



**STUDENT
HANDBOOK**

**AVI50319 Diploma in Aviation
(Commercial Helicopter Pilot Licence)**

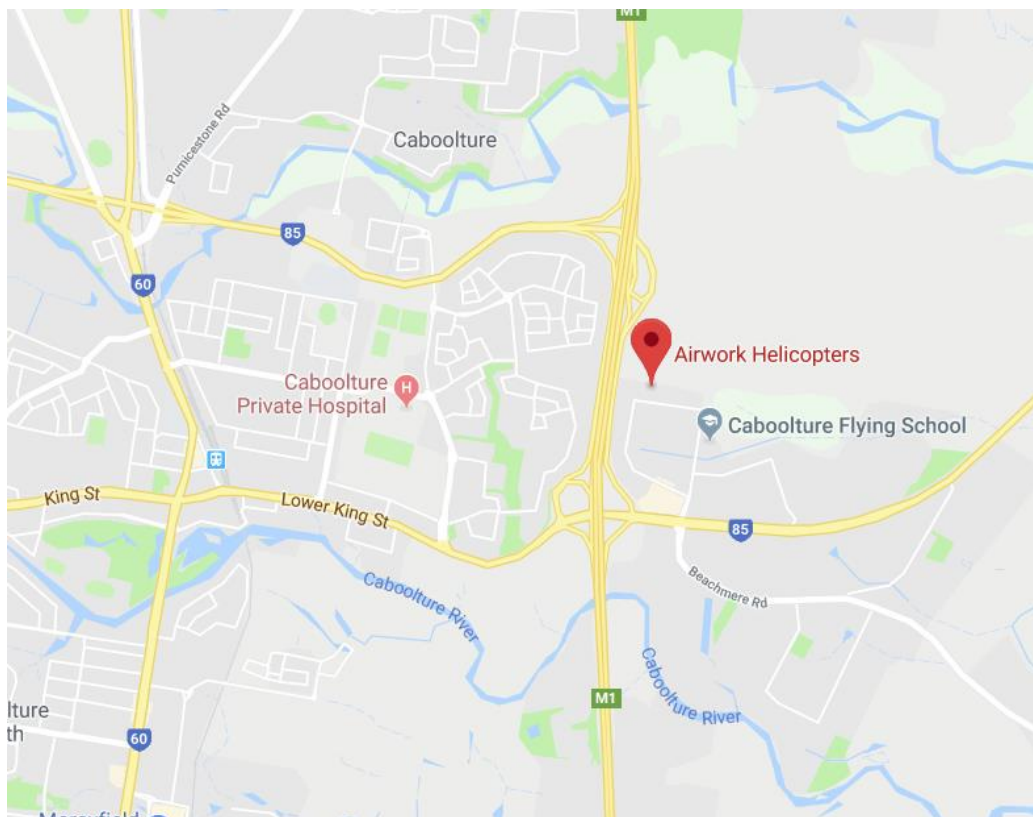


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INTRODUCTION

This information handbook is designed to provide prospective students with information about the services provided by Airwork Helicopters and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by Airwork Helicopters. Additional information is available to you upon request from your trainer or one of our helpful staff.

OUR MISSION

Airwork Helicopter's mission is to deliver quality training and assessment that meets the needs of learners and the aviation industry.

OUR OBJECTIVES

In recognition of this mission, our objectives are:

People We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.

Safety and Equity We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.

Integrity and Ethics We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.

Quality Committed We aspire to deliver consistent, high-quality services and apply quality systems which support training and assessment excellence.

Learner Centred We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.

Industry Engagement We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

VOCATIONAL EDUCATION AND TRAINING

Airwork Helicopters qualified and experienced staff provide exceptional vocational education and training products and services. We use modern resources and professional educators, trainers and assessors with current technical expertise to exceed client expectations.

COMPLIANCE

A systematic process-based approach to continuous improvement and quality management: Airwork Helicopters continues to document, monitor and improve our key business process to meet the needs of our clients. The relationships between Airwork Helicopters processes and the overall health of our quality system are monitored and analysed to ensure that the ongoing improvement and ensures compliance with all legislation, regulations and standards. We measure our success through sustainable business growth built on the satisfaction and success of our clients.

MANAGEMENT AND ADMINISTRATION

A focus on core business: We ensure that all initiatives undertaken with Airwork Helicopters management system and services support the effective and efficient delivery of our core business, quality vocational education and training.

Effective planning and leadership: Airwork Helicopters' instructors and support staff work to develop a clear purpose and direction of our future that all Airwork Helicopters employees can understand and support.

Involvement and development of our people: Airwork Helicopters employees are encouraged to undertake professional development activities and utilise their skills and experience to contribute to the future growth and success of Airwork Helicopters clients and themselves. We offer strong communication channels and regular opportunities for staff to develop and contribute to improvement initiatives.

Factual approach to decision making: We use reliable data, wherever possible to guide and prioritise our planning, risk management, decision making and improvement activities.

Mutually beneficial supplier relationships: Airwork Helicopters seeks to develop effective relationships with our suppliers, to ensure that such partnerships create value for all parties and maintain a high quality of service for our clients.

Airwork Helicopters shall notify the designated authority in writing of any prospective or actual changes to the ownership or the managerial positions of Airwork Helicopters as soon as practicable prior to the change taking effect or within 10 working days of its effect where the change cannot be determined until it takes effect. Airwork Helicopters shall provide the designated authority with the new owner and senior managerial position changes for the purpose of making an assessment.

MARKETING AND PROMOTIONS

Airwork Helicopters promotes its VET products and services accurately, ethically and appropriately to avoid vague and ambiguous statements and elimination of misleading comparisons about courses and other providers. Airwork Helicopters ensures its' marketing and promotions uphold Australia's reputation as a desirable destination for the education and training industry. Airwork Helicopters follow strict guidelines of the VET Student Loans Act 2016 and VET Student Loans Rules 2016.

COURSE ENTRY REQUIREMENTS

Entry does require that the student hold the following:

- Academic eligibility
 1. Year 12 certificate with passes in English and Maths; or
 2. Successful completion of the Basic Key Skills Builder (BKSB) at the exit level of 3 working or Level 4), this is supplied through Airwork Helicopters. You are required to conduct this with honesty and integrity
- Acquire an Aviation Reference Number (ARN) you can access this through the CASA website.
- Hold or obtain a Unique Student Identifier (USI)
- Class 1 Medical, this can only be carried out by a designated aviation medical examiner (DAME)

Unique Student identifier (USI)

A USI is a reference number made up of numbers and letters that give student access to their USI account. The national vocational Education and Training (NVET) Data collection uses the students USI to link their training results from all providers including all completed training unis and qualifications.

Students can create a USI on the USI website: www.usi.gov.au.

The USI must be provided to Airwork Helicopters within two weeks of commencement of the course.

COURSE APPLICATION, OFFER AND ACCEPTANCE

FEE FOR SERVICE APPLICATION

Course Application

Airwork Helicopters staff will supply prospective student information about courses offered by Airwork Helicopters. Included is a copy of this student handbook, eligibility requirements, Fees, brochure and enrolment forms.

Once the student has decided to apply for a course, they complete the relevant forms and information and email to admin@airwork.com.au.

Enrolment process

Prior to an offer being made, Airwork Helicopters is responsible for verification of each of the student's pre-requisites requirements. Our CFI will conduct an interview either, in person or by telephone and once all the requirements have been met. Airwork will email an official acceptance letter.

Course offer

Airwork Helicopters makes an offer of a course place, to a student using the Letter of Offer/Acceptance Agreement and supporting information within this Student Handbook. The Letter of Offer contains study conditions, payments, refunds and contact details.

Acceptance of offer of course place

Student returns the signed contract and payment of fees indicated.

INDUCTION

Prior to the commencement of the course, students will be required to complete an induction/orientation with our staff. This induction introduces the student to the study environment, schedules, OHS and any administration processes before starting their course.

Student Rights

Students are entitled to:

- A safe and healthy studying environment
- Non-discriminatory and friendly working and learning
- Fair, courteous and respectful personal treatment
- Personal details kept in confidence
- Counselling when required for both academic and personal
- Subjects and assessment information and procedures

Student Responsibilities:

- Be aware of safety, follow Airwork Helicopters OHS, emergency procedures
- Report any incidents, accidents or injuries
- Do not participate, condone or approve of conduct, which is harassing, discriminatory or unfair
- Treat other students and staff with courtesy, respect and fairness.
- Be punctual and regular in attendance
- Comply with VISA requirements
- Inform Airwork Helicopters of any changes in circumstances, e.g., Address, phone number, visa status etc.
- Dress appropriately while on Airwork Helicopters premises.
- Pay fees as required by Airwork Helicopters
- Provide Airwork with a USI within two weeks of start date.

Students are not allowed to:

- Smoke outside designated areas
- Swear or act in an offensive manner
- Litter on the premises
- Harass other staff or students
- Damage, steal or misuse Airwork Helicopters property
- Be under the influence of drugs or alcohol
- Promote any religious or political ideology while on premises
- Breach copy write laws
- Plagiarism or cheating

Students must always abide by these rules while on Airwork Helicopters premises. Airwork reserves the right to discipline or expel any student whose conduct is unsatisfactory. The student will be informed of the proposed cancellation and provide the student with at least 28 days to initiate grievance procedures before the cancellation takes final effect. If the student lodges a grievance, the cancellation will only take effect after the process has been completed. No refunds will be made in the case of expulsion.

CLASS CONDUCT

A mature attitude in respect to classroom conduct is expected of all students. Mobile phones must be on silent while attending class.

FEES AND CHARGE - FOR SELF-FUNDED STUDENTS**Payment of fees**

A binding contract is created between the student and Airwork Helicopters when the student accepts the place offered by Airwork Helicopters upon signing the Student Agreement and paying the fees indicated in the letter of Offer. The fees are due before commencement of the course. The due date of remaining fees will be in the student agreement under payment schedule.

Unless otherwise advised:

- Fees will be payable in Australian currency (\$AUD)
- Tuition Fees do not include the cost of stationary, materials or other individual items of equipment necessary for the course

Sundry Fees

- There will be sundry expenses including stationary and other personal expenses during study. You are responsible for the payment of these sundry expenses.

Payment

- Payment can be made by direct deposit (telegraphic transfer) or credit card (credit card payments will attract a 2% fee). *If you pay by telegraphic transfer, your bank will charge you a transaction fee for the use of this facility. Please check with your bank and include the fee in the amount when paying, as Airwork Helicopters is not liable for these fees. Failure to do this will result in you receiving an invoice from Airwork Helicopters upon arrival, for any outstanding fees resulting from this transaction.*
- Payment as per your "Letter of Offer/Acceptance" is due before the commencement of your course.

Cancellation and Refunds

Students who cancel their enrolment before the commencement of a training program will be entitled to a refund of fees paid (less a non-refundable amount – see below for clarification). Requests for refunds will be processed and transacted at the end of each month in which the cancellation notification was received. Where a student has purchased training workbooks and subsequently cancels, Airwork Helicopters will not refund monies for the textbooks unless a written request for a refund is received, and Airwork Helicopters is satisfied that the textbooks are in as new condition. Students who cancel their enrolment part way through a training program must notify Airwork Helicopters in writing if consideration of fee reimbursement is required. Once Airwork Helicopters is notified a refund may be issued for the component of training not commenced. Airwork Helicopters is entitled to retain fees for any component of the course completed up until the point of notification by the student cancellation.

If a student provides a written request for refund due to a transfer to another education provider Airwork Helicopters may refund or transfer the remaining tuition fees to the other provider (less any costs involved in the transfer). There is no obligation on an institution to agree to the transfer.

Should a student become seriously ill or is required to return home due to exceptional circumstances of a compassionate nature (such as death or severe illness of immediate family) and can no longer continue their study, Airwork Helicopters may refund the balance of unused fees paid. The fee refund is wholly at the discretion of the Director. Appropriate evidence, such as a death or medical certificate will be required.

Refunds will be granted:

- In the unlikely event that Airwork Helicopters is unable to offer or continue to offer your program, you will be offered a full refund of unused fees paid. In these instances, the refund will be processed in Australian Dollars within 2 weeks of the Airwork Helicopters deciding that it cannot offer or continue to offer the program of study.
- Where written notice of withdrawal is received from you or your representative more than 28 days before the program begins, less a non-refundable amount equivalent to 25% of the fees paid.

- Where written notice of withdrawal is received from you or your representative 27 days or less before the program begins, less a non-refundable amount equivalent to 50% of the fees paid.

Refunds will not be granted:

- Where you or your representative provides written notice of withdrawal on or after the program commencement date.
- Where student's enrolment is cancelled due to a serious breach of Airwork Helicopters student rules, including non-attendance or unsatisfactory progress.
- Misbehaviour by the student.

VET STUDENT LOAN INFORMATION

VSL APPLICATION AND PROCESSES

1. Student sends in the application to Airwork Helicopters with all required documentation.
2. Airwork Helicopters check eligibility
3. Student is accepted into the course
4. Not less than 2 business days after enrolment, the student requests a VSL using the eCAF*
5. Airwork Helicopters sends a Statement of Covered Fees
6. Student commences course
7. 14 days prior to 1st Census date, RTO sends student a VSL Fee Notice advising of the debt that will be incurred
8. Census Day
9. Student becomes financially liable for unit/units cost at the end of the census day

*The department will contact the student to verify their enrolment in the course.

Students who are eligible for VET Student Loans and requested Loans Assistance, who withdraw from a Unit on or before the census day:

- Will not incur a VET Student Loans debt for the tuition fees for that unit
- Any tuition fees that the student paid upfront will be refunded

Students who have requested the loans Assistance and remain enrolled after the published census day who withdraw from a unit:

- Will incur a VET Student Loans debt for that unit unless eligible for special circumstances apply (under section 68 of the Act – this must be made within 12 months after the census day for the course, or part of the course, concerned or within that period as extended by the Secretary.
- Will not be refunded tuition fees paid upfront

WITHDRAWAL PROCEDURE

Students wishing to withdraw from the course, or a part of the course can use the below:

1. Student must supply Airwork Helicopters with a written request for withdrawal from course via either paper or email.
2. Airwork will action the student's request within 28 days of receiving the withdrawal email/letter.
3. Airwork will contact the student and confirm their withdrawal choice.
 - a. 'Withdrawal by choice no debt'
 - b. 'Withdrawal by choice with debt'
4. Airwork will lodge the appropriate paperwork.

RE-CREDITING A VET STUDENT LOAN BALANCE

Students that withdraw from a unit after the published census date, or fail to complete a unit, may apply to have their VET student loan balance re-credited with respect to the unit if they believe special circumstances apply.

***Meaning of 'special circumstances'**

It is beyond a person's control, to complete a unit. E.g., Motor Vehicle Accident or worsening of a serious illness. A circumstance that first occurred before the census day may satisfy the special circumstances requirement where it worsens after that day, or the full effect or magnitude does not become apparent until after that day.

SUPPORTING DOCUMENTATION

Your application for re-credit will be considered on its merits in conjunction with the supporting documentation you provide. It should provide enough detail for Airwork to make an informed decision regarding your application for re-credit. A personal letter is not enough evidence, you may require a statement from a doctor, counsellor or employer for verification.

THE PROCESS

Each application will be assessed on its merits together with all supporting documentation. This is a free process to students.

The Compliance Manager is the designated VET Student Loan officer for Airwork Helicopters. The Compliance Manger and the Chief Flying Instructor are responsible for the review of the student's application for re-credit, with the final decision approved by the CEO.

Students can also apply to the Secretary under section 71* of the Act for the student's balance to be re-credited due to:

- The provider, or a person acting on the behalf, engaged in unacceptable conduct in relation to the student's application for the VET student loan, or

- The provider has failed to comply with the Act and the secretary is satisfied that the failure is unreasonable, or
- The provider is unable to act or is being wound up or has been dissolved.

**Applications under section 71 of the Act must be made within 5 years after the census day for the course, or part of the course, concerned or within that period as extended by the Secretary. There is no charge for the reconsideration or review of decisions, other than review by the Administrative Appeals Tribunal (AAT).*

1. The Student must apply in writing to the Compliance Manager, 5-19 Lear Jet Drive, Caboolture QLD 4510, admin@airwork.com.au within 12 months of the withdrawal date, or if the student has not withdrawn, within 12 months of the specified completion date of the Unit. Airwork has the discretion to waive this requirement if it is satisfied that it was not possible to lodge an application in this time frame. Supporting documentation will be required to substantiate the claim.
2. The application for re-credit must include the following information:
 - Unit(s) for which the student is requesting for re-credit
 - Special circumstances as referred to above, including documentation
3. Airwork will consider the application within 28 days of receipt. Re-credit will be assessed in accordance with the requirements of the Act. The applicant will be notified in writing of the decision within 28 days.

REVIEW OF DECISION

Where Airwork Helicopters decides NOT to re-credit a student's VSL balance that decision may be subject to review.

If a student is not satisfied with the decision made by Airwork Helicopters, the Student may apply, within 28 days of the receipt of the original decision, for a review of the decision.

The application must:

- Be made within 28 days of receipt of original decision
- All information from original decision
- State reasons for applying for review
- Include any evidence for review

The application should be made in writing to the CEO 5-19 Lear Jet Drive, Caboolture QLD 4510 or email to info@airwork.com.au. This is free of charge to the student. The CEO is senior to the original staff member that is responsible for the original decision being reviewed.

The CEO will acknowledge receipt of application for review in writing within 10 working days. Inform the student, that if he has not advised them of a decision within 45 days of receipt, it is taken that the CEO has confirmed the original decision.

The CEO will review all information regarding the decision, including any new documentations. Provide the student a written notice of decision, setting out the reasons for the decision.

Inform the student of their right to apply to the Administrative Appeals Tribunal if they disagree and the timelines involved. The Administrative Appeals Tribunal (AAT)'s closest office and the approximate costs of lodging an appeal and the details of when that payment is due. The application must be lodged within 28 days of receiving the written notice of Review decision. Full details can be found at the AAT Register's website www.aat.gov.au

Airwork Helicopters will ensure that no student will be victimised or discriminated for seeking a review or reconsideration of a decision; or using the providers processes or procedures about dealing with grievances; or making an application for re-crediting of the student's HELP balance under division 2 or 3 of Part 6 of the Act.

REPLACEMENT PROVIDER

In the event that the student accepts an offer of a place in a replacement course:

- a) The student is granted course credits for parts of the original course successfully completed by the student, as evidence by:
 - i. a statement of attainment or other Australian Qualifications Framework certification documentation issued in accordance with the Australian Qualification Framework, or
 - ii. an authenticated VET transcript prepared by the Registrar (within the meaning of the Student Identifiers Act 2014)
- b. the student is not charged tuition fees for the replacement component of the replacement course – if tuition fees have been paid for the affected part of the original course.
- c. the student is enrolled in the replacement course as soon as practicable; and acceptance within 14 days of the acceptance.
- d. the VSL Tuition Protection Director is given written notice of the acceptance within 14 days of the acceptance

Premises/facilities

Airwork Helicopters has:

- Classrooms equipped with whiteboards, data projectors, tables and chairs
- Internet access
- Tea, coffee and milk
- Lunch area
- Briefing rooms
- Helicopters- Robinson R22 x 5, Robinson R44 x 2 & Bell 47 x 2
- Hangars
- Maintenance
- Engineering

Airwork Helicopters shall notify the designated authority and the students enrolled with them of any intention to relocate premises (including the head office) as least 20 working days before the relocation.

DAILY LIVING

Caboolture is located 40 minutes north of the heart of Brisbane and 40 minutes to the south of the Sunshine Coast. Queensland is on Australian Eastern Standard Time (AEST), which is ten (10) hours ahead of GMT.

The area offers a range of international food and beverages including traditional Australian seafood, Asian (including Chinese, Japanese, Korean, Malaysian, Thai, Vietnamese), European (including French, Greek, Italian), Indian and Mexican. Further information is available with local newspapers or the Yellow Pages phone book and websites.

TRANSPORT

Transport is available by way of extensive train and bus routes to all Brisbane or the Sunshine Coast areas.

SMOKING

In Australia it is illegal to smoke in public buildings, this includes Airwork Helicopters, restaurants, bars and shopping centres. You are not allowed to smoke within 5 metres of public transport waiting points such as bus stops and taxi ranks, care services, age care facilities and all non-residential building entrances.

Consent for student information is declared in the enrolment and application forms. This information may include:

- Student Name
- Address
- Contact information
- Date of birth
- Gender
- Passport information
- Driver's licence
- Visa
- File notes
- AVETMISS data
- (USI) Unique Student Identifier
- Fee payment information
- Training records

Complaints, Appeals and Disputes

While Airwork Helicopters will make every effort to provide satisfactory services to students, we accept that there are situations that may arise where students have genuine causes for grievance about the educational or support services we provide. In such situations, there are internal and external processes available to students with the opportunity to have grievances addressed and resolved. Information on these procedures will be provided during student's orientation program at the beginning of each course intake.

Confidential help and support will be provided at each step of the process. If you are unhappy with decisions, procedural matters or any issues directly related to the successful completion of your course, you may wish to discuss a problem, lodge a written complaint, or access independent mediation to resolve a dispute.

Airwork Helicopters Grievance, Complaints and Appeals Policy and Procedures is located on our website. And includes:

Inform students that they can:

- Make an internal complaint or external complaint, appeal and be referred for external dispute resolutions, and that the student has the right to pursue other legal remedies for dispute resolution.
- Students may nominate a support person or be represented by another person, if the student so chooses at any stage of the complaint and appeals processes at no extra cost.

Ensure practices for student grievances:

- Maintain the student's enrolment and allow for a support person.
- Maintain and share written records with students.
- Commence the process within ten (10) working days and complete it in a timely manner.
- Refer students for external independent, inexpensive dispute resolution and formal concerns.
- The students right to access Airwork Helicopters internal student complaints and appeals processes within twenty (20) working days.

Maintain records about student grievances to comply with relevant Australian legal and other requirements.

Implement appropriate documented policies and processes for the induction, performance management and training of staff and suppliers involved with student complaints and appeal processes.

If it is not possible to resolve the complaint internally, Airwork Helicopters will arrange for independent mediation to resolve disputes at no extra cost. At present there is no fee for use of this service, but this may change. Independent mediation is available:

- Dispute Resolution Branch, Queensland Department of Justice and Attorney General
Floor 13, Central Courts Building, 170 North Quay QLD 4000
Phone: 07 3239 6269 Facsimile: 07 3239 6284

STUDENT SUPPORT SERVICES

If you have a question or a problem, please contact the office staff at Airwork Helicopters, who can help with such things as accommodation, information on the local environment, student records (change of contact details, address and phone), payments (tuition fees) and illness. There is no extra charge for student assistance. Where the office staff cannot assist they will be able to refer you to a necessary person/organisation for further assistance.

The Chief Flying Instructor may refer you to a person who can help you with counselling (career guidance, personal); advocacy; learning skills; literacy, language and numeracy skills, family support, childcare, legal services, disability services, religious, cultural and recreational activities, sport, finance and transport (driving lessons, Queensland Driver's licence and public transport). Each time a student contacts our support services we complete a Record of Student Report form and register the follow-up date.

ACADEMIC

Airwork Helicopters will monitor, record and assess the course progress of each student for each unit of the course for which a student is enrolled. All students' academic and classroom performance is monitored, and instructors are required to identify any student whose behaviour or academic performance indicates they may be "at risk" of failing to achieve satisfactory course progress. Instructors will arrange with the Chief Flying Instructor to counsel students and discuss strategies to assist the student to achieve course requirements.

Students enrolled in courses who fail 50% or more of the subjects in any one semester will be required to meet with the Chief Flying Instructor to identify reasons for the unsatisfactory academic progress. An intervention strategy will be discussed and implemented to assist identified students to achieve satisfactory course progress.

An intervention strategy is an individual "support plan" developed by the Chief Flying Instructor in consultation with the student. The primary purpose of the intervention strategy is to provide specific assistance and/or advice to address the issues preventing the student from achieving competency. The intervention strategy must be agreed to and signed by the instructor and the student, and a copy placed in the student's file. The support plan will be reviewed every month to ensure the student is getting the support required.

ATTENDANCE

It is a condition of your contract with Airwork Helicopters that you attend 80% of course contact hours.

Consideration will be given to students with less than 80% attendance only of:

1. There is documentary evidence demonstrating that compassionate or compelling circumstances apply, and
2. The student is attending at least 70% of the course contact hours.
3. The student records clearly indicate that the students are maintaining satisfactory progress

Student attendance is based on Training Session Reports, where your attendance will be marked present or absent for the session (regardless of the reason for absence)

At the end of each week the Manager of Students will record the attendance of every student in the relevant attendance file and recalculate your attendance rate.

If you are identified as being “at risk” of not meeting the 80% attendance requirement you will be informally interviewed by the Manager of Students to discuss your attendance level and identify any issues that are impeding the student’s attendance.

AN INTERVENTION STRATEGY MAY BE PUT IN PLACE.

An intervention strategy is an individual plan developed by an instructor in consultation with the student. The primary purpose of the intervention strategy is to provide specific assistance and/or to address the issues preventing the student from achieving competency. The intervention strategy must be agreed to and signed by the instructor and the student, and a copy placed in the student file.

You may be advised to undertake or receive:

- Counselling/Referral for assistance with any personal issues which may be affecting attendance/course progression
- Counselling/Referral for assistance with medical issues that might be influencing attendance/course progression
- Counselling/Referral for assistance with environmental issues which might be influencing attendance/course progression
- Modification of study load where appropriate
- Additional assistance

For absences longer than 5 consecutive days without approval, the student will be contacted by the Manager of Students.

OCCUPATIONAL HEALTH AND SAFETY INFORMATION

OHS is a shared responsibility of all management, staff and students.

General Health and Safety

- Do not leave items/cords on paths or walkways
- Correct lifting techniques
- Appropriate footwear
- Appropriate clothing
- Follow all signage

Hazard Control

- If you see any potential hazard, take action
- Report to management

Accident/Incident Reporting

Airwork Helicopters has a duty of care to its' students and staff to have a plan for the management of a critical incident.

A critical incident is defined as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'

If there is an incident on Airwork Helicopters premises, the first action will be to contact the emergency services – fire, ambulance, police then contacting the CFI or Director.

All accidents, injuries or near misses must be reported to Staff for entry into the register. The aim of the system is to prevent accidents from occurring again by rectifying the hazard.

First Aid

First Aid kits are in various locations around Airwork Helicopters' facility.

- Upstairs main office
- Hangar floor

All injuries requiring first aid must be reported, treated and recorded in the accident register.

Emergency Procedures

In the event of fire:

- Raise the alarm – contact the Fire Brigade (000)
- Alert others
- Alert management
- Evacuate the immediate area
- Assemble as directed by the trainer/assessors.
- Evacuate building when instructed.

Evacuation

Follow your trainers' directions immediately, move quietly and calmly to the assembly area and await instructions.

Building alarms and Other Emergencies

If in the event of an alarm stay calm, follow your instructor's directions and follow the evacuation procedure.

RECORDS MANAGEMENT

When a student enrolls at Airwork Helicopters, a student file is created for the storage of relevant information. Your student file contains information on each of the critical processes relating to your study – recruitment, prices, entry requirements, course information, enrolment, contact details, orientation, attendance (medical certificates, exceptional compassionate leave), academic performance, student support services, disagreements and misunderstandings, refunds and course achievements (certificates). Your record is archived for thirty years under the Vocational, Education, Training and Employment Act 2000.

RESULTS OF ASSESSMENT

Results will be mailed to you. At the completion of your course, your qualification will be presented to you by the Director of Airwork Helicopters. Your licence will be issued by Civil Aviation Safety Authority (CASA) and will be posted to you within one month of the successful completion of your flight test.

If you do not complete all elements of your course, you will be issued with a 'Statement of Attainment' for the modules you have completed successfully. You will not be eligible for a CASA licence.

LEGAL SERVICES

If you do not understand the words in a legal document, **DO NOT SIGN IT**. You should seek advice from the Legal Aid Commission, or a knowledgeable person. There are no additional costs to students for this referral. The Legal Aid Commission offers free advice and assistance with applications and legal documents, on the phone or in person.

Further information:

Legal Aid Queensland

42 King Street, Caboolture

Phone: 1300 651 188

Open hours: 9:00am to 5:00pm Monday to Friday

Website: <http://www.legalaid.qld.gov.au>

The Anti-Discrimination Commission receives complaints from people who feel they have been treated unfairly, have been discriminated against, or are experiencing sexual harassment. There are no additional costs to students for this referral. Further information is available from:

Anti-Discrimination Commission

Level 17, 53 Albert Street

Brisbane

(Cnr Albert & Margaret Streets, near the city Botanic Gardens)

Postal address:

City East Post Office

PO Box 15565

City East QLD 4002

Open hours: 9:00am to 5:00pm Monday to Friday

Phone: 1300 130 670 (toll free)
Facsimile: 07 3247 0960
Website: <http://www.adcq.qld.gov.au>

FAIR WORK COMMISSION

The Fair Work Commission's role is to set award pay rates and conditions, and to help employers and employees work towards cooperative and productive workplace relations. We also actively help workplaces to prevent disputes, as well as helping to resolve them when they do occur.

Further information: Fair Work Commission
Phone: 1300 799 675 (between 9am – 5pm Monday to Friday)
Website: <https://www.fwc.gov.au>

PRIVACY

Under the Privacy Act, Airwork Helicopters are not permitted to give an individual's information to any other person except for administration purposes. Airwork Helicopters follows our privacy policy which is available on our website. www.airwork.com.au

INFORMATION DISCLOSURE

Airwork Helicopters respects your privacy and has established rules to ensure that your personal information is protected. These rules govern the way personal information is collected, stored, used and disclosed to prevent it from being misused or passed on without your permission.

Personal information collected because of your enrolment will be used by Airwork Helicopters for general student administration, vocational education and training administration and regulation, as well as planning, reporting, communication, research, evaluation, auditing and marketing. Only authorised staff have access to this information.

FORMAL CONCERNS RAISED WITH STATE AUTHORITIES

If a student is concerned about the actions/conduct of Airwork Helicopters, they may approach the State Authority for CRICOS Registration. In Queensland this is ASQA (Australian Skills Quality Authority). ASQA has the power to suspend or cancel the Institute's registration of a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the Institute should be addressed in writing to:

ASQA contact details: Australian Skills Quality Authority
Tel: 1300 701 801
Website: www.asqa.gov.au

Complaint online form:

<https://rms.asqa.gov.au/registration/newcomplaint.aspx>

COMPLIMENTS

We want to know about your experience as a student while studying at Airwork Helicopters, please tell us, and write a letter to describe your study experience. We will also conduct student surveys throughout your time with us.

CONTACT INFORMATION

OFFICIAL POINT OF CONTACT FOR STUDENTS

Airwork Helicopters
 5/19 Lear Jet Drive
 Caboolture QLD 4510
 Phone: +61 7 5495 8000
 Fax: +61 7 5495 8008
 Email: admin@airwork.com.au
 Web: airwork.com.au

Position	Name
CEO	Myles Tomkins
Chief Flying Instructor	Rhys Chapman
General Manager	Paul Brederock
Office Manager	Leigh-ann Davies
Compliance Manger	Wendy Stewart
Flying Instructor	Kate Furey
Flying Instructor	Sam Collins
Flying Instructor	Brett Martin
Flying Instructor	Rorie Savage
Theory Instructor	Zachery Grindrod
Tutor	Jack Bates

Important Numbers and contact details

Organisation	Phone Number
Ambulance	000
Fire	000
Police	000
Student Emergency Contact	0408 069 565
Fair Work Australia	131 628
Lifeline	131 114
Poisons information centre	131 126
Overseas Student Ombudsman	1300 362 072
Caboolture Hospital	(07) 5433 8888
Mental Health Line	1300 642 255