials will incur additional costs.

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

This refund policy is in accordance with the provisions of the Tuition Protection Service Act and the Tuition Protection Service Regulations.

#### **5.3.4 Non-Completion of a Course.**

Non-completion of the AVI50215 Diploma of Aviation (Commercial Pilot Licence - Aeroplane)

The duration of the AVI50215 Diploma of Aviation (Commercial Pilot Licence - Aeroplane) is 42 weeks, and students are expected to have completed all the required flying and theory, and to have passed their CPL Pre-Licence assessment, by the end of the 42 weeks.

If a student has not passed their CPL Pre-Licences assessment by the end of the 42 week;

- a) The student will be given 3 months to use any balance left on their account for flight training. The flying account can only be used for flights, landings, briefings and incidental charges by the College such as cancellation fees for non-attendance of flights. After the 3 months has expired, the student's account will be closed and no refund will be provided.
- b) The student will be charged for all flights after the 42 weeks at the price applicable for the date of the flight. These prices are advertised on the website and in the reception area.
- c) The student will be charged the published price for all landings and briefings that are required beyond the 42 weeks.
- d) The student's place in higher qualification courses, for example, the AVI50415 Diploma of Aviation (Instrument Rating) or the AVI50510 Diploma of Aviation (Grade 2 Flight

Instructor Rating), will only be held open for 3 months after the scheduled completion of the AVI50215 Diploma of Aviation (Commercial Pilot Licence - Aeroplane). Specifically, at the completion of the 42 weeks. If a student has not completed their AVI50215 Diploma of Aviation (Commercial Pilot Licence - Aeroplane) within 3 months of the 42 week completion date, the student's enrolment in subsequent courses will be voided, and the student will receive a refund of their entire paid-up course fee for the higher qualification course, less a \$500 administration charge. If a student still wishes to pursue a higher qualification after the completion of their AVI50215 Diploma of Aviation (Commercial Pilot Licence - Aeroplane), they will be required to re-apply for that higher qualification course, and they will be required to pay the new rates set for the new start date of their course (i.e.; the old course price will not be honoured by the College beyond 3 months of a student's expected commencement date.)

#### Non-completion of the AVI50415 Diploma of Aviation (Instrument Rating)

The duration of the AVI50415 Diploma of Aviation (Instrument Rating) is 40 weeks for PPL holders and 16 weeks for CPL holders, and students are expected to have completed all the required flying and theory, and to have passed their IFR Pre-Licence assessment, by the end of the respective period.

If a student has not passed their IFR Pre-Licences assessment by the end of the course;

- a) The student will be given 3 months to use any balance left on their account for flight training. The flying account can only be used for flights, landings, briefings and incidental charges by the College such as cancellation fees for non-attendance of flights. After the 3 months has expired, the student's account will be closed and no refund will be provided.
- b) The student will be charged for all flights after the course end date at the price applicable for the date of the flight. These prices are advertised on the website and in the reception area.
- c) The student will be charged the published price for all landings and briefings that are required beyond the course date.
- d) The student's place in higher qualification courses, for example, the AVI50510 Diploma of Aviation (Flight Instructor), will only be held open for 1 month after the scheduled completion of the AVI50415 Diploma of Aviation (Instrument Rating.) If a student has not completed their AVI50415 Diploma of Aviation (Instrument Rating) within 3 months of the completion date, the student's enrolment in subsequent courses will be voided, and the student will receive a refund of their entire paid-up course fee for the higher qualification course, less a \$500 administration charge. If a student still wishes to pursue a higher qualification after the completion of their AVI50415 Diploma of Aviation (Instrument Rating), they will be required to re-apply for that higher qualification course, and they will be required to pay the new rates set for the new start date of their course (i.e.; the old course price will not be honoured by the College beyond 3 months of a student's expected commencement date.)

## **5.4 Penalty for Late Payment**

Any course instalments that are not received on or prior to the due date will incur a late payment fee of \$150. Each subsequent week that a fee payment is late incurs another \$150 to cover administration costs. This fee will only be waived where prior arrangements to vary the timing of fee payments are agreed to in writing by the Chief Executive Officer.

## **5.5 Extra Tuition Fees for Excess Flying Hours**

Each course has a set amount of theory hours, flying hours and resources allocated to complete each unit of study. A breakdown of the hours is included in each student's Letter of Offer. If a student exceeds these allocated hours or if they require additional training then they are required to pay for the extra hours over the allocated amount.

Additionally, students who do not attend scheduled / planned training flights as organised by the Course Instructor without reasonable excuse or prior advice will be liable for any aircraft and instructor costs incurred. These costs will be required to be finalised prior to further bookings being made.

## 6 Course Information

### 6.1 Introduction

Your pilot training course with Basair Aviation College is a complex course involving many interrelated theory and practical components. Upon commencement of your course you will be supplied with an outline of the course structure, so you will be able to follow your progress at all times.

Variations to the course order may occur due to weather conditions, aircraft serviceability or due to your own progress rate.

### 6.2 Course by Campus

The courses provided at each College campus are noted in the table below;

Broad Field of Education	Course	Archerfield Campus	Bankstown Campus	Cessnock Campus
N/A	Recreational Pilots Licence (RPL)	✓	✓	✓
N/A	Private Pilots Licence (PPL)	✓	✓	✓
Certificate III	AVI30813 Certificate III in Aviation (Remote Pilot – Visual Line of Sight)	✓	✓	✓
Diploma Level	AVI50215 Diploma of Aviation (Commercial Pilot Licence - Aeroplane )	✓	✓	✓
Diploma Level	AVI50415 Diploma of Aviation (Instrument Rating)	✓	✓	✓
Diploma Level	AVI50510 Diploma of Aviation (Flight Instructor)	✓	✓	✓

### 6.3 Recreational Pilots Licence (RPL)

Training for your RPL is your first step in the exciting aviation industry. It is a stepping stone to achieving aircraft knowledge, learning to fly an aircraft and familiarizing yourself with aircraft configurative and manoeuvres. At approximately the half-way stage of the RPL you will undertake your First Solo – a rewarding experience to remember for a lifetime. By the time you have completed the RPL you will be confident handling the aircraft in many different situations. This is a non-accredited course however upon successful completion and completing your flight test you will achieve a Recreational Pilots Licence issued by CASA.

#### 6.3.1 Admission Requirements

This course is designed for students that have never flown before.

The Pre-Requisites for the course are;

- A current Class 1 or Class 2 Australian Medical
- Unless secondary college has been conducted in English, an IELTS overall score of 6.0.
- There are no specific academic requirements required for the course, however Year 12 experience in Maths and Physics is recommended.

### **6.3.2 Course Program**

During this stage students learn how to handle the aircraft through simple manoeuvres.

The course runs weekdays, typically from 8:00 am – 5:00 pm (times may vary during the year due to daylight saving.) A typical day for students includes a 2.5 hour lecture, a 1 hour pre-flight briefing with an instructor and a one-hour flight (subject to weather.)

### **6.3.3 Course Outcomes**

The RPL stage concludes when students pass the Recreational Pilots Licence Test, which concludes after 8 weeks.

### **6.3.4 Aircraft Available**

Students on this course typically choose from a Cessna 152, Piper Warrior or Piper Archer (note: tuition fees vary by aircraft type chosen, see our website for further information.)

## **6.4 Private Pilots Licence (PPL)**

Training for and attaining a Private Pilot Licence will allow holders to fly an aircraft and carry their own passengers. Navigating an aircraft around Australia with confidence and skill offers pilots free-



dom, experience and amazing scenic sights. This is a non-accredited course however upon successful completion and completing your flight test you will achieve a Private Pilots Licence issued by CASA.

#### **6.4.1 Admission Requirements**

This course is designed for students who have completed their Recreational Pilot Licence (RPL.)

The Pre-Requisites for the course are;

- A current Class 1 or Class 2 Australian Medical
- Unless secondary school has been conducted in English, an IELTS score of 6.0.
- There are no specific academic requirements required for the course, however Year 12 experience in Maths and Physics is recommended.

#### **6.4.2 Course Program**

This course is aimed at the student obtaining a Private Pilot Licence, as issued by the Civil Aviation Safety Authority. Although this licence is not vocationally oriented, it is an important entry and exit point for other courses.

During this stage, students learn how to navigate and they start to take larger aircraft such as Cessna 172s or Piper Warriors on longer trips.

The PPL stage concludes when students pass the Private Pilot License flying test, which takes 8 weeks.

#### **6.4.3 Course Outcomes**

The student will have a sound level of understanding in the areas of:

- Aircraft General Knowledge.
- Flight Rules and Air Law.
- Radio Telephony.
- Aerodynamics.
- Navigation.
- Operation, Performance and Flight Planning.
- Meteorology.
- Human Performance and Limitations.

All these knowledge areas will be applied to a reasonably wide range of situations, with the student being required to provide solutions to problems that will be at times complex and non-routine. The student's knowledge will include some theoretical concepts, particularly in aerodynamics, and they will be required to understand the practical significance of this theory.

- Leadership will be important in command decision making, dictating the safe continuance or termination of a flight should conditions require such judgement.

- Contingency planning will be required both on the ground and in-flight to allow for variations in weather, aircraft emergencies, and air traffic control requirements.
- The student will have a broad base of skills, which will require continual maintenance, and improvement through currency training. These skills will need to be modified as current practices change with alterations to procedures, other aircraft types becoming available etc., and the student will have to adapt to these changes in the future.
- As pilot in command of an aircraft, the student will have complete responsibility for the safety not only of his or her passengers, but also of the general public. Organisation of passengers prior to embarking on a flight, during a flight, and after landing is an important consideration for the student.

#### **6.4.4 Aircraft Available**

Students on this course typically choose from a Cessna 152, Piper Warrior or Piper Archer (note: tuition fees vary by aircraft type chosen, see our website for further information.)

### **6.5 AVI50215 – Diploma of Aviation (Commercial Pilot Licence - Aeroplane)**

This qualification is part of the current Aviation Training Package which provides nationally recognised training. It provides students with the skills and knowledge to work as a commercial aeroplane pilot. At this level, students will be able to perform a broad range of skilled applications including requirements to evaluate and analyse current practices, develop new criteria and procedures for performing current practices, and provision of some leadership and guidance to others. Basair Aviation College supports student's progress with comprehensive theory instruction, as well as high quality flight instruction.

#### **6.5.1 Admission Requirements**

This course is designed for students that have never flown before.

The Pre-Requisites for the course are;

- A current Class 1 Australian Medical
- Unless secondary school has been conducted in English, an IELTS score of 6.0.
- Must be a PPL Holder

#### **6.5.2 Course Program**

The theoretical knowledge required by a commercial pilot is significantly more complex than a private pilot. This section of the course takes longer, as students learn theory to a far greater depth.

During the CPL stage, students start flying faster and more complex aircraft such as the TB-10 Toba-go and the Piper Arrow.

This part of the course can be the most fun for students. Now that they hold a Private Pilot License, students typically go in small groups on fly-aways. These fly-aways can be to places like the Gold Coast or Uluru. Students need to have practice being able to navigate considerable distances and be responsible for aircraft over long trips.

### 6.5.3 Course Structure

The course comprises of 10 Units of Study, each of 4 weeks in duration, plus the 2 weeks for the CASA CPL Flight Test. We have organised these units of study to combine all the requirements of the AVI50215 – Diploma of Aviation (Commercial Pilot Licence - Aeroplane) qualification's fifteen units of competency to give you the most meaningful course structure and pathway. You can find the qualification's units of competency listed at TGA (<https://training.gov.au/Training/Details/AVI40108>).

UoS Code	UoS Name	Duration	Short Description
BAS 001	RPL (Pre-Solo)	4 weeks	Pre-first solo flights
BAS 002	RPL (T/A)	4 weeks	Training area flights
BAS 101	PPL (Pre-Nav Solo)	4 weeks	Preparation for first Nav Solo flight
BAS 102	PPL (CTA)	4 weeks	Controlled airspace flights
BAS 201	Theory 1	4 weeks	2 or 3 theory subjects (depending on schedule)
BAS 202	Command Flying	4 weeks	Building command hours
BAS 203	Theory 2	4 weeks	2 or 3 theory subjects (depending on schedule)
BAS 204	Night Flying	4 weeks	Night VFR flights
BAS 205	Theory 3	4 weeks	2 or 3 theory subjects (depending on schedule)
BAS 206	Aircraft Systems	4 weeks	CSU flights for the Commercial Licence.
BAS 299	CPL Flight Test	2 weeks	CASA conducted flight test.

### 6.5.4 Course Outcomes

On successful completion of this course the student will be recommended for a CASA conducted flight test.

### 6.5.5 Aircraft Available

Students on this course typically choose from a Cessna 152, Piper Warrior or Piper Archer (note: tuition fees vary by aircraft type chosen, see our website for further information.)

UoS Code	UoS Name	Aircraft Options
BAS 202	Command Flying	Cessna 152 / Piper Warrior / Piper Archer
BAS 204	Night Flying	Cessna 152 / Piper Warrior / Piper Archer
BAS 206	Aircraft Systems	Piper Arrow / Cessna 206

## 6.6 **AVI50415 - Diploma of Aviation for (Instrument Rating)** for PPL holders

This course is designed for students who have commenced flight training prior to enrolling and who hold a Private Pilot Licence. If this pathway is for you, it will take you first to a Commercial Pilot Licence and then onto the Multi Engine Command Instrument Rating required for the award of an AVI50415 Diploma of Aviation (Instrument Rating).

### 6.6.1 Admission Requirements

The Pre-Requisites for the course are;

- Students must hold a current Australian PPL
- Unless secondary school has been conducted in English, an IELTS score of 6.0.
- Class 1 Medical

### 6.6.2 Course Program

The AVI50415 Diploma of Aviation (Instrument Rating) is designed for students who already hold either a Private Pilot Licence.

The course is designed to prepare students for their first job in aviation; either as a Charter Pilot or a First Officer in an airline.

Local students enrolled in either course may be eligible for VET FEE HELP funding.

This course lasts for 38 weeks, and is for students that hold a PPL prior to the course commencing. At the end of the course, successful students will be awarded a AVI50415 Diploma of Aviation (Instrument Rating), and will be qualify for a CASA ME CIR assessment AND a CASA CPL assessment.

It is a full time course with compulsory attendance from Monday to Friday. There are 2 weeks of holidays during the 38 weeks. Extra attendance may be required, depending on weather.

### 6.6.3 Course Outcomes

On completion of this course the student will be recommended for a CASA conducted flight test.

## 6.7 **AVI50415 - Diploma of Aviation (Instrument Rating)** for CPL holders

This course is designed for those who possess a commercial pilot license - aeroplane (issued by the Australian Civil Aviation Safety Authority (CASA) who wish to obtain a Command Instrument Rating. It leads to CASA examinations for Command Instrument Rating (CIR). CIR rated pilots are able to fly at night and in poor visibility conditions such as cloud and rain. Note, to qualify for pilot licenses and

ratings, students must undertake flight training and gain the required flying experience in addition to passing the relevant theory examinations.

### **6.7.1 Admission Requirements**

The Pre-Requisites for the course are;

- Students must hold a current Australian CPL
- Unless secondary school has been conducted in English, an IELTS score of 6.0.
- Class 1 Medical

### **6.7.2 Course Program**

The AVI50415 Diploma of Aviation (Instrument Rating) is designed for students who already hold a Commercial Pilot Licence.

The course is designed to prepare students for their first job in aviation; either as a Charter Pilot or a First Officer in an airline.

This course lasts for 16 weeks, and is for students that hold a CPL prior to the course commencing. At the end of the course, successful students will be awarded an AVI50415 Diploma of Aviation (Instrument Rating), and will be qualify for a CASA ME CIR assessment.

It is a full time course with compulsory attendance from Monday to Friday, and there are no scheduled holidays during the course. Extra attendance may be required, depending on weather.

### **6.7.3 Course Outcomes**

On successful completion of this course, the student will have obtained a Commercial Pilot Licence as issued by the Civil Aviation Safety Authority. The student will also hold a multi-engine Command Instrument Rating. Career paths from completion of this course are numerous, but are essentially all careers that require the basic Commercial Pilot Licence with instrument flying ability. These careers include:

- airline pilot
- air charter pilot (passenger and freight)
- aerial survey
- air ambulance etc.

At the completion of this course, the student will have an understanding of all subjects as per the Certificate III course, plus will have the following additions:

- Further theoretical training in all subject areas to reach a level of understanding appropriate for a Commercial Pilot Licence.

- The application of skills over a broad range of situations, particularly dealing with evaluation and management of unpredictable situations. These situations will involve weather and air traffic control variations, as well as varied passenger requirements.
- Co-ordination skills will also be developed during the course, allowing the student to be able to co-ordinate all the aspects of a commercial flight, from passenger arrangements, to fuel, to freight handling.
- The student will also have 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.
- The student will also have 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. As well as a responsibility to the student's flight, they will also be trained in working with team procedures, with a development of skills appropriate to a multi-crew cockpit environment.

## **6.8 AVI50510 - Diploma of Aviation (Flight Instructor)**

This course is targeted at students 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 flying skills and enhance discipline, accuracy and proficiency. The training you receive during your instructor rating training will provide the fundamentals of all your future lessons.

### **6.8.1 Admission Requirements**

Instructor Rating candidates must hold, before the start of the course;

- A current Australian Commercial Pilot Licence.
- Either a current Australian Night VFR Rating OR a current Australian Command Instrument Rating.
- Must also be a holder of a current Class 1 medical

### **6.8.2 Course Program**

Is primarily designed for students aiming at a career (initially) in flight instruction. This course provides all training to a Commercial Pilot Licence level with a Command Instrument Rating, plus a Night VFR rating, plus a Grade III Flight Instructor rating. On completion of this course, the student will be fully prepared to enter a career as a Grade III flight instructor.

The AVI50510 Diploma of Aviation (Flight Instructor) is a 16 week course designed to assist student's progress to their Flight Instructor Rating assessment with CASA, and prepare them for their career as an instructor.

Additionally, completing an instructor rating increases the options that trainees have to get a job on graduation. There are many instructing jobs offered around Australia each year.

At Basair we want to produce the highest quality Grade III instructor possible at the end of their course.

The training you receive during your instructor rating training will provide the fundamentals of all your future lessons - so it is of vital importance that you start on solid ground. We offer a quality course that is thorough, and will place you in the best position to obtain employment afterwards.

### **6.8.3 Course Outcomes**

The student will be required to have reached the standards required for the Airline Transport Pilot course, and the standards for adult learning principles and competency based training, plus the following:

- Even broader knowledge base - extending to include adult learning principles and competency based training strategies.
- Many ideas will need to be analysed at an abstract level - particularly theoretical explanations. The student will need to be able to formulate explanations based on abstract concepts, in a form that will be suitable to use to teach an ab-initio student.
- Judgement will be required for the student to prepare lessons to be taught to other students, as part of the Instructor Rating module. The student will need to be able to decide what is relevant to a particular lesson, and what should be taught at a later stage.
- The student will also be charged with the responsibility of not only completing a flight safely, but also ensuring that a flying lesson has been conducted satisfactorily.
- New approaches to teaching specific subjects will be developed by the student in their lesson preparations. Students will be encouraged to use their own initiative as much as possible to form new and imaginative lesson plans, i.e. developing their own style.

## 7 General Information

### 7.1 Alumni Association

Graduates of Basair Aviation College work around the world in airlines, business jets, charter operators, instructing, agricultural flying and testing and assessment roles with regulators.

We are always interested to read how our graduates are progressing with their careers. If you are a graduate that we have lost contact with, or you would like to update our details of your career, please contact us at [fly@basair.edu.au](mailto:fly@basair.edu.au)

Details of some of our alumni are noted on our website.

### 7.2 Feedback

The college is committed to continually improving the Basair student experience and would welcome any constructive feedback from all students. Feedback can be sent by email to the HR & Student Administration Manager ([mpavlovic@basair.edu.au](mailto:mpavlovic@basair.edu.au)).

### 7.3 Safety and Security

Safety is our number one priority. We take reasonable care to ensure you are safe, both on campus and whilst flying. We expect all students also to take reasonable care, so our campus environment is safe for all staff, students and visitors. For example, students are to move around the buildings in an orderly fashion to reduce the risk of minor injury and are advised not to leave any personal property unattended.

Your instructors will advise and provide direction on the safety procedures for flying as part of your studies, and all safety procedures should be adhered to without exception.

Occupational Health and Safety is everyone's responsibility and the highest standards of safety can only be achieved with the input of all those concerned (e.g. staff, students and visitors). If you should have any concerns with OH&S during your time with Basair your OH&S contact is our Receptionist.

If you notice any unsafe situations you should report it to a staff member immediately. In case of any emergency dial 000.

#### 7.3.1 Fire Safety

On the first day of the course, students will be advised of the fire exits and fire evacuation procedures. Evacuation maps are prominently displayed at each campus.

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 enter the building until advised.

### **7.3.2 Security Cameras**

Each of the company's locations are monitored by security cameras on a 24 x 7 basis. The cameras provide a deterrent against crime such as assault, theft of student, staff or company property and also can be used by the company, and the Police, as evidence of any such crime.

### **7.3.3 Incidents & Injuries**

All incidents and injuries, even those of a minor nature should be reported to staff. This will enable the college to take any corrective action if required.

## **7.4 Student Accommodation**

Basair provides modern, purpose built student accommodation at its Archerfield Campus. All accommodation is self-catering, with students sharing a large commercial kitchen, dining-room and recreational area with other students.

The Archerfield Campus student accommodation provides 40 single rooms (8 ensuite & 32 with shared amenities) 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.

Details of prices and how to apply for accommodation are included on the website.

## **7.5 Transport and Parking**

### **7.5.1 Basair Campus**

Public transport is available by a combination of rail & bus. Trains run to Bankstown 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. Buses return to Bankstown Railway Station throughout the day.

The Bankstown campus has ample parking if you wish to drive.  
Please note that parts of Archerfield campus are paid parking.

### **7.5.2 Archerfield Campus**

Public transport is available by a combination of rail & bus. Bus pick up is on Beatty Rd, Archerfield Aerodrome; Archerfield Stop #005512 & or Stop #005513

The nearest train station available is: Coopers Plains (students will have to catch the 122 Bus to Kerry Rd from the station as it is not in walking distance)

### **7.5.3 Hunter Valley Aviation - Cessnock Campus**

Hunter Valley Aviation has a college bus that offers pick up and drop off services for students residing at the accommodation offered by the college. The only other alternative is students make their own way to the college with a vehicle.

## 8 Appointments

The Chief Pilot, Chief Flying Instructor, HR/Admin Manager and individual Instructors are available at any time to discuss your training with you. It is strongly advised that you make an appointment if you wish to see a staff member.

### 8.1 Examinations

During your course you will be required to undertake several theory and practical examinations. In many cases your progress through the course is dependent upon a pass in these exams. You are therefore reminded of the importance of carefully planned self-study throughout your course to supplement your classroom studies.

Some of the theory exams you will be sitting have a minimum time you must wait between re-sits. It is therefore extremely important that you attempt to pass these exams at first attempt. Failing these exams may result in you being unable to complete your course in the allocated time.

Basair will book all student exams at commencement of your course as per the course schedule. Failure to meet this schedule will result in exam being cancelled and student required to pay for the next re-sit of exam booking.

Examination fees are charged separately to your course tuition fees, however if you must re-sit an examination then an additional fee will be payable.

#### 8.1.1 Booking CASA Exams

The college will book all of a student's CASA exams. This includes the first, scheduled sitting plus any resits required due to a student failing an exam.

The college will automatically book an exam for all students doing a theory unit (e.g.; PPL or CPL modules) and this will typically be scheduled the week after the theory is delivered. If students have not achieved the pre-requisites for an exam, the student will be charged an Assessment Services Pty Ltd (ASL) fee for rescheduling the exam. The college runs the theory and exam part of the course to a schedule, and students are required to make every effort possible to achieve the pre-requisites prior to the exam date.

Students will also be charged by the college for an administration fee of \$20 for each exam that a student is required to resit or reschedule. This reflects the cost incurred by the college for the additional administrative work.

These additional charges will be charged directly to the student's account. Basair is not liable for students who book their own theory exams through ASL outside of the CPL approved training syllabus for the 150-hour course.

It is the student's responsibility to keep their studies on track as per the goals set. If an exam is booked based on the goals the student should have achieved, Basair is not liable for the student's progress under the approved 150 hour CPL syllabus. Refer to the CASA Day VFR Syllabus Section 1 Paragraph 2.8. This could result in the student needing to complete 200 hours for their CPL training with an extra 10 hours dual and 40 hours solo incurring increased course costs and duration.

## **8.2 CASA Exam Results**

Students are required to submit all of their CASA Exam Results to the college within a week of sitting an exam. The college keeps a record of all exam results as part of its continuous improvement strategy. The aggregated results of students are analysed and used to improve the theory materials.

Students should submit a photocopy of their exam results (including KDRs) to the reception area in either Bankstown or Cessnock within a week of sitting the exam.

If a student does not submit their results within a week of their exam, they will be charged the administration fee that CASA charges the college when they report a student's result directly to the college. This administration fee is currently \$20 per record, but subject to change without notice.

If a student is found to have sat an exam without informing the college prior to the exam, they will be charged the CASA administration fee for reporting results, in order for the college to collect a complete history of that student's exam results.

## **8.3 ECS Student – Expired Course Students**

### **8.3.1 Theory - Expired Course Students**

If you have not completed your AVI50215 Diploma of Aviation (Commercial Pilot Licence - Aeroplane) course within the 42 week schedule you will be made an ECS Student – Expired Course Student. Students who have any outstanding exams to sit due to past fails will be required to re-sit the theory. A \$650 charge will be passed onto the student per re-sit of topic.

### **8.3.2 Exams - Expired Course Students**

Expired Course Students required to re-sit an exam will be charged \$100 for each re-sit.

Please Note: You are reminded that even though you are an ECS student, you are still enrolled into a full time course and therefore will be treated as a full time student. Should you not wish to continue as a full time student and become a part time/private student, you will be required to complete a withdrawal form and may resume your flying at Sydney Aviators.

## **9 Graduation**

At several places during your course you will complete stages of training that will entitle you to a formal qualification. These stages are:

- Commercial Pilot Licence
- Instrument Rating
- Grade III Instructor Rating

On completion of your entire course you will also be issued with either a Certificate or Diploma.

## 10 College Rules

### 10.1 Attendance

Your attendance is recorded every day, and must meet certain minimum requirements for the issue of your Certificate or Diploma. If you are apply for or receiving AUSTUDY, your eligibility will also be determined by your attendance record.

Overseas students are required to meet a set attendance record as outlined in your visa requirements, this includes achieving satisfactory attendance which at a minimum requires attending at least 80% of the scheduled course contact hours. If these requirements are not met Basair is required by law to inform the Department of Immigration and Border Protection - DIBP.

Where attendance level falls below 80% and a medical certificate is not provided and hours cannot be made up before course completion you will be notified in writing of Basair's intention to report the student to DIBP for not achieving satisfactory attendance.

When a booking has been made for you as part of your course then you are required to attend for that booking. This is particularly important where the booking is made in an aircraft or a simulator. If you do not present for a booking then you will be required to pay an additional fee to undertake that flight or simulator session at a later time.

Students can defer or temporarily suspend their studies and grant a leave of absence for the following circumstances:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime,

and this has impacted on the student (these cases should be supported by police or psychologists' reports)

- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

If Basair initiates suspension or cancellation of a student's enrolment, Basair will inform the student of its intention to notify DIBP of the change of enrolment status. Basair will inform the student that he or she has 20 working days in which to access Basair's internal complaints and appeals process. To 'access' the appeals process means to 'initiate' or 'start' the process – there is no expectation that the process must be completed within 20 days.

## 10.2 Absence

Attendance is required on all scheduled days for either flying or ground studies. If you are ill, phone the College at 8am so we can make alternative arrangements for the day. The nature of your training is such that a student being absent has a large effect on the day's program, so it is important we hear from you as early as possible. You are also required to provide a medical certificate if you are ill.

Students who are absent for more than five consecutive days without approval will be contacted to find out the reason for their absence and counselled accordingly.

## 10.3 Illness

If you become ill while at Basair, advise your instructor immediately. We may be able to provide some basic first aid, otherwise we can arrange transport home or to a doctor.

## 10.4 Flight Booking Procedure

All bookings are to be made by your instructor (dual and command). The reasons for this are:

- Your instructor makes sure all of your flights comply with the Day VFR syllabus requirements.
- Your instructor can monitor your course costs.
- Your instructor is in charge of the sequencing of your flights according to the training file and syllabus.
- If you cannot get the bookings in the required time frame you can be placed on the standby list at the front desk and you will be notified of availability due to cancellations.

## 10.5 Flight Cancellation Procedure

- You must be at the college planned and ready to go for your flight before the time of departure.
- If you do not attend your flight this will be noted on your record as a non-attendance and this will affect your course attendance for your qualifications and your visa attendance.
- You must attend at least 80% of your course or your visa will be surrendered. This includes sick leave even if you have a doctor's certificate.
- If you are sick you must notify front desk at least 1 hour before the time of departure and bring a medical certificate to the front desk within 48 hours of the certificate expiring or you will be charged for the flights you missed, at the rate of \$50 per hour you were booked if you cannot produce a medical certificate in the specified time.
- You will be on stop fly until the above amount is paid. It will not be taken off your account.
- If you wish to cancel due to weather the reason for cancellation must reflect the alternate minima requirements or another legal requirement. i.e. Visibility less than 8km, more than SCT cloud below 1500ft, Inter/Tempo/Prov/Prob, unable to maintain vmc or height minima from populated or unpopulated terrain. ("Weather is bad" is not an acceptable reason for cancellation).
- Cancellations may only be made with an instructor. Front desk will not make cancellations due to weather this must be discussed with the instructor signing you out and the instructor may consult with the front desk to cancel the flight.
- It is the student's responsibility to check their bookings for the following day either by emails or by checking the computer screen on the wall in the reception area.
- If a booking has to be changed or cancelled for the following day, whoever adjusts that booking must call the student and notify them.
- If bookings are changed or cancelled outside the 48 hour period the person who adjusted the booking must notify the student by phone or email.
- If you are not receiving emails please contact front desk to confirm your address. It is the student's responsibility to keep their contact details up to date. This is an immigration requirement.
- For any other cancellations, you must notify the college at least 2 days in advance.

## 10.6 Uniform

All students enrolled in a full time Certificate or Diploma course are expected to wear a uniform.

The standard uniform is:

- navy blue trousers
- white shirt
- blue tie and epaulettes (epaulettes are supplied by Basair)

For women the uniform can include a blue knee length skirt if preferred, and a blue scarf.




## **11 Code of Practice**

Below is an outline of the Code of Practice adopted by Basair Aviation College. We adhere to this code of practice to ensure you receive the best possible training, in a stimulating and enjoyable environment.

### **11.1 Educational Standards**

Basair Aviation College will deliver courses of the highest standard meeting all Civil Aviation Safety Authority guidelines.

Accredited courses will be vocationally oriented; with standards set ensuring students achieve qualifications placing them in the best position to obtain employment. Accredited courses provide national recognised outcomes and are marked in this Handbook with the logo of Nationally Recognised Training 

Instructors will always maintain a professional manner when dealing with students.

Adequate facilities and resources will be available to ensure successful delivery of the courses.

### **11.2 Marketing**

All marketing by Basair Aviation College will be accurate, clear and will never be vague or misleading.

When providing information to prospective students, no false or misleading comparisons will be drawn with any other provider or course.

### **11.3 Trainee information**

Prior to commencement of training, each trainee will be provided with this Student Handbook outlining the following:

- Admissions procedures and criteria;
- Assessment procedures;
- Grievance/appeal procedure;
- Facilities and equipment available and/or required; and
- Trainee support services.

Additionally, trainees will also be provided with the following prior to commencement of training:

- Copy of the Company Code of Practice.
- Copy of the refund policy.
- Outline of the course showing competencies to be achieved.
- Fee schedule for the course.

## 11.4 Recruitment

All advertising for the recruitment of trainees for any course provided by Basair Aviation College Pty Ltd will be ethical, honest and not misleading.

Trainee applications will be evaluated on the basis of the likelihood of the trainee achieving the standards required for the course. This evaluation will be conducted by the Chief Flying Instructor, or by another senior instructor.

## 11.5 Refunds

Trainees are provided with the refund policy upon application to the course. This is provided on the application form and in the Letter of Offer at time of enrolment. This policy is detailed on your application form. Students should ensure that they are familiar with the policy. Refer to refund/cancellation policy.

## 11.6 Student Liaison

When you study with Basair we will always ensure you receive the finest quality training available.

During all your studies with Basair you will have access to both your own Instructor, and the Chief Flying Instructor, whenever you need to discuss your training.

If you require any more information about your training, you wish to clarify something, or you have a grievance then initially discuss the matter with your instructor. If required, your instructor will then advise the Chief Flying Instructor of the situation so that a solution can be reached.

## 11.7 Disciplinary Procedure

To ensure all apprentices, employees, contractors and course participants receive equal opportunities and gain the maximum benefit from their time with us; we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then the student may be asked to leave the College.

Unacceptable behaviour may include:

- Continuous interruptions to the trainer whilst delivering the course content
- Smoking in non-smoking areas
- Being disrespectful to other participants
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places themselves or others at risk
- Refusing to participate when required in group activities
- Continued absence at required times
- Being under the influence of alcohol or illegal drugs

Any person who is asked to leave has the right of appeal through the grievance process.

## **11.8 Grievances Procedure**

The purpose of this policy is to provide a framework for student / client grievances to be raised and resolved in a fair, transparent and equitable manner, and where relevant, for the company to take corrective action to improve the student / client experience.

The company is committed to providing a high quality educational experience for all our students and clients. Our aim is to provide a safe and professional service, and for every student and client to be satisfied with their experience of the company.

Students are required to attend their course through the duration of this process until a decision has been reached.

The following outlines the procedure for students who have a grievance with Basair Aviation College:

### **11.8.1 ge 1 – Raise Issue or Complaint**

The first step is for the student, or client, to raise awareness of the problem, either by e-mail, phone or face-to-face, and discuss it with the relevant staff. This may be the instructor, base manager or the operations manager.

### **11.8.2 ge 2 – Submit Complaint to HR**

If the student / client is dissatisfied with the outcome of the informal discussion, they should formalise the complaint and complete a 'Complaint Form' (copy included in the appendix) within one week of their informal discussion.

The completed and signed Complaint Form should be sent by email to the HR & Student Administration Manager. The HR & Student Administration Manager will send an email acknowledging receipt and may conduct discussion with the complainant and other parties to try and resolve the complaint.

### **11.8.3 ge 3 – Escalate Complaint to Executive**

If the HR & Student Administration Manager is unable to resolve the complaint, the issue will be escalated to an executive, typically the COO or CEO. The executive will conduct further investigations as they see fit and determine a resolution.

Either the executive, or the HR & Student Administration Manager will inform the complainant of the executive resolution. The executive, or the HR & Student Administration Manager, will also be responsible to taking corrective action, as required, to enhance the student / client experience.

### **11.8.4 ge 4 – External appeal**

If the student / client is not satisfied with the way their complaint has been handled, the student / client can appeal to an independent, external mediator. The company uses LEADR, member of the Association of Dispute Resolvers. Students can contact LEADR on (+61 2) 9251 3366 or free call 1800 651 650.

When referring to an external appeal the student / client must:

- Be willing to negotiate in good faith.
- Consider a range of options for solution of the dispute.

The following outlines the procedure that Basair will follow when attempting to resolve a grievance:

1. Attempt to resolve the dispute internally.
2. Commence hearing a formal appeal within 10 working days of the formal lodgement of the complaint or appeal and the supporting information. All reasonable measures will be taken to finalise the process as soon as possible.
3. Students have the right to be accompanied by a support person of their choice.
4. Provide a written report or statement to the student of the outcome of their appeal.
5. Refer students to LEADR State Office when all attempts to resolve dispute internally have failed.
6. Provide an interview room to accommodate the mediation session.
7. Share costs of the mediator on an agreed or negotiated basis.
8. Be willing to negotiate in good faith.
9. Consider a range of options for solution of the dispute.

The fees of the mediator will be shared or negotiated between the parties. Contact LEADR for a breakdown of the fees charged for this service.

## **12 Training**

### **12.1 What is accredited training?**

Accredited Training in vocational education and training (VET) is training delivered by a Registered Training Organisation (RTO) from a Training Package or an Accredited Course which are recognised nationally. This training is competency based and Basair as the a Registered Training Organisation is responsible for compliance with all the training and assessment obligations associated with the accredited in accordance with the Standards for Registered training Organisations 2015. Basair is registered to deliver training in New South Wales through the national regulator for VET, the Australian Skills Quality Authority (ASQA).

The courses that are accredited are nationally recognised, and upon successful completion you will receive from Basair the appropriate Australian Qualifications Framework (AQF) certificate or statement of attainment displaying the Nationally Recognised Training logo.

### **12.2 What is non-accredited training?**

Non-accredited training is training that is structured, taught learning, but differs from accredited training in that it does not lead to a qualification within the AQF. In the case of the non-accredited course offered by BASAIR, all are recognised by industry and by CASA for the purposes of licensing and many are required as stepping-stone requirements for entry into the accredited courses.

## 13 Competency Based-Training and Assessment

### 13.1 What is competency?

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. Aspects of work performance included in this concept involve:

- Performance at an acceptable level of technical skill;
- Organising one's tasks;
- Responding and reacting appropriately when things go wrong; and
- Transferring skills and knowledge to new situations and contexts.

Standards are statements of the required workplace levels of performance.

### 13.2 Assessment

Assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether or not competency has been demonstrated.

Effective and objective assessment is key to the successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a candidate's evidence of skills and knowledge, against the requirements of the Standards.

### 13.3 Principles of assessment

For an effective assessment system in a competency environment, some basic principles must apply:

#### 13.3.1 Validity

The assessments actually assess what they claim to assess and what they have been designed to assess.

Validity of assessment is achieved when:

- Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria
- Appropriate evidence is collected from activities that can be clearly related to the units of competency.

### **13.3.2 thenticity**

The evidence collected is authentic - that is, it is actually derived from valid sources and is directly attributable to the individual.

### **13.4 Reliability**

Reliable assessment uses methods and procedures that ensure that the competency standards are interpreted and applied consistently from person to person and from context to context.

The following are important to ensure that assessment produces consistent outcomes:

- Clear, unambiguous, well documented assessment procedures and competency standards;
- Clear, consistent and specific assessment criteria;
- Effectively trained, briefed and monitored assessors;
- Adequate assessors across industries and a hierarchy of assessment which ensures a quality outcome; and
- Assessment is carried out within a system flexible enough to cope with multiple and diverse forms of evidence.

### **13.5 Rules of Evidence**

The assessment system must ensure that evidence collected and provided for judgment is consistent across the range, without undue reliance on any small number of select workplace contexts or projects.

### **13.6 Currency**

Under an effective system, assessment evaluates whether or not the individual's skills and knowledge are current and can be applied in today's workplace. As a general rule, competencies that have not been demonstrated within the past 3 years are not usually accepted as "current". However, an assessor, under some circumstances may make exceptions to the specified period.

There may be specific situations where individual skills have not been directly applied for a longer period, but these skills are in fact still current for the individual. In cases such as this, evidence from earlier periods may be admissible, and assessed for currency, within an appropriately flexible assessment system.

### **13.7 Sufficiency**

Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be carried out.

A tendency of many candidates is to provide more (or less) evidence than is actually required to prove competency against the standards. An effective assessment system ensures that candidates are clearly advised regarding the amount and form of evidence, which is sufficient to prove competency. This should avoid the situation where masses of evidence are provided, requiring assessors to spend more time than necessary per candidate, or too little evidence, making it difficult to judge competence.

### 13.8 Flexibility

Every portfolio or set of candidate evidence is unique. Each candidate will identify and develop his or her own specific set of evidence to prove competency against the standards. This set will be based on the workplace experience of the candidate and will comprise diverse types and forms of relevant and appropriate evidence.

Assessors must be capable of taking a flexible approach to the assessment of evidence. Clearly, this approach must always take time and cost into account - both to ensure the best use of assessor time and from the viewpoint of the candidate and his or her employer.

An assessment system must evaluate the scope of knowledge and skills covered by the criteria - both performance (skill) and underpinning knowledge & understanding.

### 13.9 Fairness and Equity

An assessment system and its processes must not disadvantage any person or organisation. All eligible candidates must be guaranteed access to assessment, which does not discriminate on any basis. Assessment guidelines must include an approach for working with candidates who have special needs.

- To achieve these principles, the assessment system must exhibit the following characteristics:
- The standards, assessment processes and all associated information are straight forward and understandable;
- The characteristics of potential candidates are identified, to enable all potential assessment issues to be identified and catered for;
- The chosen processes and materials within the system of assessment do not disadvantage candidates;
- An appropriate and effective review and dispute resolution mechanism is in place to investigate, examine and redress any issue of unfairness or disadvantage identified, involving access, assessment, certification or any other related issue; and
- Where potential disadvantages are identified, the system is amended to avoid or counter them, or appropriate steps taken to overcome them including reassessment if required.

### 13.10 Assessors

The role of an assessor is to objectively assess and judge a candidate's evidence against a set of standards. In order to do this effectively, an assessor must have a sound knowledge of, and be skilled in, the relevant industry area. In addition, the assessor must have acknowledged competency in assessment itself and hold an appropriate Certificate IV in Training and Assessment or equivalent.

An assessor must:

- Interpret and understand the criteria;
- Ensure that evidence meets the standards;
- Ensure that evidence is valid, authentic, reliable, consistent, current and sufficient; and



- Use expertise to make fair and objective judgements.

The training and ongoing professional development of assessors must include such areas as:

- Roles, responsibilities and ethics;
- Procedural and administrative duties;
- Performance and knowledge evidence gathering and presentation;
- Interpretation and usage of standards;
- Selecting and using appropriate methods of assessment; and
- Requirements regarding processing and recording of results, progress and feedback.

### **13.11 Forms of Evidence**

In general, basic forms of skills evidence include:

- Direct performance evidence - current or from an acceptable past period - from:
  - extracted examples within the workplace;
  - natural observation in the workplace; and
  - simulations, including competency and skills tests, projects, assignments
- Supplementary evidence, from:
  - oral and written questioning;
  - personal reports; and
  - Witness testimony.
- Appropriate and valid forms of assessment utilised for both skills and knowledge may include:
  - Evaluation of direct products of work;
  - Natural observation;
  - Skill tests, simulations and projects;
  - Evaluation of underpinning knowledge and understanding;
  - Questioning and discussion; and
  - Evidence from prior achievement and activity.

### **13.12 Candidates with special needs**

One fundamental principle of an assessment system is that each candidate must have access to fair and open assessment. Candidates with special needs should be offered the same opportunities as any other candidate.

As special needs extend to more than identify physical or learning difficulties, an assessor will also need to consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.

An assessor must take special needs into consideration from the planning stage onwards and adopt particular assessment methods as appropriate. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a candidate with special needs.

If there is uncertainty, the assessor should call on other assessors or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the candidate at all stages.

### **13.13 Feedback**

Where students are assessed as not competent they will be provided with additional feedback on their assessment outcome to assist in achieving the required performance standard on reassessment.

### **13.14 Reassessment**

Students who are dissatisfied with their assessment outcome may apply for reassessment by contacting their trainer or assessor.

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your Assessor simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used.

It is in your long-term interests to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way.

## 14 Flexible Learning Strategies & Assessment Procedures

Flexible learning and assessment procedures form part of our learning and assessment strategies. We customise our training/assessments to meet your specific needs. If you are having difficulty achieving competency in any module please discuss the matter with your assessor/trainer and where possible alternative learning/ assessment strategies will be provided to you. This may, for example, be on-or off-the-job assignments or projects.

### 14.1 Recognition of Prior Learning

All participants are offered the opportunity to apply for Recognition of Prior Learning and Current Competency on an individual basis prior to the course commencement. Applicants should complete an Application for Recognition of Prior Learning form available from our office. The Recognition of Prior Learning process allows participants to apply for credit for previous study, work, life and educational experience 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 the 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 SRT0 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.

Prior learning can be recognised for a student who has completed training for the following certified levels of competence:

- RPL passed.
- RPL passed and Private Pilot Licence theory examination credit (PPLA).
- Private Pilot Licence
- Private Pilot Licence held and Commercial Pilot Licence theory examination (CPLA) credit.
- Commercial Pilot Licence
- 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 reserves the right to conduct an English language test.

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 are required to maintain full study load with supplementary materials.

## **14.2 Provision of credit**

Basair Aviation College recognises any relevant existing competencies and qualifications issued by another RTO, AQF 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 2 years and provided it is relevant to the course to be undertaken.

The Student may also elect to have their qualifications and/or Statements of Attainment recognised during the course by completion and submission of the same forms listed in CI 9.3

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, then the General Manager must ensure that:

1. the qualification has been issued by an existing provider
2. the applicant has been enrolled in that RTO
3. the Applicant is competent to complete a practical assessment if there is any doubt.

## **14.3 Attendance Procedures**

You are enrolled in "Institution Based training" which means you must attend and work in a class room setting.

You must attend at least 80% of all scheduled classes and practical flying sessions. If you miss more than 3 days training, the Student Coordinator will phone to make sure that you are OK and to find out if you have any problems.

If you are sick or have a personal problem, which cannot be IMMEDIATELY resolved phone, your Instructor or reception and let us know.

International students may be in default of their Visa condition,

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which means we have to advise DIBP.

### **14.4 Attendance Monitoring**

The Compliance Manager will audit attendance once a month to ensure all students are meeting their course and visa requirements. The following warning letters will be issued should you not be attending regularly and fall into any of the below categories:

- 1st warning letter issued when a total absenteeism = 26.5 hours (5% missed)
- 2nd warning letter issued when a total absenteeism = 53 hours (10% missed)
- 3rd warning letter issued when a total absenteeism = 79.5 hours (15% missed)
- 4th letter (intent to report to DIBP) total absenteeism = 106hours (20% missed)

### **14.5 Issuing of Certificates**

Assessment determines whether a participant is competent or not yet competent in each module of their particular course. On completion of their course, participants are issued with a certificate listing the modules where competency has been achieved. A letter of attainment is available for all courses. A Statement of Attainment is issued on successful completion of a number of the modules of an accredited course. A Certificate is issued when the student has completed all required modules and competencies of the accredited qualification.

People with special needs such as disability will be accepted as participants subject performance tests. Wherever possible we provide training premises that are accessible for people with disabilities.

## 15 Welfare & Guidance Services

We endeavour to provide welfare and guidance to all students/clients. This includes:

- Occupational Health and Safety
- Support in finding accommodation
- Learning pathways and possible RPL opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs

### 15.1 Relevant Legislation

<http://www.legislation.nsw.gov.au/maintop/search/inforce>

<http://www.scaleplus.law.gov.au/>

### 15.2 Occupational Health and Safety Act (NSW) 2000

Section 8(1) of the Occupational Health and Safety Act 2000 (OHS Act 2000) states that as an employer Basair 'must ensure the health, safety and welfare at work of all the employees'.

To meet responsibilities under the OHS Act 2000, Basair will provide:

- safe premises
- safe machinery and substances
- safe systems of work
- provision of information, instruction, training and supervision
- suitable working environment and facilities

The Act also states that Basair personnel as well as the Company are responsible for the health and safety of people other than your workers, who may be present at the workplace.

To ensure compliance with this legislation, Basair has a fully documented OH&S system for the training part of the business. Occupational Health and Safety is the cornerstone of all coursework currently offered.

#### 15.2.1 Safety Committee

The NSW Occupational Health and Safety Act requires the appointment of members of staff to "consult" on behalf of their respective groups as designated OH & S representatives. The Chief Flying In-

structor, Compliance Manager and Chief Executive Officer are the employee representatives, while the Safety Manager is the employer representative.

The safety committee shall conduct meetings quarterly and any safety issues are to be raised at the technical meeting conducted after the training days considered.

Minutes are to be written with clearly defined directives in place to specify the person allocated the task, the task to be done and the timeframe within which it is to be completed. Minutes will be distributed by an email with a hyperlink to the digital file on the file server. Hardcopies of minutes will not be distributed.

All safety matters that relate to injuries of co-workers are to be discussed frankly and openly with a view to establishing the underlying cause.

### **Workers Compensation Act 1987**

### **Workplace Injury Management & Workers Compensation Act 1998**

Basair has safety information available within the workplace.

Our organisation will not dismiss an injured worker because of the injury within six months of the worker becoming unfit.

Basair has documented a return-to-work program and can complete all legal requirements for the resolution of any workplace injury or illness.

Basair shall make suitable duties available to injured workers who are certified fit for suitable duties.

## **15.3 Anti-Discrimination**

Basair complies with all the anti-discrimination legislation and maintains equality with all training and non-training staff, maintaining a fair environment and allows opportunities to be shared by all persons.

In the recruitment process successful applicants are not determined on age, sex, race, impediment or marital status, rather the selection is based on an individual's own merits, achievements and characteristics for the initiative or opportunity. All trainers must be aware of this legislation when training in the classroom.

Staff are to adopt the principles behind this legislation and apply these procedures to their work actions.

Anti-Discrimination laws state that it is against the law to discriminate against people (treat them unfairly compared with others) or harass them in employment. This means that throughout Australia

all employees must generally treat all their employees and anyone who applies for a job with them fairly – on the basis of their individual merit rather than irrelevant characteristics.

The law says that discrimination has occurred when someone is treated less favourably than other because of a specific factor such a race, gender, age, marital status, sexual preference, religious beliefs.

Staff at the Anti-Discrimination Board of NSW are willing to advise any members of the community on questions or issues relating to the Anti-Discrimination Act.

### **15.4 Child Protection (Prohibited Employment) Act 1998**

The Act aims to prevent a 'prohibited person' from gaining or remaining in specific types of child-related employment. An employer cannot employ a prohibited person for work which primarily involves direct contact with children where that contact is unsupervised.

A prohibited person is a person convicted of committing a serious sex offence. For the purposes of this legislation a serious sex offence is an offence involving sexual activity or acts of indecency which is or was punishable by penal servitude or imprisonment for 12 months or more in New South Wales.

A prohibited person may apply to the Industrial Relations Commission or the Administrative Decisions Tribunal for an exemption from this Act. An exemption will not be given unless it is considered that the person does not pose a risk to the safety of children.

Under the Act all employers must ask all existing paid and unpaid employees engaged in positions which primarily involve direct contact with children where that contact is unsupervised if they are a prohibited person.

Employees must make the declaration to their employer within one month of being requested to do so or, if they are a prohibited person, remove themselves from child related employment.

Where an existing employee notifies that they are a prohibited person they may remain in child-related employment for up to three months after the commencement of these procedures provided they comply with any requirements of the employer concerning unsupervised contact with children.

Employers may consider transfers to other positions which are not child-related within the organisation. If no such alternative exists, the employee will be required to terminate their services with the employer.

Prior to employment, employers must ensure that all applicants for child-related employment declare whether they are a prohibited person or not.



It is an offence for an employer to fail to ask whether a person is a prohibited person or employ a prohibited person.

It is also an offence for an employee not to disclose his or her prohibited person status. Employers should also ensure that once they have identified a position as being child-related, all information regarding the position clearly states that prohibited persons are not eligible to apply.

## **15.5 Commission for Children and Young People Act 1998**

One of the major functions of the CCYP is to facilitate screening to determine the suitability of people for child-related employment. Part 7 of the Act, Employment Screening, sets out the requirements to screen people seeking child-related employment to determine their suitability.

The Act requires that all people commencing paid work that primarily involves direct contact with children where that contact is unsupervised must be screened by having a:

- relevant national criminal record check
- check of relevant Apprehended Violence Orders, and
- review of relevant completed disciplinary proceedings the applicant may have had in previous employment.

Under the Act employers may also screen current employees engaged in child-related employment and unpaid workers, such as volunteers. Screening these people, however, is not mandatory.

Employers must request employment screening to be undertaken and ensure, where practicable, its completion before offering employment in any paid position that primarily involves direct contact with children where that contact is unsupervised. Should a situation arise where it is not practicable for screening to be undertaken prior to the commencement of employment, it is a requirement of the Act that the screening process be completed as soon as possible after the person is employed. In these cases employers must advise employees that their ongoing employment is conditional on the satisfactory completion of the screening process.

Under the legislation employers must notify the CCYP of any:

- decision not to employ a person as a result of the findings of the employment screening process, and
- completed disciplinary proceeding against an employee involving child abuse, sexual misconduct or acts of violence in employment where these acts involve children, are directed at children, or take place in the presence of children. It is a requirement of the CCYP to monitor and audit compliance of employers and other related bodies with the employment screening requirements of the legislation.

The Act establishes strict confidentiality arrangements in relation to all information obtained during the screening process. It is an offence to inappropriately use any information obtained during employment screening.

The Act also provides protection from liability or similar claim for any person who provides information in relation to employment screening in good faith and with reasonable care.

## 15.6 Privacy Policy

Basair is required to meet the requirements of the Federal Privacy Act as they apply to private sector business and the HR/Admin Manager is the Privacy Officer as defined by the Act.

In addition privacy provisions of the Australian Quality Training Framework apply to the delivery of all Nationally Recognised Training by Basair.

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 staff and student records are retained as confidential and normally are only accessed by the student or staff member themselves. However, under the requirements from the Tuition Protection Service Act and the Australian Quality Training Framework, access may be given to Government officer for the purposes of audit.

Access to student or staff 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. The requirements of the registering authority may require the release of student and instructor personal information for the purposes of audit or for collection of data by Commonwealth and State Government departments and agencies.

Personal information is only collected from the individual concerned and individuals may refuse to provide information 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 HR/Admin Manager.

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.

Students may have an identifier assigned to them by Basair for the purposes of maintaining its electronic records or for collection of data by Commonwealth and State Government departments and agencies.

Anonymity is not possible for students as Basair is a Registered Training Organisation that delivers and assesses training, charges fees, provides fee refunds, records participation in training, records achievement of competency and issues Awards and Statements of Attainment to individuals.

Our documents clearly expressed policies on management of personal information, and provide the policies to anyone who asks.

Individuals have a right to seek access to their personal information and make corrections. The HR/Admin Manager will handle access to files and correction to incorrect or out-of-date information.

## 15.7 Cultural Relevance

Any individual is welcome to participate in Basair training programs, irrespective of cultural background. Participants who wish to undertake courses that have prerequisite standards and competencies will be counselled and made aware of support programs and assistance. Events of major cultural importance to the participant will be acknowledged and (where practical) allowance made for their observance.

## 15.8 Language, Literacy and Numeracy (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of its students. Our enrolment form asks students to provide information regarding their LLN requirements or any other special learning needs. In the event of LLN becoming an issue, the Administration Manager will contact the student to discuss their requirements.

Students must ensure that they have discussed with the Manager any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties. We will offer to any student at enrolment a reading and comprehension exercise to ascertain suitability for enrolment into a course.

Where language, literacy and numeracy competency is essential for course students, we have made every effort to ensure that students are adequately supported to enable them to complete their training. Some examples of the type of support that we can offer include:

### 15.8.1 teracy

Providing students only essential writing tasks

Consider the use of group exercises

Provide examples and models of completed tasks

Ensure that documents and forms are written and formatted in plain English Use clear headings, highlight certain key words or phrases

Provide explanations of all technical terms used

### **15.8.2 guage**

Present information in small chunks and speak clearly, concisely and not too quickly

Give clear instructions in a logical sequence Give lots of practical examples

Encourage students to ask questions

Ask all questions to ensure students understand

### **15.8.3 Numeracy**

Ask students to identify in words, what the exact problem is and how they might solve it

Show students how to do the calculations through step by step instructions and through examples of completed calculations

Help students to work out what math's calculations and measurements are required to complete the task

Encourage the use of calculators and demonstrate how to use them.

## **15.9 Staff Responsibilities for Access/Equity & Equal Opportunity Issues**

The Student Liaison Officer is the person to direct all problems and information requests: they will refer it to the appropriate staff member. That Officer is also the access and equity officer for Basair so if you are experiencing any harassment or discrimination, refer the matter in writing to them.

Basair provides equal opportunity in employment and education. Each of our staff members has responsibility for access and equity issues for all students/clients. All staff are expected to act in accordance with our Code of Practice and all students/ clients are made aware of their rights and responsibilities through this Student Handbook.

We recognise the NSW Principles of Access and Equity and the rights of all people to be treated in a fair and equitable manner.

## **15.10 Feedback/Evaluation**

Basair actively seeks staff, and student feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement. We monitor compliance with AQTF standards and our policies and procedures through the use of evaluations at the completion of cours-

es/traineeships. Any grievances or deficiencies are documented on a Corrective Action Record to ensure appropriate follow up action is taken.

### **15.11 Appealing an Assessment**

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

1. speak with your Instructor in the first instance and if unresolved
2. present the request in writing to the Assistant Chief Flying Instructor/Chief Pilot and if unresolved
3. 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.



**Australian Government**  
**Civil Aviation Safety Authority**

**Authority to Release Information**

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

Hereby AUTHORISE the Civil Aviation Safety Authority (CASA) to release:

- my Australian Flight Crew Licence; \*\*
- my Aviation Reference Number; \*\*
- my current Aviation Medical Certificate including any conditions attaching to that Certificate\*\*
- other records (please list below)

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

(\*\* strike out if you do not want the information released.)

1) Name of Organisation \_\_\_\_\_

Email Address \_\_\_\_\_

Fax Number \_\_\_\_\_

2) Name of Organisation \_\_\_\_\_

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



## Student Certification

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

Local address: \_\_\_\_\_

Contact phone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Emergency contact in Australia: \_\_\_\_\_

I understand that if my local residential address changes I must notify Basair Aviation College as it is a visa requirement for DIMA. (International students only)

Sign: \_\_\_\_\_

I have received my student health cover number. (International Students only)

Sign: \_\_\_\_\_

I understand when my fees are due and the amount owing for each instalment. I also understand that if fees are not paid in full on the correct date that my training will cease until these fees are paid.

Sign: \_\_\_\_\_

I have read and understood the Basair Aviation College Student Handbook.

Sign: \_\_\_\_\_

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



## 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, their employees and their industry clients.

The outcome of any monitoring and / or evaluation will be used by Basair 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 the purpose of 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 \_\_\_\_\_





## 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: \_\_\_\_\_



## Grievance Procedure Complaint Form

### Student 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.

## Proposed Outcome

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 (e.g. 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 [mpavlovic@basair.edu.au](mailto:mpavlovic@basair.edu.au)