

A.M.T. Helicopters Pty Ltd
^{TA} Airwork Helicopters,
Airwork Aviation

Student Handbook
2025



This Student Handbook
has been prepared for the students of:

A.M.T Helicopters Pty Ltd
TA
Airwork Helicopters
Airwork Aviation

A.B.N. 78 006 385 324

A.C.N. 006 385 324

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Phone : 07 5495 8000

Email : admin@airwork.com.au

Web: www.airwork.com.au

Registered Training Organisation: 30839

Message from the CEO

As CEO of this organisation, I can assure students that I will fully support the implementation of all quality, management and operational functions articulated in this student handbook. I will ensure myself and the Airwork Aviation team adhere to our underlying philosophy of continuous quality improvement in all aspects of Airwork Aviation operations. We welcome your input to ensure that our services meet your expectations.

This student handbook provides the direction that informs and guides Airwork Aviation towards the provision of best practice in training development, management, and service delivery. For Airwork Aviation, it will facilitate compliance with the standards regulated by the Australian Skills Quality Authority. For clients of Airwork Aviation, it will ensure that their investment in training provides the best possible training experience and outcomes.

Thank you for choosing Airwork Aviation to deliver your training needs. We trust that this Handbook will provide the information you need to proceed with your enrolment and successfully complete your training. Prior to enrolment in one of our courses, you will have an opportunity to discuss the information in this Handbook with one of our team who will confirm that you have had a chance to consider this information.

It is important to keep this handbook on hand during your training, as it will provide additional guidance as you progress throughout your training. In this handbook, you will find information about Airwork Aviation policies and procedures, together with forms and documents that you may need to refer to and/or complete.

If you have any suggestions on how we can improve our Policies and Procedures, please complete an "Opportunity for Improvement" form, and submit to the RTO (Registered Training Organisation) Administration team.

We sincerely hope your time at Airwork Aviation is a memorable and a productive learning experience.

If you have any questions prior to enrolment or at any time in the future, please do not hesitate to contact myself or members of the team.

Airwork Aviation Contact Details

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Head Of Operations: Kate Furey

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Overview of Airwork Aviation

Airwork Aviation recognises the importance and benefits of combining industry experience with Vocational Education Training (VET) when striving to deliver programs of highest quality and relevance to the client. All Instructors and assessors employed or contracted by Airwork Aviation have demonstrated significant industry experience in addition to obtaining Vocational Education Training qualifications, allowing them to provide a professional, well rounded learning environment for participants. Staff are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language where appropriate to communicate information most effectively. Airwork Aviation strictly adheres to the Standards for RTOs (Registered Training Organisations) 2015 to continue delivering training services of the highest quality to their clients.

Code of Conduct

Airwork Aviation is responsible for ensuring ongoing compliance with the Standards for Registered Training Organisations.

Airwork Aviation will ensure it complies with all requirements across all its operations within the RTO's scope of registration as listed on the National register (www.training.gov.au).

The Chief Executive Officer is responsible for ensuring that all operations, staff, and students complies with the requirements of the VET (Vocational Education and Training) Quality Framework, which includes the following:

The VET Quality Framework is comprised of:

- [Standards for Registered Training Organisations 2015](#)
- [Australian Qualifications Framework](#)
- [Fit and Proper Person Requirements](#)
- [Financial Viability Risk Assessment Requirements](#)
- [Data provision requirements](#)

Airwork Aviation has policies and procedures in place to ensure compliance with the VET Quality Framework. Staff and Students are supplied with these policies and procedures as part of their induction process.

The CEO recognises that opportunities for improvement arise in every aspect of business and has developed an organisational culture within Airwork Aviation to capitalise on these opportunities for improved practice. Airwork Aviation supplies feedback forms to all students at the end of each program, as participant feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training, ensuring the ever-changing needs and expectations of clients are being met. The CEO also welcomes feedback from other improvement opportunities such as risk assessment, student suggestions, complaints and appeals, validation sessions and audit reports.

Student feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, students are encouraged to give feedback throughout their enrolment.

The 'Student's Journey'

Airwork Aviation CEO has identified the audit approach implemented by ASQA since June 2016. This represents a change to the traditional audit approach applied by regulators.

Key features include:

- Greater use of risk analysis and intelligence to trigger audits ('proactive regulation')
- Greater focus on the student's experience and RTO's practices and behaviours
- Options for longer, standard, or earlier notice periods
- Scope of audit is flexible, based on intelligence and provider profile.
- Information used to inform audit drawn from a wider range of sources including intelligence from other government agencies.
- Greater student input
- Audit outcomes reported against the phases of the student's experience.

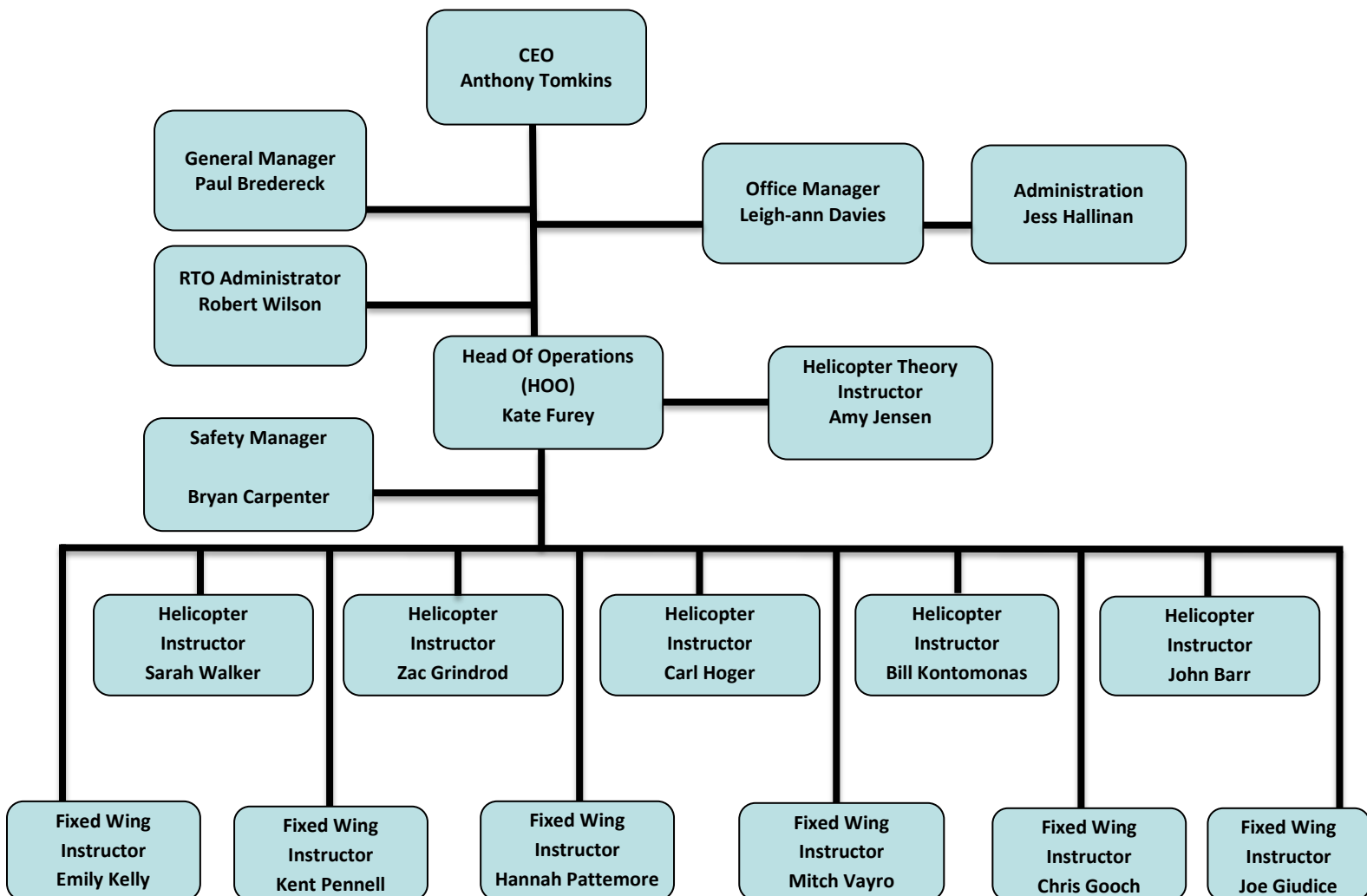
Key phases of the 'student experience' include:

- Marketing and recruitment
- Enrolment
- Fee protection and arrangements
- Support and progression
- Training and assessment
- Completion

Throughout Airwork Aviation' Student Handbook and Quality Management and Operational Framework each of the policies, systems, and procedures support ASQA's audit model. Each staff member and in particular each Instructor and assessor will ensure the student's experience will provide the best opportunity for a positive vocational outcome.

We sincerely hope your journey, as a student with Airwork Aviation will be most enjoyable.

Airwork Aviation Organisational Structure



This organisational chart illustrates the lines of communication between the management and Instructors which ensures decision making which impacts on students is informed by the experiences of Instructors and assessors.

Airwork Aviation Courses

What courses can I study with Airwork Aviation?

Programs are aligned to the qualifications contained in the AVI Aviation Training Package.

Currently the follow courses are on Airwork Aviation's scope of registration:

Qualifications:

- AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)
- AVI50322 Diploma of Aviation (Commercial pilot Licence – Helicopter)
- AVI50519 Diploma of Aviation (Instrument Rating)

Please [express your interest](#) with Airwork Aviation to find out more.

Certification

The student is assessed against the requirements of the qualification, whether the student is competent/or not yet competent. Using the units of competencies and the performance criteria and assessment requirements within the training product.

Students are issued with a VET Statement of Attainment or VET Qualification once competency has been achieved. The testamur for all AQF qualifications issued will identify the qualification as an AQF qualification with the words "The qualification is recognised within the Australian Qualifications Framework."

Delivery of training

Training courses with Airwork Aviation are delivered by:

- Face to face classroom training
- Practical Training
- Practical Assessment
- Blended learning

Locations

Training courses with Airwork Aviation are delivered at the following locations:

AVI50322 Diploma of Aviation (Commercial Pilot Licence – Helicopter)

- 5/19 Lear Jet Drive Caboolture QLD 4510

AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)

- Hangar 105 McNaught Road Caboolture QLD 4510
- 219A Qantas Ave Archerfield QLD 4108

AVI50519 Diploma of Aviation (Instrument Rating)

- Hangar 105 McNaught Road Caboolture QLD 4510

Airwork Aviation 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.

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 Aviation.
- Acquire an Aviation Reference Number (ARN) you can access this through the [CASA website](#).
- Hold or obtain a Unique Student Identifier (USI).

If you don't already have a USI or need to update your details, go to the [USI website](#).
Further information on USI is located on page 31 of the Student Handbook.
- Class 1 Medical, this can only be carried out by a designated aviation medical examiner (DAME) – For further information please refer to [Medical Certification Process](#).
- Hold an [Aviation Security Identification Card \(ASIC\)](#) which will require a comprehensive background and criminal history check as part of the application process.

License Outcome

AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)
AVI50322 Diploma of Aviation (Commercial Pilot Licence – Helicopter)
AVI50519 Diploma of Aviation (Instrument Rating)

Licensing to pilot helicopters and aeroplane in Australia is administered by the Civil Aviation Safety Authority (CASA).

Airwork Aviation's program is structured on the Civil Aviation Safety Authority (CASA) mandatory training and assessment. The training and assessment are mapped to the requirements of the AVI Aviation training package.

When a student has successfully completed the CASA training, and successfully completed the CASA assessment they will be issued documentation that will be submitted to CASA as part of their application for a Commercial Pilot License (CPL) and one elective. They will also be issued an AVI50322 Diploma of Aviation (Commercial Pilot License – Helicopter) or AVI50222 Diploma of Aviation (Commercial Pilot License – Aeroplane).

Student Responsibilities

As a student with Airwork Aviation, you are responsible for your own actions, this includes:

- Following all Airwork Aviation policies and procedures within this student handbook,
- Participate in all training activities by asking questions and interacting with others,
- Speak with your instructor with any problems or issues you may have,
- Think of the training room as a workplace and follow all WHS policies,
- Dress appropriately and as required for your course,
- Complete all assessments as required to demonstrate your understanding and competency,

- Pay all course fees as per your enrolment agreement,
- Cooperate with all the Airwork Aviation team including your Instructors, Assessors, and fellow students.

Enrolment and Selection

How do I enrol?

- AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)
- AVI50322 Diploma of Aviation (Commercial Pilot Licence – Helicopter)
- AVI50519 Diploma of Aviation (Instrument Rating)

Students may be eligible for study assistance through an Australian Government [VET Student Loan](#). A student may discuss their eligibility with an Airwork Aviation representative.

Please [express your interest](#) with Airwork Aviation to find out more.

Course Application

1. The enrolment procedure commences when a student contacts Airwork Aviation expressing interest in a training program(s).
2. Airwork Aviation will supply the prospective student with the following information:
 - A copy of the student handbook,
 - Eligibility requirements,
 - Fees information,
 - Brochure, and
 - Enrolment forms.
3. Once the student has decided to apply for a course, they complete the relevant forms and email them to admin@airwork.com.au

Enrolment process

Prior to an offer being made, Airwork Aviation is responsible for verification of each of the student's entry requirements. Our HOO will conduct an interview either, in person or by telephone. Interview questions are designed to identify the student's needs, so Airwork Aviation staff members can evaluate any requirements the student may have to improve their learning experience and outcome.

Based on the information received, the enrolment form, interview, induction and any other relevant correspondence and conversation, Airwork Aviation staff and management may offer additional support. Examples of the support services may include:

- Study support and study skills programs,
- Language, literacy, and numeracy (LL&N (Language, Literacy, and Numeracy)) programs or referrals to appropriate programs,
- Equipment, resources, and/or programs to increase access for students with disabilities,
- Learning resource centres,
- Mediation services or referral to appropriate services,
- Flexible scheduling and delivery of training and assessment,
- Counselling services or referral to appropriate services,

- Information technology support,
- Learning materials in alternative formats i.e. large print,
- Learning and assessment programs customised to the workplace.

Course offer

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

Pre-course letter

As an additional support to enrolling students, Airwork Aviation will send a pre-course letter to the student prior to the commencement of training. Information includes the time, date and location of training, the resources the student should bring to the course and overview of the units of competency to be studied and the format/style of training to be provided.

Acceptance of offer of course place.

When the student accepts the course offer through the receipt, reading and signing the Letter of Offer/Acceptance Agreement and pay a deposit.

Induction

On successful completion of the enrolment process, all students will undergo an induction program which will cover:

- Introduction to Airwork Aviation staff and resources available to assist your training,
- Orientation to facilities and resources,
- Confirmation of the units of competency in the course and qualification to be issued,
- How training will be conducted and the method, format, and purpose of assessment,
- Learning and assessment resources to be provided,
- Overview of the support services offered by Airwork Aviation, especially for those students who might require additional language, literacy, or numeracy support,
- Explanation of the Appeals and Complaints procedures,
- Career and AQF pathways available to students.

Our Instructors

Airwork Aviation recognises the importance and benefits of combining industry experience with tertiary education when striving to deliver programs of highest quality and relevance to the client. All Instructors and assessors employed or contracted by Airwork Aviation have demonstrated significant industry experience in addition to obtaining tertiary qualifications, allowing them to provide a professional, well rounded learning environment for participants.

Staff are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language where appropriate to communicate information most effectively. Airwork Aviation strictly adheres to the Standards for RTOs 2015 to continue delivering training services of the highest quality to their clients.

Our Approach

The CEO recognises that opportunities for improvement arise in every aspect of business and has developed an organisational culture within Airwork Aviation to capitalise on these opportunities for improved practice.

Airwork Aviation supplies feedback forms to all students at the end of each program, as participant feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training, ensuring the ever-changing needs and expectations of clients are being met. The CEO also welcomes feedback from other improvement opportunities such as risk assessment, student suggestions, complaints and appeals, validation sessions and audit reports.

As a student with Airwork Aviation, your feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, students are encouraged to give feedback throughout their enrolment.

To encourage and achieve continuous improvement based on the collection of the above-mentioned data, Airwork Aviation has developed a continuous improvement register which will include a written record of all improvement strategies.

Student Protection

It is the intention of the CEO of Airwork Aviation that all students will receive the full training services that they have paid for at all times, including but not limited to training and assessment, assessment only, recognition of prior learning or short courses. The continuous improvement and quality management practices employed by Airwork Aviation CEO and staff are designed to proactively identify any anomaly that might cause a business interruption or training failure and address this situation before any students are affected.

The corporate structure, governance and financial management systems and processes guarantee the training for students enrolled with Airwork Aviation. This guarantee in no way ensures a successful qualification outcome. Airwork Aviation will work with the affected students to ensure their rights are protected. This may include but is not limited to:

- A pro-rata refund of course fees,
- Facilitating the transfer of the student's study to another suitable RTO.

Student Services and Support

Client Focus

Airwork Aviation is committed to delivering high quality services that support students throughout their training and assessment. This commitment is based on a client focused operation that produces the best possible outcome for students. Airwork Aviation will ensure students are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO. Students who undertake training with Airwork Aviation receive every opportunity to successfully complete their chosen training program. Airwork Aviation will provide students with information prior to commencement of services including any subcontracting arrangements affecting the delivery of training and/or assessment.

Airwork Aviation takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of the organisation, they will be referred to an appropriate service or an alternate training organisation.

Student Advice

Airwork Aviation delivers specialised training and assessment services. As such, it is vital that all students are informed of and understand the extent of the training course that they are enrolling in. Airwork Aviation has in place a process and mechanism to provide all clients information about the training, assessment, and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

Students are encouraged to express their views about their learning needs at all stages of their learning experience from enrolment to the completion stage. Students are advised to make an appointment with the Chief Flying Instructor in the first instance, if required the student can then schedule an appointment with the General Manager to discuss support services.

¹ Services include:

- (a) Pre-enrolment materials.
- (b) Study support.
- (c) Language, Literacy and Numeracy (LLN) programs or referrals to these programs.
- (d) Equipment, resources, and/or programs to increase access for students with disabilities.
- (e) Learning resource centres.
- (f) Mediation services or referrals to these services.
- (g) Flexible scheduling and delivery of training and assessment.
- (h) Counselling services or referrals to these services.
- (i) Information technology (IT) support.
- (j) Learning materials in alternative formats, for example, in large print; and Learning and assessment programs customised to the workplace.

In summary, Airwork Aviation will provide:

- Training programs and services that promote inclusion and are free from discrimination.
- Support services, training, assessment, and training materials to meet the needs of a variety of individual students.
- Consideration of everyone's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment.

- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs.
- Consideration of the views of students community, government agencies and organisations, and industry when planning training programs.
- Access to information and course materials in a readily available and easily understood format.
- Information to assist students in planning their pathway from school or the community to vocational education and training.

While Airwork Aviation guarantees that all students will receive the full training services paid for, it does not guarantee a student will successfully complete the course in which they are enrolled or that the student will obtain a particular employment outcome outside the control of Airwork Aviation.

Student Information Policy

Airwork Aviation will provide all relevant information and directions to each student prior to enrolment as part of the student induction to enable the student to make informed decisions about undertaking training with Airwork Aviation. This information will be clear and readily available in print or referral to an electronic copy. This will include details required to source the Airwork Aviation student handbook, available as PDF document on Airwork Aviation website: www.airwork.com.au

Airwork Aviation will provide the following information specific to each student:

- The code, title, and currency of the AQF qualification, skill set or VET course to which the student is to be enrolled, as published on the National Register the services the RTO will provide to the student including the:
 - Estimated duration of the services
 - Expected locations at which the services will be provided.
- i) Expected modes of delivery.
- ii) Name and contact details of any subcontractor which will provide training and assessment to the student.
 - The student's obligations including any requirements that Airwork Aviation requires the student to meet to enter and successfully complete their chosen AQF qualification, skill set or VET course.
- iii) Any materials and equipment that the student must provide.
- iv) The educational and support services available to the student.

Where there are any changes to agreed services, Airwork Aviation will advise the student in writing and with a follow-up telephone call as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

Student Support

Airwork Aviation will assist all Students in their efforts to complete training programs by all methods available and reasonable. The Airwork Aviation Student Handbook advises Students that they can contact their Instructor or the General Manager if they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of Airwork Aviation to assist them in achieving the required level of competency in all nationally recognised units of competency.

If a student is experiencing personal difficulties, the instructor will encourage the student to contact Airwork Aviation General Manager, who will provide discreet, personalised, and confidential assistance according to the nature of the difficulties. If issues are impacting the student’s study, course deferral may be discussed.

If a student’s needs exceed the capacity of the support services Airwork Aviation can offer, they will be referred to an appropriate external agency. These needs may be academic needs or personal needs. Extensive information is contained within the Support Services List. Airwork Aviation management will assist students to source appropriate support.

Examples of specialist support agencies Airwork Aviation has a relationship with and may engage:

Covid 19 Mental Health	What you can do to look after your mental wellbeing and look out for those around you Mental Health Support
Head to Health	Digital mental health resources from trusted service providers https://headtohealth.gov.au/
Workplace Wellbeing	Hunterlink National 1800 554 654 https://hunterlink.org.au/
Reach Out	Reach Out helps supports people with issues such as drug taking, alcohol or gambling or gaming addiction http://au.reachout.com/tough-times/addiction
Counselling Online	Counselling Online is a free 24/7 drug and alcohol counselling service in Australia that supports people affected by alcohol and other drugs. For phone contacts in all Australian States refer to: http://eheadspace.org.au/
Head Space	Headspace is an online and telephone service which supports young people and their families going through a tough time. It is specifically targeted at those aged between 12 and 25. Phone: 1800 650 890 (available from 9am – 1am 7 days a week) http://www.eheadspace.org.au/
Counselling services	Referral to appropriate 24/7 services such as: Beyond Blue Ph: 1300224636 http://www.beyondblue.org.au Lifeline Ph: 131114 http://www.lifeline.org.au
Reading and Writing Hotline	www.readingwritinghotline.edu.au/information-and-advice Phone: 1300 655 506. There are also numerous adult reading/writing apps for smart phones/tablets aimed at supporting literacy.
LLN Training Courses provided by local TAFE Colleges	These institutes have specialist LLN Teachers to support individual participants own level of development and can be accessed via a Google Search of local TAFEs and course availability.

The support services form is to be used by the RTO staff to record any counselling they may have undertaken with a student and included any discussion about providing extra support or referral to the Student Support List. This form is available from the office and can be emailed upon request.

Once the Instructor has completed the form it is to be submitted to the Chief Flying Instructor and a time arranged to discuss the students' needs with the General Manager. All forms will be tabled at the monthly Compliance Meeting to monitor student progress.

Flexible Delivery and Assessment Procedures

Airwork Aviation recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is having trouble learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of Airwork Aviation respect these differences among students and will endeavour to make any necessary adjustments to their methods to meet the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the student can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include but are not limited to; having an Instructor read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.

Airwork Aviation staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. If a student's needs exceed the capacity of the support services Airwork Aviation can offer, they will be referred to an appropriate external agency.

Reasonable Adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions (and/or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and/or individual being assessed; otherwise, comparability of standards will be compromised.

Access and Equity

Airwork Aviation is committed to practicing fairness and providing an equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment, or remote location that may present a barrier to access, or any other perceived difference in class or category. Airwork Aviation ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. Airwork Aviation will address access, and equity matters as a nominated part of operational duties.

If a student identifies with one or more of the following priority groups, they may be able to receive additional assistance:

- Aboriginal and/or Torres Strait Islander people
- Carers of people who are ill, aged or who have a disability.
- Women and girls who are returning to education and training.
- Women and girls who are seeking training opportunities in non-traditional roles.

- Young people aged 15 to 25.
- Australian South Sea Islanders
- Parental job seekers
- People with English language, literacy, and numeracy needs.
- Mature aged workers who require up skilling
- Long term unemployed and disadvantaged jobseekers
- People from different cultural and ethnic backgrounds
- People who speak a language other than English

Airwork Aviation has developed this quality management and operational framework to guide and inform all staff and students in their obligations regarding access and equity. Upon induction into Airwork Aviation, all staff is provided with copies of the policies which they must adhere to throughout all their operations as a Airwork Aviation staff member. Students are made aware of the access and equity policy via the Airwork Aviation Student Handbook and informed of their rights to receive access and equity support and to request further information.

Airwork Aviation access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or carer's responsibilities.

Practicing these policies will guarantee that any student who meets Airwork Aviation entry requirements will be accepted into any training programs. If any student or staff member have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to Airwork Aviation's management for consultation.

Language, Literacy and Numeracy Assistance

LLN support is available to provide students with advice and support services in the provision of language, literacy, and numeracy assessment services. Student's needing assistance with their learning should be identified upon enrolment.

All Students undertaking training are required to undertake an LLN Assessment unless the student currently holds a Certificate IV qualification or above or can demonstrate equivalent Industry experience.

Airwork Aviation course information and learning materials contain written documentation and in some cases, numerical calculations.

Airwork Aviation recognises that not all students will have the same level of ability in relation to reading, writing, and performing calculations. When an issue is identified by Airwork Aviation staff or requested by a student, a language, literacy, and numeracy test will be provided to assess the student's ability. This process is to ensure that all students who commence a training program possess the skills required to understand the presented material and complete assessments.

Airwork Aviation will endeavour to aid students having difficulty with language, literacy, or numeracy to accommodate their needs. If a student's needs exceed the ability of Airwork Aviation staff to assist, the student will be referred to an external support agency, so they can obtain the skills required to complete the training program.

Code of Conduct

Airwork Aviation makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training, and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

Professional Behaviour

Airwork Aviation Management advises any Instructor or staff member who is dissatisfied with the behaviour or performance of a student that they have the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class, or
- Immediately cancel the class.

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the Airwork Aviation complaint procedure.

Airwork Aviation staff are expected to maintain a professional and ethical working relationship with all other staff members, management, and students. Breaches of the disciplinary standards will result in discussion between the relevant Instructor and Airwork Aviation, and appropriate action will be taken.

Plagiarism

Definition

Plagiarism is the "wrongful appropriation" and "purloining and publication" of another author's "language, thoughts, ideas or expressions," and the representation of them as one's own original work.

Policy

Plagiarism is considered academic dishonesty and a breach of journalistic ethics. It is subject to serious sanctions such as expulsion. It is quite reasonable to research material while undertaking assessment. All sources, however, must be clearly referenced. Airwork Aviation 's CEO takes an extremely strict approach to plagiarism and proven incidents will not be tolerated.

Student Expectations

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 Aviation 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 Aviation of any changes in circumstances, e.g., Address, phone number, visa status etc.
- Dress appropriately while on Airwork Aviation premises.
- Pay fees as required by Airwork Aviation.

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 copyright laws,
- Plagiarism or cheating.

Students must always abide by these rules while on Airwork Aviation 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.

GENERAL INFORMATION

Facilities

Airwork Aviation the following facilities available for students:

- Classrooms equipped with whiteboards, data projectors, tables and chairs.
- Scaled models to assist with learning,
- Briefing rooms,
- Study rooms,
- Internet access,
- Indoor and outdoor lunch areas,
- Kitchen equipped with fridge, freezer, microwave and kettle,
- Tea and Coffee,
- Hangars,
- Helicopters (Robinson R22's, Robinson R44's and Bell 47's)
- Aeroplanes (Cessna172's, Cessna 182 and Piper Seminoles)
- Engineering and maintenance team.

Attendance

It is a condition of your contract with Airwork Aviation 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.

Attendance will be recorded at the end of each week 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 HOO to discuss your attendance level and identify any issues that are impeding the student's attendance.

An Academic Progression Plan may be put in place.

An academic progression plan 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 academic progression plan 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 or,

- Counselling/Referral for assistance with medical issues that might be influencing attendance/course progression or,
- Counselling/Referral for assistance with environmental issues which might be influencing attendance/course progression
- Modification of study load where appropriate or,
- Additional assistance for absences longer than five consecutive days without approval, the student will be contacted by the HOO.

Transport

Transportation is available by way of extensive train and bus routes to all Brisbane and 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

FEE INFORMATION

Fees and charges

Airwork Aviation operates predominately as a 'fee for service' training business. This means all training programs attract fees. All fees will be paid in accordance with the fee structure unless prior arrangements are made with Airwork Aviation management.

Fee information is available via:

- Airwork Aviation website
- Airwork Aviation promotional material
- Direct email from Airwork Aviation

Each of these information streams clearly identifies all fees and charges, including optional charges such as Recognition of Prior Learning (RPL) fees, and will be updated regularly so that both Airwork Aviation and our clients will be protected.

Airwork Aviation will provide the following fee information, to each student:

- a) The total amount of all fees including course fees, administration fees, materials fees and any other charges;
- b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- c) The nature of the Student Protection offered by the RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- d) The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- e) The RTO's refund policy.

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 that is not listed in the provided equipment listed below.

Inclusions and Exclusions

Students will be provided with:

- The course textbooks,
- Navigation equipment,
- Relevant charts,
- Pilots' logbook,
- Student study schedule,
- The first two attempts of each CASA exam.

Students are required to fund the following:

- Aviation Security Identification Card (ASIC)
- Licence & any associated application fees,
- CASA medical assessment,
- Any lost or damaged equipment,
- Living and travel expenses,
- Accommodation,
- Any replenishment of expired charts/books,
- Any exam rebooking fees as a result of students' decision to change exam booking,
- Any exam fees that fall outside the two initial exam sits
- Stationary (Pens, pencils, writing pad, laptop/tablet or Calculator)
- Any additional flying hours in excess to the course if applicable.

Flying equipment is available to loan over the course however, you will require equipment such as:

- Headsets
- Kneeboard

Fee Structure

Fee for Service Students

Each qualification offered by Airwork Aviation has a specific course fee. The course fee is the maximum fee that may be charged to the student for their selected training program.

Our policy of a staged, progressive payment schedule is intended to provide fair and equitable training and assessment service. The student will pay for training and assessment services as they are provided.

It is Airwork Aviation's policy that the course fee will be *all-inclusive*. Students will not be 'surprised' by unexpected requirements, fees, or expenses.

Where additional resources normally associated with a program of study are required (for example, reference material, research documents, own computer) students would be clearly advised of exactly what is required in the student study guide for that program.

Payment Schedule

Airwork Aviation's policy is to make taking part in quality training and assessment accessible and affordable. Our payment schedule asks students to make equal payments across the duration of the training program.

As a simple and obvious means to keep track of the student's payments, the payment schedule is structured around the face-to-face training days.

A binding contract is created between the student and Airwork Aviation when the student accepts the place offered by Airwork Aviation upon signing the Student Agreement and paying the fees indicated in the letter of Offer.

Recognition of Prior Learning (RPL)

Legislation, workplace health, safety, and industry best practice mean the likelihood RPL being appropriate for the qualifications or units of competency on Airwork Aviation's scope is minimal.

Airwork Aviation must, however, demonstrate a Recognition of Prior Learning (RPL) policy and system and make it available to students.

To ensure fluid and seamless administration, Airwork Aviation will discuss a payment method with the student. They may choose:

- Scheduled direct debit
- Schedule credit card payment
- BPay transfer
- Or similar

The students will be provided with:

- The first training day of the course, induction etc
- The course textbooks,
- Navigation equipment,
- Pilots' logbook,
- Student study schedule,
- The first set of assessments and
- Other relevant support materials.

Please note that the student is responsible for the cost or purchase of any lost or updated equipment required to complete the CPL course.

The payment schedule used by Airwork Aviation ensures students receive the training and assessment services they have paid for.

Corporate Clients

Payment

Airwork Aviation currently does not have corporate clients.

In the event that this eventuates, it will be the employer's responsibility to organise payments with Airwork Aviation.

This means the employer or agency will manage the payment in negotiation with Airwork Aviation. The payment schedule for corporate clients will observe the payment schedule described above and be invoiced in arrears.

Other Fees

Enrolment fee

No enrolment fee is applicable.

Withdrawal fee

No withdrawal fee is applicable.

Re-submit fee

No re-submit fee applies.

Re-assessment fee

No re-assessment fee applies.

Produce partial completion statement of attainment.

No fee applies to produce a statement of attainment when the student has partially completed the training program and must withdraw.

Re-print certification

Where the student requests a new copy of his/her certification, the following fees apply:

- Statement of attainment \$50.00+GST
- Qualification (with academic transcript) \$80.00+GST

Contact Us

5/19 Lear Jet Drive Caboolture QLD 4510

Phone: 07 5495 8000

Email: admin@airwork.com.au

Methods of payment

Students may make payments to Airwork Aviation by any of the following means:

- EFTPOS (1.5% EFT Fee is applicable)
- Credit Card (MasterCard and VISA only)
- Direct Deposit

GST (Good and Services Tax)

All Nationally Recognised Qualifications, Accredited Courses and Units of Competency delivered by Airwork Aviation are GST-Free in accordance with the Australian Taxation Office GST Rulings GSTR 2000/27, GSTR 2001/1 and GSTR 2003/1.

Payment Receipts

A tax invoice/receipt will be issued for all payments.

Refunds – Fee for Service Students

Airwork Aviation will protect fees paid in advance and has a fair and reasonable refund policy.

Information provided prior to enrolment or the commencement of training and assessment, whichever comes first, specifies the student's rights as a consumer, including but not limited to any statutory cooling-off period (where applicable) and the student's right to obtain a refund for services not provided by Airwork Aviation in the event the:

- Arrangement is terminated early, or
- Airwork Aviation fails to provide the agreed services.

Refund – Prior to Commencing Training

An application for a refund is addressed according to the amount of notice given by the person making the request:

- 14 days prior to the commencement of the course – 100% refund
- Between 13 days and 7 days prior to the course - 75% refund
- Between 6 days and the commencement of the course – 50% refund
- Withdrawal during the course – no refund. A pro-rata credit is available so the student can complete the course at a later date.

Refund – After Training has commenced.

A student may ask for a refund of the most recent scheduled payment. Airwork Aviation will refund 100% of the most recent scheduled payment.

For example:

A student has made their scheduled payments up to and including Payment 5. And taken part in the training and assessment delivered at that point in the course.

After completing the face-to-face training day that coincides with Payment 5, the student approaches a Airwork Aviation representative and asks for a refund.

The refund will be 100% of the most recent scheduled payment made.

A 100% refund will be made to the student within 48 hours.

Airwork Aviation will encourage the student to return to the training program in the future.

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 Aviation may refund the balance of unused fees paid. The fee refund is wholly at the discretion of the CEO. Appropriate evidence, such as a death or medical certificate will be required.

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.

Corporate Clients

Any refund of course fees will be negotiated between Airwork Aviation and the employer or agency. A fair and equitable refund policy will apply.

Protecting fees

Airwork Aviation will ensure that student's prepaid fees (including enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course) are protected in an appropriate manner.

Student's training is further protected by Airwork Aviation' financial management policy and procedure. Any fees taken prior to the commencement of training are deposited into the No 2 (deposit) account. Fees paid in advance are not transferred to the operating account until training commences.

Airwork Aviation will not collect more than \$1,500 in advance and will take progressive payments that are proportionate to the training services provided. The payment schedules outlined above support this policy.

Third Party Training

Where applicable, Airwork Aviation' Student Protection extends to training partners and training conducted by a third party on behalf of the RTO. Currently, Airwork Aviation does not engage third parties.

VET STUDENT LOAN STUDENTS

VET Student Loan Students

Students may be eligible for study assistance through an Australian Government [VET Student Loan](#).

The VET Student Loans program is an Australian Government loan program that helps eligible students enrolled in approved courses at diploma level or above, at approved course providers pay their tuition fees. The loan has income-contingent repayment arrangements, which means you only need to make repayments if you are earning above the minimum repayment threshold. You can make voluntary repayments at any time.

If you are an eligible student, the Department of Education and Training (the department) may approve your VET Student Loan for an approved course. The department will pay your loan directly to your approved course provider. You will be responsible for any gap amount in the tuition fees, which are not covered by the loan. You will owe a debt to the Australian Government for the loan, which will be managed by the Australian Taxation Office (ATO).

A student may discuss their eligibility with an Airwork Aviation representative.

Airwork Aviation is listed as a VET Student Loans approved provider on the [My Skills](#) website and the [VET Student Loans Approved Course Providers List](#). Approved courses are identified by a highlighted 'VSL (VET Student Loan)' symbol.

Eligible students will be entitled for loans up to a capped loan amount. The maximum loan amount available for a student studying with Airwork Aviation may apply for is \$94,207.

AVI50222 Diploma of Aviation (Commercial Pilot License – Aeroplane)	\$94,207
AVI50322 Diploma of Aviation (Commercial pilot License – Helicopter)	\$94,207
AVI50519 Diploma of Aviation (Instrument Rating)	\$94,207

Before you apply, we recommend you read the [VET Student Loans Information Booklet](#).

Based on a loan fee of 20% applies to VET Student loans, the VSL debt a student may incur if the student receives the maximum VSL amount to above is \$113,048.40. Your loan is repaid through the Australian tax system when you reach the minimum income threshold, which is set each year by the Australian Government and published on Study assist. These repayments continue until the full amount has been repaid. Please see above links to for more information and eligibility.

The VET Student Loans Information Booklet provides key information students applying for a VET Student Loan need to know. The topics covered include eligibility, applying for and managing your loan, as well as your rights and obligations.

You must read this booklet before applying for a [VET Student Loan](#).

Application Process - VET Student Loan Students

1. Student sends in the application to Airwork Aviation with all required documentation.
2. Airwork Aviation 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 system,
5. Airwork Aviation 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 become 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.

Eligibility – VET Student Loan Students

To be eligible, you must either:

- be an Australian citizen, or
- a permanent humanitarian visa holder, who is usually resident in Australia, or
- a Pacific Engagement visa holder, who is usually resident in Australia (census dates after 1 February 2024)
- be a New Zealand citizen on Special Category Visa (SCV subclass 444) who grew up here. Holders of other permanent visas and temporary visas are NOT eligible for a VET Student Loan.

You must also:

- have a tax file number or be applying for one (the personal details of your TFN with the ATO (Australian Tax Office), must match the personal details you have provided to Airwork Aviation, for example your name and date of birth)
- have a Unique Student Identifier (USI)
- intend to undertake your course primarily in Australia
- be assessed as academically suitable to undertake a high-level vocational qualification.
- Senior Secondary Certificate of Education awarded to the applicant by an agency or authority of a State or Territory for the student's completion of year 12,
- Diploma awarded to the applicant for the applicant's completion of the International Baccalaureate Diploma Program, or
- the applicant is assessed using an approved assessment tool, as displaying competence at or above Exit Level 3 in the Australian Core s/Skills Framework (ACSF) in both reading and numeracy
- A certificate that a qualification at level 4 or above in the Australian Qualification Framework (AQF) has been awarded to the applicant, or at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF.

- have not exceeded your lifetime Commonwealth student loan limit. for 2024, the HELP loan limit for most students is **\$121,844**, the limit for students studying medicine, dentistry and veterinary science courses leading to initial registration, or eligible **aviation** courses with census dates in 2024 is **\$174,998**. Please see link.

[Your borrowing limit - Study Assist, Australian Government](#)

This certificate must be a document issued by a body registered to award the qualification in the AQF in Australia, or a letter or certificate issued by a Federal, State or Territory government agency which assesses overseas qualifications (or an organisation contracted by such an agency to undertake such assessments), that evidences that the applicant's qualification has been assessed by that agency (or contracted organisation) and determined to be equivalent or comparable to a qualification in the AQF at level 4 or above, or a qualification at a level in a framework that preceded the AQF, equivalent to level 4 or above in the AQF.

The course for the qualification to meet this requirement was delivered in English. More Information about VET Student Loans can be found at airwork.com.au on the student loan information tab or by visiting: <https://www.dewr.gov.au/>

Tax File Number Requirements – VET Student Loan Students

To apply for and use the VET Student Loans scheme, you will be required to enter your Tax File Number (TFN) into your electronic Commonwealth Assistance Form (eCAF). If you do not have a TFN you can [apply for one online via the Australian Taxation Office \(ATO\) website](#).

If you have a TFN already, please check your details are correct by logging into your myGov account prior to lodging your eCAF to avoid delays.

For more information on the tax file number requirements please refer to the [VET Student Loans Information Booklet](#).

Schedule of Fees – VET Student Loan Students

Census Date

A Census Day is the last day you can cancel your enrolment in a unit of study without incurring a debt.

A census day is also the last day you can apply for a VET student Loan for that unit of study. The census day will occur at least 20% of the way through the unit of study. When withdrawing, deferring or resuming your studies, please ensure that Airwork Aviation triggers a progression form in the eCAF system.

Progression and Engagement

Students must meet engagement and progression requirements by completing a Progression Form to continue accessing a VET Student Loan. The progression form allows the student, to advise the department of your current status. This progression form also allows your loan to be automatically closed until such time as you return to your studies and advise of this through another progression form which will result in the loan being re-opened. Progression forms must be completed within two weeks of their receipt. There are three fixed progression points throughout the year, at four-month intervals.

The progression form allows the student, to advise the Department of your current status. This progression form also allows your loan to be automatically closed until such time as you return to your studies and advise of this through another progression form which will result in the loan being re-opened. Progression forms must be completed within two weeks of their receipt.

Where a student fails to complete two consecutive Progression Forms or where a student indicates they have completed or withdrawn from their course, the department may take the view that they are no longer a genuine student, and payments may be impacted. If students advise Airwork Aviation they mistakenly indicated an incorrect status response (for example, 'completed' instead of 'continuing') in a submitted Progression Form, this document can generate another Progression Form for the student to enter the correct response.

January 2025 Commencement



Schedule of VET Tuition Fees

Course: AVI50322 Diploma of Aviation (Commercial Pilot Licence – Helicopter)							
Commencement Date: 13 th January 2025							
Location: Airwork Aviation, 5/19 Lear Jet Drive, Caboolture, QLD 4510							
Delivery Mode: Full Time, Face to face							
Aircraft: Robinson R22, Bell 47, R44							
Unit Blocks	Unit Code	Course Units	Commencement Date	Census Date	Unit Block Nominal Completion Date	EFTSL	Tuition Fees
Unit Block 1	UB1	AVIE0006, AVIF0027, AVIF0029, AVIF0033, AVIO0017, AVIY0089	13/01/2025	10/02/2025	13/03/2025	0.16	\$29,200.00
Unit Block 2	UB2	AVIY0034, AVIY0035, AVIY0036, AVIY0037, AVIY0084	14/03/2025	07/04/2025	13/05/2025	0.16	\$29,200.00
Unit Block 3	UB3	AVILIC0004, AVIY0085, AVIY0086, AVIY0087, AVIY0088	14/05/2025	02/06/2025	18/07/2025	0.16	\$29,200.00
Total					26 weeks	0.5	\$87,600.00

*\$94,207.00 is the cap for VSL

To be supplied by student not covered by VET student loans
Medical
ASIC
Navigation Equipment
CASA Licence Fees
Laptop/tablet or stationery

*Third and subsequent attempts for exams, any additional flying hours are a supplementary student expense and are not covered by tuition fees.

More information on requirements to enrol are listed in Airwork Aviation's Student Handbook available at

Unit Blocks:

Unit Block 1 – AVIE0006 Maintain aircraft radio communications, AVIF0027 Implement aviation fatigue risk management processes, AVIF0029 Implement threat and error management strategies, AVIF0033 Manage aircraft passengers and cargo, AVIO0017 Manage disruptive behaviour and unlawful interference with aviation, AVIY0089 Operate helicopter solo in the circuit area **Unit Block 2** – AVIY0034 Operate in controlled airspace AVIY0035 Operate in Class G airspace, AVIY0036 Operate at non-towered aerodromes, AVIY0037 Operate at a controlled aerodrome, AVIY0084 Conduct helicopter pre-solo exercises **Unit Block 3** – AVILIC0004 Licence to operate a commercial helicopter, AVIY0085 Control helicopter during advanced manoeuvres, AVIY0086 Manage abnormal situations and emergencies – helicopter, AVIY0087 Operate helicopter at low level, AVIY0088 Operate helicopter on solo navigation flights.

Airwork Aviation – Schedule of VET Tuition Fees 0424 v2.1 AA0023
AMT Helicopters PTY LTD, T/A Airwork Helicopters, Airwork Aviation
RTO: 30839 CRICOS: 02392G

Effective January 2025

September 2024 Commencement



Schedule of VET Tuition Fees

Course: AVI50322 Diploma of Aviation (Commercial Pilot Licence – Helicopter)							
Commencement Date: 23rd September 2024							
Location: Airwork Aviation, 5/19 Lear Jet Drive, Caboolture, QLD 4510							
Delivery Mode: Full Time, Face to face							
Aircraft: Robinson R22, Bell 47, R44							
Unit Blocks	Unit Code	Course Units	Commencement Date	Census Date	Unit Block Nominal Completion Date	EFTSL	Tuition Fees
Unit Block 1	UB1	AVIE0006, AVIF0027, AVIF0029, AVIF0033, AVIO0017, AVIY0089	23/09/2024	21/10/2024	21/11/2024	0.16	\$28,305.00
Unit Block 2	UB2	AVIY0034, AVIY0035, AVIY0036, AVIY0037, AVIY0084	22/11/2024	16/12/2024	21/01/2025	0.16	\$28,305.00
Unit Block 3	UB3	AVILIC0004, AVIY0085, AVIY0086, AVIY0087, AVIY0088	22/01/2025	10/02/2025	28/03/2025	0.16	\$28,305.00
Total					26 weeks	0.5	\$84,915.00

*\$90,497.00 is the cap for VSL

To be supplied by student not covered by VET student loans
Medical
ASIC
Navigation Equipment
CASA Licence Fees
Laptop/tablet or stationery

*Third and subsequent attempts for exams, any additional flying hours are a supplementary student expense and are not covered by tuition fees.

More information on requirements to enrol are listed in Airwork Aviation's Student Handbook available at <https://airwork.com.au/wp-content/uploads/2024/09/Student-Handbook-2024.pdf>

Unit Blocks:

Unit Block 1 – AVIE0006 Maintain aircraft radio communications, AVIF0027 Implement aviation fatigue risk management processes, AVIF0029 Implement threat and error management strategies, AVIF0033 Manage aircraft passengers and cargo, AVIO0017 Manage disruptive behaviour and unlawful interference with aviation, AVIY0089 Operate helicopter solo in the circuit area **Unit Block 2** – AVIY0034 Operate in controlled airspace AVIY0035 Operate in Class G airspace, AVIY0036 Operate at non-towered aerodromes, AVIY0037 Operate at a controlled aerodrome, AVIY0084 Conduct helicopter pre-solo exercises **Unit Block 3** – AVILIC0004 Licence to operate a commercial helicopter, AVIY0085 Control helicopter during advanced manoeuvres, AVIY0086 Manage abnormal situations and emergencies – helicopter, AVIY0087 Operate helicopter at low level, AVIY0088 Operate helicopter on solo navigation flights.

Airwork Aviation – Schedule of VET Tuition Fees 0424 v2.1 AA0023
AMT Helicopters PTY LTD, T/A Airwork Helicopters, Airwork Aviation
RTO: 30839 CRICOS: 02392G

Effective September 2024

Airwork Aviation Student Handbook 2025
0724 v4.01 AA007

Refund Policy - VET Student Loan Students

Withdrawal or non-completion of studies

More information about withdrawal procedures and exceptional circumstances is available from the [Study Assist](#) website. You must also familiarise yourself with Airwork Aviation's withdrawal policy.

Where a student seeks to withdraw from a unit, they must withdraw correctly by the census day to avoid a VETSL debt.

Before Census Date

If a student withdraws correctly from a unit or subject **by the** census day, they will not incur a debt for that part of the course. Where a student has already made an upfront payment of tuition fees, they will receive a refund from Airwork Aviation.

After Census Date

If a student fails part of a course (unit or subject) or withdraws from part of a course after the census day, they will still have to pay the tuition fee for that unit. This means students who have a VET Student Loan will incur a VET Student Loan Debt and are **NOT** eligible for a refund.

Withdrawal from a Unit

To withdraw from a unit or course without incurring a VETSL debt or forfeiting an upfront payment, you need to complete Airwork Aviation's formal withdrawal process and withdraw in writing by the census day. If the course you are withdrawing from involves enrolment with more than one provider, you will need to withdraw from each one individually.

Withdrawal - VET Student Loan Students

Refund of the fees will only be granted in accordance with the policy and procedure set out below.

The student must provide written notification of their intention to withdraw from the course.

- A written claim, stating reasons and relevant details must be submitted to the HOO (refer to organisational chart)
- Will be processed within four weeks after the notification has been received.

Airwork Aviation will not charge any fees for a student to withdraw or impose any barriers on a student that seeks to withdraw from a course or part of a course.

Withdrawal Procedure:

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

1. Student must supply Airwork Aviation 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.

Full Refund:

In the event of a student withdrawing from a VET unit of study on or before the census day for that unit of study:

- The student withdrawing from the unit does not have to request a refund.
- The action of withdrawal is sufficient.
- 100% of tuition fees paid for that unit will be refunded to the student; and
- The student will not incur a VET Student Loan debt.

No Fee Refund:

In the event of a student withdrawing from a VET unit of study after census day for that unit of study:

- No refund is applicable; and
- The student will incur a VET Student Loan debt.
- If you withdraw from a unit after the census day because you become seriously ill or for other exceptional circumstances, you can apply to Airwork Aviation to have your HELP balance re-credited and your VETSL debt removed.

***Meaning of 'exceptional 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.**

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.

Supporting Documentation

Your application for re-credit will be considered on 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 Head of Operations (HOO) is the designated VET Student Loan officer for Airwork Helicopters. The Compliance Manager 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 Head of Operations (HOO) 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 HOO 5/19 Lear Jet Drive, Caboolture QLD 4510 or email to info@airwork.com.au. This is free of charge to the student. The HOO is senior to the original staff member that is responsible for the original decision being reviewed.

The HOO 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 HOO has confirmed the original decision.

The HOO 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.

Training and Assessment

Airwork Aviation is committed to delivering high quality training and assessment services that exceed the expectations of their students. To ensure this, Airwork Aviation has implemented processes for data collection and analysis within its operations that ensure the continuous improvement of training and assessment. In order to provide high quality outcomes to their clients and students, Airwork Aviation ensures that strategies for training and assessment are developed with effective consultation with industry and stakeholders.

Principles of Training and Assessment

Training and assessment strategies developed by Airwork Aviation will adhere to the following principles:

- Training and assessment strategies are developed for each qualification/unit of competency that will be delivered and assessed.
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification.
- Each training and assessment strategy will be developed in consultation with industry representatives, Instructors, assessors, and key stakeholders.
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups.
- Training and assessment strategies will be validated annually through the internal review procedures.

Airwork Aviation will apply the Principles of Assessment and the Rules of Evidence.

Principles of assessment

To ensure quality outcomes, assessment should be:

- Fair
- Flexible
- Valid
- Reliable

Fair

Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the student to ensure that the student is fully informed about, understands, and can participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be reassessed if necessary.

Flexible

To be flexible, assessment should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency, and the student; and support continuous competency development.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment of the units of competency must cover a broad range of skills.
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application.
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on several occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

Reliable

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results are consistent with assessment outcomes. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

Rules of Evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid
- Sufficient
- Authentic
- Current

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment of the units of competency must cover a broad range of skills.
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application.
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on several occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires the collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Authentic

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work.

Current

In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires a demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

Assessment Policy

Airwork Aviation acknowledges the critical role that assessment plays in determining the competency of students. In developing the assessment (including RPL) for each qualification and unit of competence, the HOO will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification, and unit of competence of accredited course
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- Assessment complies with the principles of competency-based assessment and informs the student of the purpose and context of the assessment.
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability.
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies, and the job environment.
- Timely and appropriate feedback is given to students.
- Assessment complies with Airwork Aviation's access and equity policy.
- All students have access to re-assessment on appeal.

Airwork Aviation implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. Airwork Aviation recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions.

Connecting Training and Assessment with Industry

Industry Engagement

“Training and assessment practices are relevant to the needs of industry and informed by industry engagement.”

All aspects of Airwork Aviation training and assessment are informed by meaningful industry engagement. To maximise the outcomes for students, Airwork Aviation ensures that every opportunity to connect training and assessment with the workplace is utilised. Opportunities will be developed in consultation with the relevant industry personnel and responsibilities clearly communicated to all involved.

To identify a range of delivery and assessment methods that meet a variety of needs, an ongoing schedule of industry liaison and consultation will be adhered to. These consultations will be documented with meetings and memorandums acknowledged by those industry and enterprise representatives involved in consultation relating to the development and ongoing review of assessment strategies.

Airwork Aviation will:

- Involve industry personnel in planning training programs, where they are relevant to the training and assessment program.
- Ensure that the training and assessment program makes full use of opportunities presented by industry.
- Consult with industry personnel in the development of workplace training and assessment processes.

- Monitor the student's progress.

Information from industry stakeholders is used to continuously improve training and assessment. Several programs that engage employers or other stakeholders who contribute to each student's training, assessment, and support services to meet their individual needs are available. In addition, Airwork Aviation utilises industry engagement to inform the currency of Instructors and assessors industry skills.

Apprenticeships and Traineeships

At this time Airwork Aviation will not seek to engage apprentices or trainees. Airwork Aviation CEO may take the decision to change this policy in the future.

RECOGNISING QUALIFICATIONS and PRIOR LEARNING

Unique Student Identifier

The [Unique Student Identifier \(Usi\)](#) scheme allows students to access a single online record of their VET achievements. The online system provides each student with a USI (Unique Student Identifier) and allows for reliable confirmation of these achievements by employers and other RTOs. The USI scheme will provide a national online authenticated record of student's training attainment and will serve as a building block for a range of vocational education and training reforms. Over time, the ability of students to access and share their training records will make enrolment processes more efficient for training providers and students.

Airwork Aviation will only issue a qualification or statement of attainment to a student after the student has provided a verified USI or Airwork Aviation applies for a USI on behalf of the student. To avoid any delays in issuing certification documentation Airwork Aviation will ensure that student's USIs (Unique Student Identifier) are applied for or verified USI at the time of enrolment. Airwork Aviation will protect the security of all information related to USIs.

Security measures are in place to protect both digital and hard-copy records from loss, damage, or unauthorised access. Airwork Aviation stores paper-based records in locked cabinets. Digital records are backed up on a Cloud system. All AQF certification documentation issued by Airwork Aviation is kept for 30 years.

When reporting data about the training, each record of nationally recognised training that is provided to the national centre for vocational education research (NCVER) national VET provider collection will have a USI attached. This USI will be used to draw down on this data collection in real time. This means that, in the future, students will be able to draw down a record of their VET achievements from one place. They can view this online, or they can use the data to develop a transcript that they can attach to a job application, for example.

The USI will be increasingly useful for Airwork Aviation when the data builds, Airwork Aviation (with the student's permission) will be able to draw down information about that student's previous VET attainments throughout Australia. This will assist with assessing student's admission to courses and in some circumstances, their eligibility for funding. Training providers will have access to an online information source to manage student transfers between training providers, and the assessment of credit transfer and pre-requisites.

More information is available from the [Department of Industry's website](#) where a comprehensive [video](#) outlines the USI scheme for Airwork Aviation staff.

Recognising Qualifications from another RTO

Airwork Aviation will recognise all AQF qualifications and statements of attainment issued by any other RTO. If any ambiguity is detected when validating a student's certification, Airwork Aviation will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

Students enrolling with Airwork Aviation will be made aware of the recognition of qualifications policy by Airwork Aviation staff at the time of enrolment to offer the opportunity of recognition of relevant qualifications or statements of attainment prior to the commencement of training. Airwork Aviation Instructors will remind students of the policy progressively throughout the duration of their course.

When a student presents an AQF qualification or statement of attainment to an Instructor or staff member, a copy of the certificates will be taken and submitted to Airwork Aviation for verification. Airwork Aviation will verify the authenticity of the qualification or statement of attainment.

The verified copy of the qualification or statement of attainment is placed in the student's file. Once verification of the qualification or statement of attainment has been established, Airwork Aviation staff will inform the student and offer exemption from the relevant unit(s) of competency. Staff will ensure the student is aware of and understands what component(s) of their training and assessment are affected. Airwork Aviation staff will update the student's records accordingly.

Credit Transfer

Credit transfer refers to the transferral of academic credit obtained by students through participation in courses or national training package qualifications with other RTOs, towards a qualification offered by Airwork Aviation. Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification/unit of competence. Credit transfer of a qualification/unit of competence is available to all students enrolling in any training program offered by Airwork Aviation.

Recognition of Prior Learning

Legislation, workplace health, safety, and industry best practice mean the likelihood RPL being appropriate for these qualifications or units of competency on Airwork Aviation's scope is minimal.

Airwork Aviation must, however, demonstrate a Recognition of Prior Learning (RPL) policy and system and make it available to students.

Airwork Aviation appreciates the value of workplace and industry experience and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of a VET qualification.

To grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current, and sufficient.

RPL fee

The student will be charged 50% of the scheduled course fee. This includes the initial application, consultation either in person or via phone with a suitably qualified assessor, the RPL assessment and (if successful) certification.

Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit-by-unit basis based on the scheduled course fee.

RPL System

Airwork Aviation utilises the online Recognition of Prior Learning assessment platform: [RPL Assess](#). An RPL applicant will be provided with access to the platform and given clear instructions on how to upload their evidence. The RPL Assess [Explainer Video](#) will provide more detail.

Records

Airwork Aviation has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity, and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by Airwork Aviation and committees, individuals or organisations acting on its behalf.

Data is collected and stored in accordance with the processes outlined in this document and Airwork Aviation's record management procedures ensure timely and accurate records inform the continuous improvement processes of Airwork Aviation. In addition, these records management procedures will ensure that all documentation providing evidence of compliance to the essential standards of registration is accurately maintained.

Record keeping procedures

Upon enrolment, student's details will be entered into Airwork Aviation's database. This process initiates the establishment of the student's individual file which is then used to record all future details pertaining to the student. Documents pertaining to students currently enrolled are stored in secure, individual student files which are managed by Airwork Aviation's staff. The file is retained by Airwork Aviation and management of the file will be in accordance with Airwork Aviation's training records policy.

Airwork Aviation will retain client records for a period of thirty (30) years. These records include:

- Records of assessment results
- Records of attainment of units of competency and qualifications
- Copies of certificates and statements of attainment
- Student enrolments
- Fees paid and refunds given.

Airwork Aviation will also maintain records of staff profiles detailing qualifications and industry experience and other documentation necessary to develop, implement and maintain Airwork Aviation's quality system.

Completed assessments

Each assessment submitted by every student will be retained for a minimum period of six (6) months. Individual student records will be stored in a lockable steel filing cabinet in a locked secure office area.

At the expiration of six (6) months period, the student's assessments will be scanned and stored electronically for thirty (30) years. The electronic records are stored utilising AVETMISS compliant software and access is restricted by a password system.

Results of assessment records

Student assessment results will be recorded electronically within the Airwork Aviation database system and will be retained for thirty (30) years. This information may be used to provide annual competency completion reports and/or AVETMISS reports, as required and will provide sufficient information to re-issue the testamur, if required.

A copy of each testamur issued is scanned and retained in Adobe PDF format. If requested, the testamur may be re-printed at any time within the thirty (30) year period after issue. This method ensures the original format, design, signature, date, and units of competency are re-printed accurately and with a minimum of effort and expense.

AVETMISS Reporting

AVETMISS stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a national data standard that ensures consistent and accurate capture and reporting of VET information about students. The National Centre for Vocational Education Research (NCVER) is the custodian of the standard.

Airwork Aviation submits AVETMISS reports to NCVER annually. These reports include all student and training data including:

- Age, sex, and other demographic information
- Indigenous and disability information
- Geographic location
- Type of provider (for example, government or private) location of training delivery
- Enrolments in units of competency, as part of a qualification, and modules as part of courses
- How it was studied (for example, classroom, workplace or online)
- How it was funded
- The results obtained for unit/module (outcome)

This reporting is made under the authority of the Data Provision Requirements that are established by agreement of Training Ministers across Australia under the National Vocational Education and Training Regulator Act 2011.

Access to Records

Airwork Aviation has implemented a record management system that ensures that all students have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for record keeping and the process is monitored through the continuous improvement process and improved where necessary. This section outlines the data management procedures that support this records management system.

Access to Student Records

Access to individual student training records will be limited to those such as:

- Instructors and assessors to access and update the records of the students whom they are working with.
- Management staff as required to ensure the smooth and efficient operation of the business.

- Officers of ASQA or their representatives for activities required under the standards for registered training organisations.

Airwork Aviation Instructors and Assessors will maintain accurate and current records of each student's progress and achievement of competencies in their study. These records will be entered on the Airwork Aviation' database system during training and assessment or immediately at the completion of training and assessment.

As students complete each competency, the Instructor or Assessor will check the achievements against the relevant qualification packaging rules and sign off successfully completed competencies. All details of full or partially completed competencies will be recorded and stored on the student's file.

Upon completion of all relevant competencies within a qualification, the student will be entitled to receiving the full qualification. The certificate and statement of results and/or statement of attainment will be produced and presented to the student. A scanned electronic copy of all signed qualifications issued will be converted to PDF format and secured in the student's file.

Student Access to Records

Students have the right to request information about or have access to their own individual records. Airwork Aviation Instructors and Assessors or Administration staff will provide the requested information or access. Students also have the right to request a hard copy of their own individual file that can be supplied as a printout from records retained within the data management system.

You should feel free to ask your Airwork Aviation Instructor and Assessor or Administration Staff at any time for a printout of your progress.

Privacy

Airwork Aviation considers student privacy to be of utmost importance and will practice a high standard of care and concern regarding maintaining student privacy in all aspects of business operations. Any persons external to the organisation acting on behalf of Airwork Aviation are made aware of the confidentiality procedures and privacy policies prior to commencing work with Airwork Aviation.

Airwork Aviation will comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and the [Australian Privacy Principles \(2014\)](http://www.privacy.gov.au). www.privacy.gov.au. Airwork Aviation ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the Standards for RTOs. Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and/or letters will be recorded.

Security

Airwork Aviation ensures further security of records by complying with the storage requirements detailed in ASQA's General directive: *Retention requirements for completed student assessment items*, 22 June 2012. This directive includes requirements for storage including: safeguards against unauthorised access, fire, flood, termites, or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. Airwork Aviation enhances its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spy ware protection software.

The data management system is Cloud based and offers the security and integrity expected of a reputable Cloud storage system. In addition, electronic records are copied to a portable hard drive, every four (4) week period. The portable hard drive is stored off site in a fireproof secure location.

Airwork Aviation software and hardcopy systems will retain student's results for a period of no less than thirty (30) years. If requested, enrolment information, training and assessment information or results of assessment will be provided in electronic format wherever possible.

Paper based records will be scanned and saved in Adobe PDF format. Paper records will be securely shredded every twelve (12) months in accordance with Airwork Aviation CEO's directions.

Ceasing Operation

If Airwork Aviation ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations. All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years. Airwork Aviation will ensure that any confidential information acquired by the business, individuals, or committees or organisations acting on its behalf is securely stored.

Complaints and Appeals

Airwork Aviation strives to ensure that each student is satisfied with their learning experience and outcome. It is anticipated that issues of concern can be resolved by meaningful and respectful communication that is encouraged by Airwork Aviation. In the unlikely event that this is not the case, all students have access to rigorous, fair and timely complaint and appeal processes which are outlined in this section of the policy and procedures document.

Airwork Aviation has a defined and transparent complaints and appeals process based on the principles of natural justice and fairness that will ensure student's complaints and appeals are addressed effectively and efficiently. Airwork Aviation's complaints and appeals policy ensures students and clients understand their rights and the responsibilities of the RTO.

Any complaints or appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority. This approach ensures that outcome of the complaints process provides a positive and constructive contribution to the operations of Airwork Aviation.

Complaints

A student may lodge a complaint regarding the RTO; Third Party; Subcontractor; another student or Instructor. There is also provision for all interested stakeholders to make a complaint if they feel aggrieved. For example, an Instructor may lodge a complaint against a student.

A complaints procedure is available to all persons wishing to make a complaint, appeal, or any other manner of objection in relation to the conduct of Airwork Aviation. The complaints procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to Airwork Aviation management and will be heard and addressed, including a response to the aggrieved person, within five (5) working days of receipt.

Airwork Aviation management will maintain a complaint register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaint procedure will be reviewed as part of the Airwork Aviation continuous improvement procedure.

It is the responsibility of Airwork Aviation management to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the complaint procedure and supply of complaint forms.

Where the appellant remains dissatisfied with the outcome of the appeals handling procedure, the appellant is to be directed to the following external agencies:

- An independent agency or consultant within the VET sector
- The Office of Fair Trading in relation to consumer protection issues
- [National Training Complaints Hotline](#) on 133 873
- [VET Student Loans Ombudsman](#)
- [ASQA](#) on 1300 701 810

Appeals

The Airwork Aviation appeals process is concerned with a student's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a student's appeal against specific assessment decisions, the student should first discuss the decision(s) with the relevant Instructor or assessor and request re-evaluation. The Instructor or assessor will hear the student's appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the student.

If the student is still dissatisfied with the Instructor or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following principles upon submission to management:

- The notice of appeal should be in writing, addressed to Airwork Aviation for referral to the management team and submitted within five (5) days of notification of the outcome of the Instructor or assessor's re-evaluation process.
- The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If a student's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to management. The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

It is the responsibility of Airwork Aviation management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the appeal procedure and supply of appeal forms.

All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process.

Where the appellant remains dissatisfied with the outcome of the appeals handling procedure, the appellant is to be directed to the following external agencies:

- An independent agency or consultant within the VET sector
- The Office of Fair Trading in relation to consumer protection issues
- [National Training Complaints Hotline](#) on 133 873

Complaints/Appeals Procedure

All persons wishing to make a complaint, appeal, or any other manner of objection in relation to the conduct of Airwork Aviation or any third party (such as other students, outsourced Instructors, subcontractors, staff, Instructors, assessors) have access to the following procedure:

Informal complaint/appeal:

- An initial complaint or appeal will involve the student communicating directly with Airwork Aviation verbally or by other appropriate means.
- All persons identified or subject to a complaint will be notified in writing of the content of the complaint and/or allegation and afforded all-natural justice and procedural fairness response mechanisms
- Airwork Aviation management will decide, discuss their judgement with the student and record the outcome of the complaint or appeal.

- Students dissatisfied with the outcome of Airwork Aviation' decision may initiate the formal complaint procedure.

Formal complaint/appeal:

- It is normal procedure that all formal complaints proceed only after the initial informal complaint or appeal procedure has been finalised.
- The formal complaint or appeal is to be submitted in writing, and the procedure and outcome recorded by Airwork Aviation management.
- On receipt of a formal complaint, the HOO, or a nominated senior management person independent of the complaint will notify the complainant in writing that they have received the submission.
- The HOO will convene the complaint committee to hear the complaint.
- The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the complaint or appeal. Members of the committee should include:
 - A representative of Airwork Aviation management
 - An Airwork Aviation staff member
 - A person independent of Airwork Aviation (i.e. Richard Turner of TBS Consulting)
- The complainant/appellant shall be given an opportunity to present the case to the committee and may be accompanied by one (1) other person as support or as representation.
- Staff member(s) involved shall be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or as representation.
- The complaint committee will reach a decision on the complaint or appeal after consideration of each case presented.
- The complaint committee will inform all parties involved of the outcome in writing within five (5) working days of making the decision.

All complaints and appeals will be reviewed at Airwork Aviation monthly management meeting. Continuous improvement procedures may be actioned when the complaint/appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current Airwork Aviation policies and/or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

Delayed processes

In the unusual circumstances where a delay in the complaint or appeal process occurs, where longer than sixty (60) calendar days are required to process and finalise the complaint or appeal, Airwork Aviation will inform the complainant or appellant in writing. In line with the importance that Airwork Aviation places on open and transparent processes and communication, the first written communication will be made at five (5) days. From that point, the complainants or appellant will be regularly updated on the progress of the matter. Including reasons why more time is required.

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 QLD 4510

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

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

Phone: 1300 130 670

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

Legislative Requirements

Registered training organisations are subject to legislation pertaining to training and assessment, as well as business practice. Airwork Aviation will comply with relevant legislation and regulatory requirements and will inform all staff and clients of the requirements that affect their duties or participation in vocational education and training. Airwork Aviation recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff.

Current Legislation

Current legislation is available online at: <http://austlii.edu.au>

Examples of legislation relevant to the training business, its staff and students includes but is not limited to:

Commonwealth legislation:

- Copyright Act 1968
- Commonwealth Privacy Act 1988/Privacy Amendment Act 2012/Privacy Regulation 2013
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992
- National Vocational Education and Training Regulator Act 2011
 - Standards for VET Regulators 2015
 - Standards for registered Training Organisations 2015

Queensland legislation:

- Child Protection Reform Amendment Act 2014
- Disability Services Act 2006
- Anti-Discrimination Act 1991
- Fair Trading Act 1989
- Further Education and Training Act 2014
- Work Health and Safety Act 2011

Training authorities/regulators:

- National VET Regulator (NVR)
- Department of Education and Training
- Department of Employment
- Australian Skills Quality Authority (ASQA)
- Council of Australian Governments Industry and Skills Council (COAGISC)

Airwork Aviation Legislation Implementation

Work, Health, and Safety Policy

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the above mentioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

It is an obligation under legislation that all Airwork Aviation employees and management contribute to and assist in maintaining workplace health and safety and risk management operations as part of their role within the RTO. Airwork Aviation management is responsible for providing the following standards as part of its commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate workplace health and safety professional development for Airwork Aviation students, employees, management, and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods.

Airwork Aviation has initiated procedures, policies, guidelines, and work instructions, practicing an ongoing commitment to workplace health and safety including each site used for training delivery. The following procedures and standards are observed by Airwork Aviation to achieve a safe working and learning environment:

- Maintain a safe, clean, and efficient working environment
- Evacuation plan (fire, bomb, major incident)
- Emergency control
- Accident/Incident reporting
- Rehabilitation
- Risk identification reporting
- PPE/chemicals (storage)
- Manual handling techniques and training
- Store and dispose of waste according to WHS regulations
- Equipment checks and maintenance
- Equipment safe storage
- Fire hazards identified and fire prevention
- Student safety
- Unsafe situations identified and reported
- First aid and safety procedures displayed, for all Airwork Aviation staff and students to see

***For more information on all procedures listed please refer to the Work, Health and Safety Manual (Document AA0071) located in the main office at 5/19 Lear Jet Drive, or you can request a copy.**

COVID – 19 Policy

Currently, restrictions associated with Covid – 19 are not required. If, however, circumstances changed and restrictions were required, the following will apply.

Masks are not required to be worn by staff or students at this time.

Hygiene

Masks to be worn by staff and students when indoors.

Airwork Aviation staff and management will provide and promote hand sanitiser stations for use on entering building and other locations and ensure adequate supplies of hand soap and paper towels are available for staff and students.

- A hand sanitiser station is available at reception.
- Commercial hand soap has been stocked and is available in bathrooms.
- Department of health signage (information) mounted to all bathroom walls.

Staff will disinfect all high activity touch points at least twice daily. For example, but not limited to:

- Door handles
- Cupboard handles.
- Light switches
- Classroom table surfaces
- Benchtops
- Touch screens
- Shared equipment

The kitchen area and kitchen utensils will be cleaned after each use.

Physical distancing and limiting attendance.

Were a Covid 19 outbreak to occur, Airwork Aviation will comply with any additional restrictions imposed by the Queensland or Australian governments. For example:

- Student's classroom seating is 1m apart.
- Students must use their own seat. 'Hot seating' or swapping seats is not permitted.
- Class seating is arranged so students do not face each other.

Airwork Aviation requires all staff and management to be vaccinated against Covid 19 and strongly recommend to students they receive their vaccination.

Student class groups will not exceed the proposed number of 15.

All air-conditioning and ventilation meet the requirements expected of RTO premises.

Students are encouraged to request a Covid 19 test if they experience any symptoms. The student will apply the principles of self-isolation. A test result will normally be returned within 24 hours which means a student who returns a negative test will experience little or no disruption.

Reference is made to the Airwork Aviation Student Support policy and procedure as/if required.

Harassment and Discrimination Policy

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and have the opportunity to feel safe, valued, and respected.

Discrimination is where a person treats or proposes to treat, a person with an attribute less favourably than another person without the attribute is or would be treated under the same circumstances. Examples include but are not limited to discrimination by age, disability, employment, nationality, religion, gender, and sexual orientation.

Harassment is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated, or embarrassed.

Bullying is any unwelcome and offensive behaviour that intimidates, humiliates, and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours, isolating, or ignoring a person, putting people under unnecessary pressure and sabotaging someone's work or their ability to complete their work.

At Airwork Aviation it is made known that if a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, an Instructor or other Airwork Aviation staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff member to follow Airwork Aviation policy and procedures to rectify the situation.

The following principles and processes are implemented by Airwork Aviation to achieve a working and learning environment that is free from harassment and discrimination:

- It is the right of all staff and students to work and study in an environment free of any form of harassment and discrimination.
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful, and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by Airwork Aviation
- When Airwork Aviation management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained.
- It is the intention of Airwork Aviation management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation.
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support, and assistance in resolving the issue from Airwork Aviation management.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised.

- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or Instructors. Managers and Instructors should be conscious of how they present their feedback to ensure the message is not misinterpreted.
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution.

Working with Persons Under 18 Years of Age

There is no single national framework setting out the requirements for obtaining Working with Children Checks or Police Checks. Each state and territory have their own procedures, and it is necessary to fulfil the requirements in the jurisdiction(s) in which you are working. Relevant legislation and state and territory screening programs are explained in this [linked table](#). Including [State and Territory requirements](#).

Individuals are required to apply for a Working with Children Check, known as a "Blue Card" in Queensland. Valid for 3 years, Blue Cards entitle individuals to engage in child-related occupations/volunteering. Organisations providing child-related services must also have policies and procedures in place to identify and minimise risk of harm to children, which are monitored by the Public Safety Business Agency.

Working with Children (Risk Management and Screening) Act 2000 (Qld) Working with Children (Risk Management and Screening) Act 2000 (Qld) Working with Children (Risk Management and Screening) Act 2000 (Qld) Individuals are required to apply for a Working with Children Check, known as a "Blue Card" in Queensland. Valid for 3 years, Blue Cards entitle individuals to engage in child-related occupations/volunteering. Organisations providing child-related services must also have policies and procedures in place to identify and minimise risk of harm to children, which are monitored by the Public Safety Business Agency. In Queensland the Working with Children Check (Risk management and screening) Act 2000 applies. Individuals are required to apply for a working with children check known as a "Blue Card."

Students under 18 years of age may enrol with Airwork Aviation. According to the law, a child is considered any individual less than 18 years of age.

Airwork Aviation management recommend that all staff obtain the appropriate pre-employment screening which is mandatory in those cases where staff are required to train children Information regarding Police checks and Working with Children Checks is available from the [Australian Institute of Family Studies](#).

Airwork Aviation will ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination, and intimidation. All staff are required to report to Airwork Aviation management any behaviour that can be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

In cases where allegations or information indicate it is reasonable to believe a student has suffered from or may require protection from harm, Airwork Aviation will report to situation the relevant authorities.

Consumer Rights

Consumer protection

On 1 January 2011, the Australian Consumer Law commenced and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- National consumer protection and fair-trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

Contractual agreement

Students who enrol in a training program with Airwork Aviation should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, Airwork Aviation will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:

- Wording that allows the prospective student to know what they are agreeing to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions, or dialogue (written or verbal) that may force or coerce the student
- Fair dealings for disadvantaged students

For more information on consumer rights, please refer to www.consumerlaw.gov.au

Privacy Principles

The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Privacy Principles that are strictly applied to all aspects of Airwork Aviation's operations include:

Collection

Airwork Aviation will only collect necessary information pertaining to one or more specific operations. The student will be informed as to the purpose for which details are being collected.

Use and disclosure

Airwork Aviation will ensure student personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student unless a prescribed exception applies.

Data quality

Airwork Aviation will take all reasonable measures to ensure that all students personal information that is collected, used, or disclosed is accurate, current, and complete.

Data security

Airwork Aviation will take all reasonable measures to ensure all collected students' personal information is protected from misuse, loss, or damage, and that all data and record storage is secure from unauthorised access, modification, or disclosure.

Openness

Airwork Aviation will maintain documentation which detail how students personal information is collected, managed, and used. When a student makes an enquiry in relation to information collected, Airwork Aviation will explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.

Access and correction

Airwork Aviation will allow students access to personal information held in all circumstances unless prescribed exceptions apply. If the student identifies errors within the information, Airwork Aviation will correct and update to file.

Unique identifiers

Airwork Aviation will not assign students unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

Anonymity

Airwork Aviation will provide students the opportunity to interact with the business without requiring the student to make their identity known in any circumstances it is practical and possible to do so.

Trans-border data flows

Airwork Aviation privacy protection principles apply to the transfer of data throughout Australia.

Sensitive information

Airwork Aviation will request specific consent from a student in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to a student's health, criminal record, racial or ethnic background.

Copyright

Provisions under Part VB of The Copyright Act 1968 allow all educational institutions to copy and communicate third party material to distribute to students, within the limitations of the Statutory Education license. The Copyright Agency Ltd (CAL) administers the Statutory Education license on behalf of the Attorney General's Department.

Any RTO electing to hold this license is legally allowed to introduce a wide variety of material into its training environment, both in hardcopy and digital format, without having to obtain direct permission from the owner.

The Statutory Education license facilitates compliance and good governance across the industry, while at the same time ensuring the freedom and flexibility of sharing information without infringing copyright legislation.

Without this license, an educational institution is generally not allowed to reproduce any third-party material from any source, other than where there is a direct license/subscription in place or permission has been granted by the creator of the work.

Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the Standards for Registered Training Organisations 2015 to ensure nationally approved quality standards for training are met.

Vocational Education and Training Regulations

The VET Quality Framework is comprised of:

- [Standards for Registered Training Organisations 2015](#)
- [Australian Qualifications Framework](#)
- [Fit and Proper Person Requirements](#)
- [Financial Viability Risk Assessment Requirements](#)
- [Data provision requirements](#)

The Framework established by the [National Vocational Education and Training Regulator Act 2011](#)

The legislative framework established by the [National Act 2011](#) and related legislation:

- Gives ASQA the power to audit an RTO at any time
- Gives ASQA the power to apply sanctions (including applying conditions to, suspending, or cancelling a registration)
- Allows providers to seek a review of ASQA decisions

[Standards for Registered Training Organisations 2015](#) form part of the VET Quality Framework, a system which ensures the integrity of nationally recognised qualifications. These Standards underpin the risk based regulatory system that aims to increase the confidence of students and employers in the integrity of VET qualifications.

**Airwork Aviation Student
Acknowledgement Declaration**

I acknowledge that I, _____, have received, read, and fully understood the contents of this student handbook, which outlines the conditions of my rights and responsibilities as a student of Airwork Aviation.

Signature

Date

Name of Witness

Signature of Witness

Date

Please sign, date, and return this page to the administration team at Airwork Aviation.