STUDENT HANDBOOK

Version 1.3

May 2023

DOCUMENT CONTROL

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ABBREVEATIONS

ACN	Australian Company Number
AQF	Australian Qualifications Framework
AOC	Air operator's Certificates
ARN	Aviation Reference Number
ASIC	Aviation security identification Card
ASTAS	Aus student Tuition Assistance Scheme
ASQA	Australian Skills Quality Authority
ATPL	Air Transport Pilot Licence
CASA	Civil Aviation Safety Authority
CASR	Civil Aviation Safety Regulations
CEO	Chief Financial Officer
CLARC	CASA Licence and Registration Centre
CPL	Commercial Pilot Licence
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
LTF	Learn To Fly Australia Pty Ltd
LMS	Learning Management System
DAME	Designated Aviation Medical Examiner
DAMP	Drug and Alcohol Management Plan
ESOS	Education Services for Overseas Students
HOO	Head of Operations
ICAO	International Civil Aviation Organisation
IELTS	International English Language Testing System
MOS	Manual of Standards
PPL	Private Pilot Licence
PRISMS	Provider Registration & International Students Management System
RPL	Recognition of Prior Learning

RPL	Recreational Pilot Licence
RTO	Registered Training Organisation
USI	Unique Student Identifier

DEFINITIONS

Access and equity	means policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.
AQF certification documentation	is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.
AQF qualification	means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.
Assessment	means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.
Assessment system	is a coordinated set of documented policies and procedures (including assessment materials and tools) that ensure assessments are consistent and are based on the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.
Assessors	are persons who assess a learner's competence in accordance with Clauses 1.13 to1.16.
Audit	means an audit or compliance audit undertaken by the VET Regulator.
Australian Qualifications Framework (AQF)	means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.
Authenticated VET transcript	has the meaning given in the Student Identifiers Act 2014.

Client	means a learner, enterprise or organisation that uses or purchases the services provided by an RTO.
Code	means the unique identifier for units of competency, skill sets, VET accredited courses, modules, AQF qualifications or training packages as required by the Standards for Training Packages and Standards for VET Accredited Courses.
Competency	means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.
Current industry skills	are the knowledge, skills and experience required by VET trainers and assessors and those who provide training and assessment under supervision to ensure that their training and assessment is based on current industry practices and meets the needs of industry. Current industry skills may be informed by consultations with industry and may include, but is not limited to: a) having knowledge of and/or experience using the latest techniques and processes; b) possessing a high level of product knowledge; c) understanding and knowledge of legislation relevant to the industry and to employment and workplaces; d) being customer/client-oriented; e) possessing formal industry and training qualifications; and f) training content that reflects current industry practice.
Data Provision Requirements	are the requirements for data provision as agreed by the Industry and Skills Council and implemented by the VET Regulator as required by its governing legislation.
Educational and Support Services	may include, but are not limited to: a) pre-enrolment materials; b) study support and study skills programs; c) language, literacy and numeracy (LLN) programs or referrals to these programs; d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity; 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 and communications technology (ICT) support;
	j) learning materials in alternative formats, for example, in large print;
	k) learning and assessment programs contextualised to the workplace; and
	l) any other services that the RTO considers necessary to support learners to achieve competency.
Executive officer	means: a) a person, by whatever name called and whether or not a director of the organisation, who is concerned in or takes part in the management of the RTO; or b) an administrator, receiver and manager, or liquidator of the organisation (other than a receiver and manager, or liquidator, appointed by a court); or c) if the RTO is a body corporate: i. a person who, at any time during a period for which the organisation is registered, owns 15% or more of the organisation; or ii. a person who, at any time during a period for which the organisation is registered, is entitled to receive 15% or more of dividends paid by the organisation; or iii. the administrator of a deed of company arrangement executed by an organisation; or iv. a trustee or other person administering a compromise or arrangement made between the organisation and another person or other persons.
Government entity	means: a) a Department of State of the Commonwealth; or b) a Department of the Parliament established under the *Parliamentary Service Act 1999* of the Commonwealth; c) an Executive Agency, or Statutory Agency, within the meaning of the *Public Service Act 1999* of the Commonwealth; d) a Department of State of a State or Territory; or

	e) an organisation that: (i) is not an entity; and (ii) is either established by the Commonwealth, a State or a Territory (whether under a law or not) to carry on an enterprise or established for a public purpose by an Australian law; and (iii) can be separately identified by reference to the nature of the activities carried on through the organisation or the location of the organisation whether or not the organisation is part of a department or branch described in paragraph (a), (b), (c) or (d) or of another organisation of the kind described in this paragraph.
High managerial agent	means an employee or agent of the organisation with duties of such responsibility that his or her conduct may fairly be assumed to represent the organisation in relation to the business of providing courses.
Industry	means the bodies that have a stake in the services provided by RTOs. These can include, but are not limited to: a) enterprise/industry clients, e.g. employers; b) group training organisations; c) industry organisations; d) industry regulators; e) industry skills councils or similar bodies; f) industry training advisory bodies; and g) unions.
Industry engagement	for the purposes of Clauses 1.5 & 1.6, may include, but is not limited to, strategies such as: a) partnering with local employers, regional/national businesses, relevant industry bodies and/or enterprise RTOs; b) involving employer nominees in industry advisory committees and/or reference groups; c) embedding staff within enterprises; d) networking in an ongoing way with industry networks, peak bodies and/or employers; e) developing networks of relevant employers and industry representatives to participate in assessment validation; and f) exchanging knowledge, staff, and/or resources with employers, networks and industry bodies.

Industry regulator	means a body or organisation responsible for the regulation and/or licensing arrangements within a specific industry or occupation.
Learner	means a person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation.
Licensed or regulated outcome	means compliance with an eligibility requirement for an occupational licence or a legislative requirement to hold a particular training product in order to carry out an activity.
Mode of delivery	means the method adopted to deliver training and assessment, including online, distance, or blended methods.
Module	means a group of learning outcomes in a VET accredited course where it can be established that it is not possible to develop an appropriate unit of competency.
National Register	means the register maintained by the Commonwealth Department responsible for VET and referred to in section 216 of the *National Vocational Education and Training Regulator Act 2011.*
Nationally Recognised Training (NRT) Logo	means the logo used nationally to signify training packages and VET accredited courses.
Operations	of an RTO include training, assessment and administration and support services related to its registration, including those delivered across jurisdictions and offshore.

Professional development	means activities that develop and/or maintain an individual's skills, knowledge, expertise and other characteristics as a trainer or assessor. This includes both formal and informal activities that encompass vocational competencies, currency of industry skills and knowledge and practice of vocational training, learning and assessment, including competency based training and assessment.
	
	Examples of professional development activities include:
	
	    a) participation in courses, workshops, seminars, conferences, or formal learning programs;
	    b) participation in mentoring, professional associations or other learning networks;
	    c) personal development through individual research or reading of publications or other relevant information;

	d) participation in moderation or validation activities; and e) participation in industry release schemes.
Recognition of Prior Learning (RPL)	means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses. a) formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree); b) non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and c) informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).
Record	means a written, printed, or electronic document providing evidence that activities have been performed.
Registrar	has the meaning given in the Student Identifiers Act 2014.
Registration	means registration as an RTO by the VET Regulator, where that registration is then entered on the National Register.
RTO	means a Registered Training Organisation.
RTO code	means the registration identifier given to the RTO on the National Register.
Scope of registration	means the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to: a) both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or

	b) provide assessment resulting in the issuance of AQF certification documentation by the RTO.
Statement of Attainment	means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.
Student Identifier	has the meaning given in the Student Identifiers Act 2014.
Services	mean training, assessment, related educational and support services and/or any activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support.
Skill set	means a single unit of competency or a combination of units of competency from a training package which link to a licensing or regulatory requirement, or a defined industry need.
Trainers	are persons who provide training in accordance with Clause 1.13, 1.14 and1.16.
Training	is the process used by an RTO or a third party delivering services on its behalf, to facilitate learning and the acquisition of competencies in relation to the training product on the RTO's scope of registration.
training and assessment credential	are those qualifications, skill sets and units of competency, or relevant combination of those qualifications, skill sets and units of competency, specified in the table at Schedule 1.
Training and assessment strategies and practices	are the approach of, and method adopted by, an RTO with respect to training and assessment designed to enable learners to meet the requirements of the training package or accredited course.
Training Product	means AQF qualification, skill set, unit of competency, accredited short course and module.
Training Package	means the components of a training package endorsed by the Industry and Skills Council or its delegate in accordance with the Standards for Training Packages. The endorsed components of a Training Package are: units of competency; assessment requirements (associated with each unit of competency); qualifications; and credit arrangements. The endorsed components form part of the requirements that an RTO must meet under these Standards. A training package also consists of a non-endorsed, quality assured

	companion volume/s which contains industry advice to RTOs on different aspects of implementation.
Unit of competency	means the specification of the standards of performance required in the workplace as defined in a training package.
Validation	is the quality review of the assessment process. Validation involves checking that the assessment tool/s produce/s valid, reliable, sufficient, current and authentic evidence to enable reasonable judgementsto be made as to whether the requirements of the training package or VET accredited courses are met. It includes reviewing a statistically valid sample of the assessments and making recommendations for future improvements to the assessment tool, process and/or outcomes and acting upon such recommendations.
VET	means vocational education and training.
VET Quality Framework	comprises: a) the Standards for Registered Training Organisations b) the Australian Qualifications Framework c) the Fit and Proper Person Requirements d) the Financial Viability Risk Assessment Requirements e) the Data Provision Requirements
VET Regulator	means: a) the National VET Regulator; and b) a body of a non-referring State that is responsible for the kinds of matters dealt with under the VET legislation for that State.

GENERAL INFORMATION

1. Purpose of this Handbook

The purpose of this handbook is to provide information to student applicants that will enable them to make informed decisions about studying in Australia and at Learn to Fly Australia Pty Ltd, (abbreviated as LTF in this handbook).

This handbook book also provides a reference for enrolled students about LTF's policies and processes and their rights and obligations. LTF's recruitment, entry requirements and procedures, in addition to student visa conditions are set out in this Student Handbook.

2. Statement of Quality Assurance

Learn To Fly Australia Pty Ltd is a Registered Training Organisation (RTO) with National Provider Code 45684 and approved to offer certain courses under the Australian Qualifications Framework (AQF). https://training.gov.au/Organisation/Details/45684 is also approved to offer the same courses to overseas students studying on a student visa (Sub Class 500).

CRICOS is a register of approved providers that can offer courses to overseas students. Learn To Fly Australia Pty Ltd CRICOS code is 03913A, and as a registered provider LTF must meet the following:

- Be compliant with all components of the Vocational Education and Training (VET) Quality Framework which includes, but not limited to, the Standards for NVR Registered Training Organisation 2015, as set out by ASQA.

- Be compliant with The National Code of Practice of Education and Training to Overseas Students (the National Code and the Education Services for Overseas Students Act 2000 ESOS). The National Code 2018 is a set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and the Standards for RTO's 2015.

- Be compliant with the VET Student Loans Act 2016 that governs VET and VSL within Australia.

3. Australian Skills Quality Authority

ASQA is the national regulator for Australia's VET sector. ASQA's role is to ensure that RTOs comply with the requirements detailed in the NVR Act at all times. Compliance ensures nationally consistent, high-quality training and assessment services for the clients of Australia's VET system. https://www.asqa.gov.au/

VET Quality Framework

The VET Quality Framework is a set of nationally agreed quality assurance arrangements for training and assessment services delivered by RTOs. The framework consists of a series of legislative instruments enacted under the NVR Act.

The VET Quality Framework comprises the:

- Standards for Registered Training Organisations;
- Australian Qualifications Framework;
- Fit and Proper Person Requirements;
- Financial Viability Risk Assessment Requirements; and
- Data Provision Requirements.

To become an RTO, and to maintain registration, organisations must comply with every component of the framework. The Framework is supported and complimented by the following:

- Standards for VET Accredited Courses;
- Standards for Training Packages; and
- Standards for VET Regulators

4. Civil Aviation Safety Authority

CASA is primary responsible for maintenance, enhancement and promotion of safety for civil aviation in Australia. CASA is the governing body for additional national assessment requirements as stated in the training package. CASA have outsourced the delivery of exams to Assessment Services Pty Ltd (ASL).

Website: https://www.aslexam.com/tol/default.aspx.

For more information on CASA and their fees please go to their website www.casa.gov.au

ASIC requirements

All students enrolled in a CASA course require an Australian Security Identification Card (ASIC) prior to the issue of their licence. Students must submit their application as soon as practical before commencing the course as this is a pre-requisite to enrol into the course.

Medical Requirements

All students require a medical certificate from a CASA approved doctor (DAME) before starting a flying course.

There are two classes of CASA medicals:

A **Class 2 medical** is a general medical certificate, recommended for individuals who fly purely for their own enjoyment and recreation and do not intend to train beyond PPL level. A Class 2 medical certificate is valid for four years for applicants under 40 years and two years for older persons. A Class 2 medical is appropriate for all foreign students who undertake training at LTF for a foreign licence.

A **Class 1 medical** is required for all individuals at CPL level and beyond. The medical examination includes hearing, eyesight, ECG and blood tests and is valid for 1 year. All LTF students undertaking a course to achieve a CASA CPL or higher should get a Class 1 medical certificate before starting a flying course of study.

For more information on medical certificate requirements and the location of approved DAMEs, please visit the CASA website www.casa.gov.au and go to 'Aviation Medicals'.

CASA application procedures

Students need to login directly at http://services.casa.gov.au/avmed/default.asp with their ARN, full name and date of birth. CASA sends a link to the student's email address to begin the medical application.

The student then pays the $75 CASA fee and books an appointment with a DAME (please check the website above to obtain the updated price)

After the appointment the DAME sends the application to CASA who then forwards the medical directly to the student's email.

Drug and Alcohol Plan (DAMP)

Please refer to LTF's Drug and Alcohol Management Plan in our Policies and Procedures Manual. The manual is accessible for all students in the library. This will be covered during the student's induction and orientation process

Aviation Reference Number (ARN)

All individuals who plan to do flight training in Australia need to apply to CASA for an ARN prior to enrolment as this process is part of the pre-requisite requirements. Student are required to have an ARN before you can book an aviation medical examination. ARN Application Form 1162 can be downloaded from the CASA website www.casa.gov.au and sent to CASA with a legible copy of one piece of identification. Submit your application by one of three methods:

Mail: CASA Licence and Registration Centre (CLARC); GPO Box 2005; Canberra ACT 2601.

Email: Scan and emailing as a jpeg file to clarc@casa.gov.au

Or apply on -line via

https://www.casa.gov.au/licences-and-certification/individual-licensing/applying-aviation-reference-number-arn/individual-aviation-reference-number-application

PEXO Examinations

The courses LTF offers are developed to align with CASA syllabus and embed the learning outcomes for students to prepare to undertake the CASA cyber examinations, which is a requirement to complete the licences.

To learn more about the licences, please visit the following links which will outline the flight crew licencing requirements for the below or visit the CASA website:

https://www.casa.gov.au/

Recreational Pilot Licence (A)

Private Pilot Licence (A)

Commercial Pilot Licence (A)

Instrument Rating (A)

English Language Requirements

a. General English Language Proficiency or visit the CASA website https://www.casa.gov.au/licences-and-certification/standard-page/english-language-proficiency-flight-crew

b. Aviation English Language Proficiency or visit the CASA website https://www.casa.gov.au/licences-and-certification/standard-page/english-language-proficiency-flight-crew

Previous Flight Training Experience

Part 142 Flight Training

1. Student Transfer from Other Integrated Training Providers - LTF will accept student transfers from other Integrated Training Providers if the student is able to meet the following requirements:

2. The student authorises the transfer of their records from the Integrated Training Provider to LTF; and

3. The student meets the minimum licensing and experience requirements for entry into LTF's course; and

4. The student's records show satisfactory examination passes and satisfactory flight training records that are in line with LTF's approved Training Syllabus and timeframe; and

5. The student's records show that the remaining theory and flight training can be completed within LTF's Maximum Approved Timeframe; and

6. LTF has a course and position available to the student to meet the approved timeframe

Recognition of Prior Learning

Part 142 Students Transferring from Another Part 142 FTO

Students who are transferring to LTF from another Part 142 FTO, where they have previously been enrolled in an Approved Part 142 Integrated [CPL(A)] training course, may continue to receive integrated Part 142 flight training after an assessment by the HOO or Part 142 Senior Instructor.

This assessment will be conducted on a case-by-case basis and may be influenced by any of the following:

1. Flight assessment.
2. Records assessment.
3. Gap analysis
4. Time interval from the cessation of previous training.

The assessment may be conducted by using an appropriate formative assessment from the LTF training records to integrate the student into the training program at the appropriate stage.

Part 141 / 142 Students Transferring from Another Part 141 / 142 FTO

1. If a student wishes to transfer from another Part 141/ Part 142 FTO, the HOO or Part 141/ Part 142 Senior Instructor will first conduct a flight assessment covering all elements where they have already been recognised as competent as per the students existing records.
2.
   The HOO or Part 141/ Part 142 Senior Instructor will prepare a training plan based on this assessment flight before the student receives training from LTF

5. Incident and Accident Reporting Protocol

Please refer to LTF's Workplace Hazard and Incident Reporting Policy in our Operations Manual. The operations manual is accessible for all students in the library. Students will be subject to an individual safety induction prior to commencing flight training activities.

6. Studying in Australia

Australia is diverse and multicultural. The country's original inhabitants, the Aboriginal and Torres Strait Islander people, have been living in Australia for at least 40 000 years. The rest

of Australia's people are migrants or descendants of migrants who have arrived since the first European settlement was established at Sydney Cove in 1788. This unique mix of cultures, food, languages and religious backgrounds directly influenced Australia's culture and values.

Student Visa

Overseas students studying in Australia require a student visa from the Australian Department of Home Affairs. For more information visit http://www.border.gov.au/ or contact the nearest Australian Embassy or Consulate.

Students will need a medical examination by an immigration approved doctor before a student visa will be approved. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the CRICOS website at http://cricos.education.gov.au

Please review the ESOS framework at https://internationaleducation.gov.au

Confirmation of Enrolment (COE)

Once you have accepted your Letter of Offer and been issued with your Confirmation of Enrolment (CoE), you will need to prepare for your move to Australia. Plan to arrive two to three weeks prior to the term commencing. This will give you time to settle in before your classes commence.

Cost of Living

Rent` - $135-385

Food - $90-135

Electricity, gas -$40-55

Transport -$20-35

Telephone, postage - $20-40

Other - $50+

Total - $350-700

This should be viewed as a guide only for a single student. Costs can vary enormously from one student to another. These are basic living costs and do not include program tuition fees, costs for textbooks, other study-related needs, running a car, medical expenses, or any luxuries.

It is important to note that alongside your living costs will be other pre-arrival costs such as overseas student health cover (OSHC) and your student visa.

Overseas Student Health Care Cover (OHSC)

International students wishing to study in Australia must apply for OSHC before applying for a student visa. It includes cover for visits to the doctor, some hospital treatment, ambulance cover and limited pharmaceuticals (medicines). OSHC insurers can provide a range of different OSHC products. These may range from a basic product which covers only the compulsory minimum services to comprehensive products which cover, in addition to the compulsory minimum services, extra services as specified under the particular policy.

For further information please visit the Department of Home Affairs website www.homeaffairs.gov.au. If a student enters Australia before their OSHC begins, they are in breach of their visa conditions. To apply for a visa, the student must declare that they have obtained OSHC for the entire period of their stay, unless they are exempt from this requirement. Exemptions apply to some Belgian, Norwegian and Swedish students, who are not required to purchase OSHC.

A student will not be able to continue with their student visa application until they have declared they have OSHC for the entire period of their stay. Students will have to indicate in their application the date their OSHC starts and the date it ends. A DHA visa processing officer may need to verify that OSHC has been obtained by asking the student for evidence, such as policy details. Private international students must organise their own OSHC.

Airport Pick Up Service

LTF provides an airport pick up service for international students arriving in Australia. Students will need to select this service upon enrolment. A fee of $120.00 AUD will be charged and listed on student's enrolment agreement as "other expenses" if this service is selected by the student applicant.

7. Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at https://www.dese.gov.au/national-vet-data/vet-privacy-notice.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact LTF to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

8. Privacy Policy

Personal information is collected for the primary purpose of flight training, mainly via the enrolment form. Notwithstanding the relevant provisions of the Privacy Act 1988 LTF undertakes to abide by the following Policy:

1. The ESOS Act 2000 and the National Code 2018 to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities.

2. VET provider requirements under ASQA to collect and report "Total VET Activity" data. This includes full Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data, in accordance with the National VET Provider Collection Data Requirements Policy and National Standards for RTO's 2015.

3. Requirements under the VET Student Loans Act 2016 and VET Student Loans Rules 2016 for data gathering and reporting purposes.

Personal Information Collected by LTF

a) All personal information gathered, as required by Civil Aviation Safety Authority and of the normal administration of LTF such as name, date of birth, home address, email address, and phone number

b) All personal information with regards to next of kin for the purposes of notification in the event of an emergency

c) Most information is gathered directly from the person however from time to time it may be required to collect information from a third party. When it is required to gather information in this way you will be asked to give a written consent

Sharing of your personal details

a) LTF undertakes that no personal information gathered, shall be used for any other purpose than that stated to you.

b) Information shall not be passed to any third party without your knowledge and consent.

c)   We may pass on your information to a third party in limited circumstances when authorised under law.

d)   When your information is passed to a third party we require that they comply with the Australian Privacy Principles in the Commonwealths Privacy Act 1988.

If you wish to seek access to your personal information or enquire about the handling of your personal information, please see the Student Support Officer in the first instance.

Consent

LTF will assume that, unless you advise otherwise, you consent to the collection of the information that you provide to LTF (either directly or indirectly) for use and disclosure by LTF in accordance with our Privacy Policy.

LTF will only collect sensitive information (which is a category of personal information that includes information about things like health, religion etc.) from you with your consent and where it is reasonably necessary for LTF to provide you with services or carry out services or activities.

9. Media Policy

Only the Chief Executive Officer (CEO) or a delegate authorised by the CEO, shall make any official comment to any external agency in relation to any incident or issue that may arise. The CEO will gather information, check all facts and determine the official LTF response.

No employee, student or contractor of LTF shall allow themselves to be interviewed or make statements about any company issue to any media representative without the consent of the CEO. Failure to comply with this directive will result in disciplinary action. If a member of the media is requesting information from an employee, then the employee must politely direct the media representative to the CEO and decline further requests to provide information.

10. Social Media Policy

Social media makes up a significant part of our daily lives and can be a great networking tool for pilots. It's a great way to connect with other pilots, build industry contacts, and communicate both your achievements and the progress of your aviation training or career.

Scope & Definition:

The term "social media" is defined as websites and applications that enable users to create and share content or to participate in social networking on either a desktop computer, laptop computer, tablet or mobile phone device.

There is a large number of platforms and apps that fall within the scope of social media, however some of the more common ones include:

- ▪ Facebook, Instagram, Twitter, WhatsApp, YouTube, WeChat, Snapchat, and LinkedIn

The above examples are provided for reference, and the scope of this policy is not limited only to the platforms and apps mentioned.

We ENCOURAGE:

- **Sharing positive and responsible imagery** (including photos and video) and written communication that relates either directly or indirectly to LTF.

- **Engaging in positive interaction** with LTF social media posts (including liking/reacting, commenting, sharing and tagging).

- **Engaging in positive interaction** with LTF staff, students and partner organisations.

- **Providing imagery (including photos and video)** or stories for LTF to share on its official social media channels.

- **Giving strong consideration to your privacy settings** when sharing any written or visual information on any social media platform.

- **Promotion of aviation and flying** in general in a positive way.

We DO NOT ENCOURAGE:

- **Live video posting on any platform at any time**, as it is impossible to accurately predict when accidents might occur. You can always record video and share it on social media afterwards, providing it does not breach other guidelines.

- **Sharing imagery (including photos and video) that depicts safety-related material, including potentially questionable activities or behaviour** – from either a legal or aviation regulations perspective. This includes imagery of yourself or others, and in particular imagery that represents LTF (aircraft, facilities, uniform etc). If you are unsure whether something is okay, ask before you share it.
- **Engaging in negative discussions relating to LTF**, including our pilots, students, staff members, clients, customers or business operations. If you discover posts or conversations discussing LTF in a negative light on social media, please report these to a relevant staff member as soon as possible.

- **Engaging in negative discussions relating to other flight schools**, including their pilots, students, staff members, clients, customers or business operations.

- **Expressing opinions that claim to represent LTF** or any of its partnering organisations.

UNACCEPTABLE Use of social media:

Behaviour which is not acceptable in the work or study place in general, in relation to our fellow work colleagues, students, instructors, clients and those with whom we do business; or which is in any way dishonest, discriminatory, unethical or unprofessional, is equally unacceptable on social media.

It is unacceptable to use social media platforms to harass, bully or intimidate; to demean or denigrate; or fail to respect the privacy, dignity or confidentiality of all parties mentioned in the preceding paragraph.

11. Student Communication

LTF utilises **email** as the primary method of communicating with students and providing them with information. Students provide contact details, including address, phone numbers and email address on their enrolment form, which will be used by all departments for student training and administration.

12. Unique Student Identifier (USI)

Each individual student requires a Unique Student Identifier (USI) when studying a nationally recognised training course in Australia. LTF will not be able to issue nationally recognised qualifications to anyone without a verified USI.

What is a Unique Student Identifier?

The USI is a reference number made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- will give you access to your training records and transcripts
- can be accessed by you online, anytime and anywhere

How do I get one?

Creating a USI is quick, easy and free

1. Have a valid form of ID, such as your driver's licence or passport, handy
2. Go to www.usi.gov.au and click on 'Create my USI'
3. Fill out the form online. Be sure to enter your details exactly as they appear on your ID.
4. The system will verify your identity using the Document Verification Service (DVS). There is comprehensive information about the DVS on the USI website

What do I do with it?

When you fill out your Enrolment Form, write your USI and Date of Birth on the form.

I've forgotten my USI – what do I do now?

If you've done nationally recognised training in the past few years, you may already have a USI. You only ever need one USI. It is unique to you and is yours for life. Go to www.usi.gov.au and click on the blue 'Forgotten USI' button. You will be asked to enter some information to allow the system to identify you. Contact the USI office if you have questions about finding your forgotten USI.

13. Campus Information

Address

Address: 22-24 Northern Avenue, Moorabbin Airport, VIC 3194

Facilities

Our home base is at Melbourne's Moorabbin Airport, a Class D controlled airspace and one of the busiest flight training airports in Australia. Our state-of-the-art training facility covers 4,000sqm including classrooms, simulator rooms, direct airside access, 20 aircraft parking spaces, and our own maintenance hangar. We can accommodate more than 150 student pilots training with us at the same time.

Website: https://learntofly.edu.au/about/

Contact

Enrolment Officer Email: enrol@learntofly.edu.au Phone: 1300 352 768	**Student Support Officer** Email: studentsupport@learntofly.edu.au Phone: 1300 352 768

14. Student Accommodation

LTF's newly renovated double storey student accommodation house is 570sqm, with a large backyard and undercover deck area. The house features split system heating and cooling throughout and is situated only 1.5km from the LTF training base at Moorabbin Airport.

Please refer to LTF's Website for further information. Students who wish to book Student Accommodation will be subject to a Student Accommodation Agreement.

15. Primary Flight Instructor

The Primary Flight Instructor is responsible for the operational conduct of LTF's Diploma students allocated to them.

This includes:

▪ all aspects of LTF's quality both in topic-specific knowledge skills and competency

▪ the development and alignment of the unit performance and knowledge evidence, learning activities and assessment of the unit(s) delivery of consistent, effective training

and assessment specially focussing on the Practical Skills Assessment tasks, flight briefings and all practical training aspects.

16. Student Mentor Program

The Student Manager will be allocated as a student mentor in the first instance and will assist in areas such as (not limited to):

- Educational support and referral
- Student support service referral

17. Committees and Governance Structure

LTF Committees are implemented as a formal means of reporting and communication within the RTO. These Committees comprise of internal and external membership which inform the integrity of LTF's organisational structure for continual improvement purposes, designed to meet legislative and organisational requirements. Terms of Reference for each Committee can be found via the Resource Library.

COMPLIANCE COMMITTEE
Chair: Chief Executive Officer

SELECTION AND ENROLMENT COMMITTEE	COMPLAINTS AND APPEALS COMMITTEE	SAFETY COMMITTEE	TRAINING AND ASSESSMENT COMMITTEE	CERTIFICATION COMMITTEE
Chair: Student Training Manager	Chair: Manager	Chair: Safety Manager	Chair: Student Training Manager	Chair: Head of Operations

18. Departments

Organizational chart:

- **DIRECTORS**
  - **CHIEF EXECUTIVE OFFICER**
    - **COMPLIANCE BOARD (COMMITTEE)**
      - **ADMINISTRATION DEPARTMENT**
        - MANAGER
          - MARKETING MANAGER
          - STUDENT MANAGER
            - STUDENT SUPPORT OFFICER
      - **FINANCE DEPARTMENT**
        - ACCOUNTS MANAGER
        - ACCOUNTANT
      - **INTERNATIONAL DEPARTMENT**
        - PRINCIPAL EXECUTIVE OFFICER
          - STUDENT SUPPORT OFFICER
      - **ACADEMIC SERVICES AND STUDENT SUPPORT DEPARTMENT**
        - STUDENT MANAGER
        - STUDENT TRAINING MANAGER
      - **DEPARTMENT OF TRAINING AND ASSESSMENT**
        - STUDENT TRAINING MANAGER
          - PRIMARY FLIGHT INSTRUCTORS
          - UNIT COORDINATORS
        - HEAD OF OPERATIONS
        - SAFETY MANAGER

19. Code of Conduct

Policy

This policy is intended to provide general principles that govern acceptable behaviour. It presents the standards and norms that LTF, its students as well as the individuals, companies or organisations executing functions on behalf of LTF must respect and sets the tone for what is considered appropriate behaviour.

The code applies to all students and company's premises, sponsored accommodation and/or any activity approved and conducted in accordance with the company's affiliates. The company reserves the right to update or amend the code of conduct at any time and will communicate to all applicable the latest version via the Student Manager.

Academic Misconduct

It is academic misconduct if a student in relation to an examination or assessment:

- Cheats
- Engages in plagiarism
- Improperly colludes with another person
- Fails to comply with examination or assessment rules or directions; or
- Engages in other conduct with a view to gaining unfair or unjustified advantage

Personal Conduct

Some acts of commission or omission that will be treated as serious breaches of discipline and if proved may lead to the student's suspension or dismissal from the company. Listed below some examples but not limited to:

- Falsification of leave, absence records, documents and certificates
- Wilful insubordination of any order or direction received from the company for adherence Habitual late or irregular attendance
- Absence without leave or beyond the sanctioned leave without sufficient reasons or satisfactory explanation and/or certification
- Neglect of study or negligence of academic performance
- Disclosing or divulging proprietary information of the company for personal wrongful gain
- Damage to any property of the company due to gross negligence, wilful misconduct
- Drunkenness or indecent/disrespectful behaviour within the company premises, on the premises of customers or suppliers and outside the premises where such behaviour is in connection with the company's business reputation or prospects
- Dishonesty/lack of integrity in any regard; and
- Discrimination against harassment of any company employee/vendor/trainee based on race, religion, sex, age, nationality, disability or any other factor unrelated to the company's legitimate interests.

General Behaviour

Students must; at all times behave professionally, ethically and comply with academy policies and procedures and regulatory obligations.

The company aims to provide an environment in which all parties may participate in all aspects of their learning environment through practice of professional courtesy and non - discriminatory practices.

Students must not engage in unlawful discrimination; harassment or bullying

At our company we value and respect the social and cultural diversity of our staff and students, encouraging inclusive behaviour to provide an environment that is supportive, professional and productive.

The company expects that students are fully committed to their study and flight training to ensure satisfactory and timely completion of their respective program.

Other Rules

Staff offices

- Students must not be in a staff office unless invited and a staff member is in attendance

Student rooms

- Conversation and noise levels must be kept to a minimum
- Leave the area in a tidy condition
- Place unused paper and all rubbish in the nearest bin
- Tables clear and chair stowed
- No food and / or drink

Mobile phones

- Mobile phones are to be switched off or in silent mode in classrooms and must be turned off in the aircraft
- All mobile phones and other portable devices shall be handed to the invigilator prior to the examination

Social media and networking

LTF respects student's right to a private life. However, the company must also ensure the confidentiality and its reputation are protected.

The LTF classifies social media as, but not limited to:

- Microblogs
- Message boards
- Chat rooms
- Electronic newsletters
- Online forums
- Social networking sites
- And other sites and services that permit users to share information with others

Company students using any of the above listed services must:

- Avoid associating the company with inappropriate comments
- Ensure that they do not conduct themselves in a way that is detrimental to the reputation of the company
- Interactions with other websites that could damage working relationships
- Do not upload videos, pictures to social media with the company logos and / or assets for commercial use
- Selfies are not to be taken during flight

LTF reserves the authority and rights to request students to remove and/ or delete pictures and/or video, and or/ comments from social media

Other

- No electronic device gaming during study period

LTF may decide to terminate a student's enrolment due to wilful or deliberate behaviour that is inconsistent with the continuation of their training contract and/or may cause serious risk to the health and safety of other students and staff at LTF, or to the reputation, viability or profitability of LTF. Misconduct includes but is not limited to where students:

1. Engage in theft, cheating, fraud or assault
2. Are intoxicated (under the influence of illicit drugs/alcohol) during training
3. Refuse to carry out a lawful and reasonable instruction that is consistent with their training contract
4. Direct unreasonable behaviour towards others, which creates a risk to a person's mental or physical health and safety.

LTF may decide to also suspend a student's training during the termination process as a risk management process to protect the business' tangible and intellectual property. Students have a right to be accompanied by a support person of their choice during any stage of the termination process.

In Ground School and Flight Operations

All deviations from below rules shall be set as a violation to the code of conduct and action taken accordingly

1. Except for the extraordinary leave requirement arising out of extreme compassionate or medical grounds, no leave shall be granted when a student is assigned to ground training activities.
2. Students shall be seated and present in classroom at least 5 minutes before starting time
3. During breaks between classes students are permitted to be outside their classrooms in the corridor provided it is not a noise issue
4. Absence or being late may result in additional charges towards completing the ground training syllabus

Dress Code

As part of the professional culture at LTF, students are required to wear a standard uniform while studying. Uniforms will be made available to Diploma students as part of their orientation and induction process. Students take full responsibility to keep uniforms clean and tidy.

Uniform includes:

- Short white sleeved shirt
- Black trousers
- Navy jumper and / or jacket with logo
- Black socks and shoes
- Epaulettes (dark blue and silver stripes)

COURSE INFORMATION

1. Learning Management System

LTF utilises Axcelerate as the Learning Management System for on-line training and assessment.

LTF offers a mixed mode of delivery for Training and Assessment requirements which promotes a flexible approach to training and assessment for both domestic and international students. Students will be offered to undertake on-campus training and assessment in combination with on-line delivery options.

Training on-line includes all theory subjects which are in accordance with national standards such as RPL(A), PPL(A), CPL(A) and IREX and are available to view live on- line via video conference capabilities utilising the ZOOM platform. Sessions are recorded for viewing later and can be found via the Student Portal, Learning Management System for further review if required.

On-line Assessment is available for all students which includes On-line quizzes, short- answer, Case Studies and Simulation in order to consolidate Unit of Competency learning. Assessment tools and methodologies are available via the Unit Profile. Further information will be made available via Student Assessment Policy and Procedure and LTF's Training and Assessment Policy and Procedure.

All flight training assessment will be conducted on campus. Additional National Assessment requirements are not included in this section. Please consult CASA website for PEXO examinations.

Student Portal Access

Students will be provided with a login ID and Password and will be provided instructions during induction. The portal includes student details, assessments and results along with a digital Training and Assessment Plan so students can keep track of their academic progress.

Unit of Competency Landing Page

This page provides students with an overview of what the unit involves and the assessment requirements for the unit. A printable version is available in the resource section.

Training and Assessment Plan

Students will be able to access their training and assessment plan via the student portal. Students will be enrolled according to their training phase cluster. An overview of the Training and Assessment Plan can be found in the relevant course section.

2. Contact Hours

Hours do not exceed 6 hours in one day and 24 hours in one week and student must attend 4 days a week. This attendance is aligned with LTF's Monitoring Academic Progress and Attendance Policy and Procedure. Flight training after these set times is subject to change as per prior learning.

AVI50222 Diploma of Aviation (Commercial Pilot Licence- Aeroplane)

Training: 6 hours per week

Guided learning: 4 hours per week

Assessment: 14 hours per week

Informal/unsupervised: 8 hours per week

AVI50519 Diploma of Aviation (Instrument Rating)

Training: 6 hours per week

Guided learning: 4 hours per week

Assessment: 14 hours per week

Informal/unsupervised: 16 hours per week

3. Monitoring Attendance

Students will be required to present their swipe card to log on-campus attendance. This record will be calculated over a period of 7 days for 24 hours per week. The amount will be calculated in accordance with on-line attendance which is captured at the beginning of the training lesson.

All attendance and non-attendance is logged in the Flight Management System. Students who fail to meet at least 80% attendance will be notified in accordance with Monitoring Academic Progress Policy and Procedure.

4. IT Support

IT Support is available during operation hours by contacting the Student Manager or Student Support Officer.

5. Training and Assessment Framework

The framework and its eight principles will be used to inform policy, procedures, practice and professional development, taking an evidence-based approach at every stage, to address each principle in more detail. The principles in this policy are to be applied in all aspects of training and assessment across courses at LTF.

Component	Guiding principle
1) Course and unit development	Engaged design: industry engagement and collaboration will underpin aspects of design and development, informed by current legislative requirements
2) Course and unit delivery	Engaging delivery: units and courses will engage and challenge students through active and collaborative learning activities.
3) Student support	Effective student support: LTF will support all of its students, respecting diverse talents and ways of learning, and responding appropriately to create a sense of belonging and community.
4) Assessment and grading	Aligned and authentic assessment: assessment will be aligned with performance and knowledge evidence, assessment tools, providing students with the opportunity to demonstrate achievement in real world scenarios and professional contexts.
5) Feedback on assessment	Timely and useful feedback: assessments will be designed and administered to enable prompt feedback to be provided within a timeline that enables students to learn from the feedback provided.
6) Validation and Moderation of assessment	Effective moderation: moderation will assure the quality of (i) assessment tasks (ii) assessment criteria, and (iii) assessment outcomes, with valid and consistent judgement of student performance, in terms of standards of achievement

7) Evaluation of training and assessment	Evidence-based evaluation: the effectiveness of training and assessment will be evaluated by an organised process of collecting feedback and reflecting on outcomes, to inform future actions and make recommendations.
8) Course and unit review	Enhancement-led review and reaccreditation: course and unit review and reaccreditation will be focused on enhancements that aim to improve the design and delivery of the syllabus in future offerings, informed by engagement with staff, students, employers and other stakeholders.

6. Assessment

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

In additional to the national operating and assessment requirements to meet CASA regulations to ensure compliance with the Standards for RTO's 2015 and Training package requirements, LTF designs and implements Assessments to meet the Principles of Assessment and Rules of Evidence and undertake Assessment Validation of all training products on scope of registration within a 3-5 years validation cycle.

All Assessment Policies and Procedures are found via the resource library.

Principles of Assessment

Fairness	The individual learner's needs are considered in the assessment process.
	Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.
	The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual learner by:
	· reflecting the learner's needs;
	· assessing competencies held by the learner no matter how or where they have been acquired; and
	· drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.
	Validity requires:
	· assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
	· assessment of knowledge and skills is integrated with their practical application;
	· assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
	· judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

7. AVI50222 Diploma of Aviation (Commercial Pilot Licence-Aeroplane)

Course Overview

Organisation of training program	The course has been structured into 5 clusters in order to train and assess units of competency together because they share a common work function. This provides an efficient service delivery model whilst providing the learner with a logical learning sequence.	
	Clusters	**Unit(s)**
	CPL(A) Training Module 1	– AVIY0037 Operate at a controlled aerodrome – AVIY0054 Control aeroplane on the ground – AVIY0055 Take off aeroplane – AVIY0057 Land aeroplane – AVIE0006 Maintain aircraft radio communications
	CPL(A) Training Module 2	– AVIY0056 Control aeroplane in normal flight – AVIY0046 Execute advanced aeroplane procedures – AVIW0029 Manage pre and post flight actions – AVIY0035 Operate in Class G airspace – AVIY0047 Manage abnormal aeroplane flight situations – AVIF0030 Manage safe flight operations

	CPL(A) Training Module 3	− AVIY0034 Operate in controlled airspace
		− AVIH0010 Plan a flight under visual flight rules
		− AVIH0014 Navigate aircraft under visual flight rules
		− AVIY0036 Operate at non-towered aerodromes
		− AVIW0032 Operate and manage aircraft systems
		− AVIY0040 Apply aeronautical knowledge to aviation operations
		− AVIZ0006 Manage situational awareness in aircraft flight
	CPL(A) Training Module 4	− AVIF0026 Implement aviation risk management processes
		− AVIF0027 Implement aviation fatigue risk management processes
		− AVIY0058 Manage aircraft fuel
		− AVIF0029 Implement threat and error management strategies
		− AVIO0017 Manage disruptive behaviour and unlawful interference with aviation
		− AVILIC003 Licence to operate a commercial aeroplane

	CPL(A) Training Module 5	– AVIF0033 Manage aircraft passengers and cargo
		– AVIY0033 Operate aircraft using aircraft flight instruments
		– AVIF0035 Manage human factors in aviation operations
		– AVIY0041 Apply the principles of civil air law to aviation operations
		– AVIH0015 Plan a flight under night visual flight rules

Entry Requirements

Pre-requisites

- Must be over the age of 18 years
- Expression of Interest
- Pre-Enrolment Interview
- LLN requirements (VSL Students)
- English Language Requirements*

English language requirements (International Students Only) *

The General or Academic Training Module of the **International English Language Testing System (IELTS)** with an overall grade of 5.5. Students must successfully complete the test prior to application as this is a pre-requisite to enrol into the course. Please see the Department of Home Affairs website for the equivalent of an IELTS.

General English Language Proficiency or visit the CASA website

https://www.casa.gov.au/licences-and-certification/standard-page/english-language-proficiency-flight-crew

Aviation English Language Proficiency or visit the CASA website

https://www.casa.gov.au/licences-and-certification/standard-page/english-language-proficiency-flight-crew

NOTE: *All individuals who plan to do flight training in Australia need to apply to CASA for an ARN prior to enrolment as this process is part of the pre-requisite requirements. Student are required to have an ARN before you can book an aviation medical examination.*

Tuition Fees

Refer to LTF's Schedule of Fees

▪ All flight training associated with the Part 142 Training Program aligned with Part 61. Manual of Standards

▪ Training and assessment of all units of competency in accordance with training package requirements training.gov.au - AVI50222 - Diploma of Aviation (Commercial Pilot Licence - Aeroplane)

▪ Theory classes RPL(A), PPL(A), CPL(A) aligned with the Part 142 Training Program aligned with the Part 61. Manual of Standards

TRAINING AND ASSESSMENT

CRICOS Course Code	105755F	National Course Code	AVI50222

Diploma of Aviation (Commercial Pilot Licence-Aeroplane)

LESSON #	LESSON DESCRIPTION	DUAL	SOLO	PROG DUAL	PROG SOLO	IF (SIM)	IF (FLT)	PROG IF	TOTOAL PROG FLIGHT TIME	UNIT OF COMPETENCY	WEEK	ASSESSMENT COMPONENT	CONTACT HOURS
Flight Phase 1 – Circuit Solo			*Start Date*		*03/04/2023*		*End Date*	*18/06/2023*	*Duration (Weeks)*	*11*	*Census Date*	*19/04/2022*
CPL (A)-I 1	Effects of Controls	1.0		1.0					1.0	AVIY0037 Operate at a controlled aerodrome	4	*On-line Quiz*	*Theory Phase 1 – RPL Theory – Pre-Solo Exam, Pre-Area Solo Exam, Flight Radio Exam, CTA/CTR Exam, RPL/BAK*
CPL (A)-I 2	Straight and Level	1.0		2.0					2.0		4		
CPL (A)-I 3	Climbing and descending	1.0		3.0					3.0		5		*Internal Exam – PPL Theory – PPL Internal Exam (3 Weeks)*
CPL (A)-I 4	Medium Level Turns	1.0		4.0					4.0		5		
CPL (A)-I 5	Climbing and Descending Turns	1.0		5.0					5.0	AVIY0055 Take off aeroplane	6	*On-line Quiz*	*Weekly hours consist of:*
CPL (A)-I 6	Stalling	1.0		6.0					6.0		6		*Training: 6 hours per week*
Single Engine Aeroplane Engineering Paper													
CPL (A)-I 7	Stall Consolidation and Circuits Intro	1.0		7.0					7.0		7		
CPL (A)-I 8	Circuits 1	1.0		8.0					8.0		7		*Guided learning: 4 hours per week*
ELP Assessment													
CPL (A)-I 9	Circuits 2 – Missed Approach	1.0		9.0					9.0	AVIY0054 Control aeroplane on the ground	8	*On-line Quiz*	*Assessment: 14 hours per week*
CPL (A)-I 10	Circuits 3	1.3		10.3					10.3		8		*Informal/unsupervised: 8 hours per week*
CPL (A)-I 11	Circuits 4 – Flapless	1.0		11.3					11.3		9		
CPL (A)-I 12	Circuits 5 – Emergency	1.0		12.3					12.3	AVIY0057 Land aeroplane	9	*On-line Quiz*	
CPL (A)-I 13	Circuits Check 1	0.7		13.0					13.0		9		
CPL (A)-I 14	Circuit Solo 1		0.3		0.3				13.3		9		

Code	Description								(Cumulative)	Competency	Wk	Quiz
CPL (A)-I 15	Crosswind Circuits	1.0		14.0					14.3		16	
CPL (A)-I 16	Circuit Check 2	0.7		14.7					15.0		10	
CPL (A)-I 17	Circuit Solo 2		0.7		1.0				15.7	AVIE0006 Maintain aircraft radio communications	10	*On-line Quiz*
CPL (A)-I 18	Circuit Check 3	0.7		15.4					16.4		11	
CPL (A)-I 19	Circuit Solo 3		1.0		2.0				17.4		11	
	CASA PPL Exam											
	Flight Phase 2 – RPL Test	***Start Date***	26/06/2023	***End Date***	10/09/2023	***Duration (Weeks)***	11	***Census Date***	12/07/2023			
CPL (A)-I 20	Advanced Stalling	1.0		16.4					18.4	AVIY0056 Control aeroplane in normal flight	15	*On-line Quiz*
CPL (A)-I 21	Forced Landings	1.0		17.4					19.4		15	
CPL (A)-I 22	Steep Turns	1.0		18.4					20.4	AVIY0083 Execute advanced aeroplane manoeuvres and procedures	16	*On-line Quiz*
CPL (A)-I 23	Basic IF Sim					1.0		1.0	20.4	AVIY0035 Operate in Class G airspace	17	*On-line Quiz*
CPL (A)-I 24	Basic IF Flight	1.0		19.4			0.6	1.6	21.4		17	
CPL (A)-I 25	Training Area Solo Check 1	1.2		20.6					22.6		18	
CPL (A)-I 26	Training Area Solo 1		1.0		3.0				23.6	AVIW0029 Manage pre- and post-flight actions	18	*On-line Quiz*
CPL (A)-I 27	Short Field Take Off and Landing	1.0		21.6					24.6		19	
CPL (A)-I 28	Training Area Check 2	1.0		22.6			0.1	1.7	25.6		19	
CPL (A)-I 29	Training Area Solo 2		1.0		4.0				26.6	AVIY0047 Manage abnormal aeroplane flight situations	19	*On-line Quiz*
CPL (A)-I 30	Training Area Check 3	1.0		23.6			0.1	1.8	27.6		20	
CPL (A)-I 31	Training Area Solo 3		1.0		5.0				28.6		20	

Theory Phase 2 – CPL Theory 1 (3 weeks)

Weekly hours consist of:

Training: 6 hours per week

Guided learning: 4 hours per week

Assessment: 14 hours per week

Informal/unsupervised: 8 hours per week

Code	Exercise	Dual	Solo	Cum Dual	Cum Solo	Sim		Instr	Total	Competency	Week	Assessment
CPL (A)-I 32	Precautionary Search	1.2		24.8					29.8		21	
CPL (A)-I 33	RPL Pre-Licence	1.5		26.3			0.2	2.0	31.3	AVIF0030 Manage safe flight operations	21	Case Study
CPL (A)-I 34	RPL Flight Test	1.3		27.6			0.2	2.2	32.6		22	
	CASA CPL Exams from Theory Phase 2											
	Flight Phase 3 – PPL Nav Solo 1 and Essendon	Start Date	18/09/2023	End Date	03/12/2023	Duration (Weeks)		11	Census Date	04/10/2023		
CPL (A)-I 35	C172 AC Transition 1	1.3		28.9			0.2	2.4	33.9	AVIH0010 Plan a flight under visual flight rules	26	On-line Quiz / Simulation Exercise
CPL (A)-I 36	C172 AC Transition 2	1.3		30.2					35.2		26	
CPL (A)-I 37	C172 AC Transition 3	1.3		31.5					36.5	AVIH0014 Navigate aircraft under visual flight rules	27	On-line Quiz
CPL (A)-I 38	Navigation Exercise 1	2.0		33.5					38.5		27	
CPL (A)-I 39	Navigation Exercise 2	3.5		37.0			0.2	2.6	42.0	AVIY0036 Operate at non-towered aerodromes	28	On-line Quiz
CPL (A)-I 40	Navigation Exercise 3	3.0		40.0			0.3	2.9	45.0		28	
CPL (A)-I 41	Solo Consolidation 1		1.0		6.0				46.0	AVIY0034 Operate in controlled airspace	29	On-line Quiz
CPL (A)-I 42	ADF/VOR Orientation Sim					1.0		3.9	46.0		29	
CPL (A)-I 43	Navigation Exercise 4	3.0		43.0			0.3	4.2	49.0	AVIY0040 Apply aeronautical knowledge to aviation operations	30	On-line Quiz
CPL (A)-I 44	Navigation Exercise 5 (First Solo Nav)		2.0		8.0				51.0		30	
CPL (A)-I 45	Navigation Exercise 6	1.5		44.5					52.5	AVIZ0006 Manage situational awareness in aircraft flight	31	On-line Quiz
CPL (A)-I 46	Navigation Exercise 7	3.5		48.0			0.3	4.5	56.0		32	
CPL (A)-I 47	Solo Consolidation 2		1.0		9.0				57.0		33	

Theory Phase 3 – CPL Theory 2 (3 weeks)

Weekly hours consist of:

Training: 6 hours per week

Guided learning: 4 hours per week

Assessment: 14 hours per week

Informal/unsupervised: 8 hours per week

TRAINING AND ASSESSMENT

		CASA CPL Exams from Theory Phase 3											
	Flight Phase 4 – PPL Test and CPL 1		**Start Date**		**11/12/2023**		**End Date**		**25/02/2024**	**Duration (Weeks)**	**11**	**Census Date**	**27/12/2023**
CPL (A)-I 48	Navigation Exercise 8	3.0		51.0			0.3	4.8	60.0	AVIW0032 Operate and manage aircraft systems	*37*	*On-line Quiz*	*Theory Phase 4 – CPL Theory 3 (3 weeks)*
CPL (A)-I 49	Navigation Exercise 9 (Solo)		3.5		12.5				63.5		*37*		
CPL (A)-I 50	PPL Pre-Licence	3.5		54.5			0.3	5.1	67.0	AVIF0026 Implement aviation risk management process	*38*	*On-line Quiz* *Case Study*	*Weekly hours consist of:*
CPL (A)-I 51	PPL Flight Test	3.0		57.5			0.2	5.3	70.0		*39*		*Training: 6 hours per week*
CPL (A)-I 52	DA40 AC Transition 1	1.3		58.8			0.2	5.5	71.3	AVIF0027 Implement aviation fatigue risk management process	*40*	*On-line Quiz* *Case Study*	*Guided learning: 4 hours per week*
CPL (A)-I 53	DA40 AC Transition 2	1.3		60.1					72.6		*40*		*Assessment: 14 hours per week*
CPL (A)-I 54	DA40 AC Transition 3 / Navigation Ex Dual 1	2.5		62.6			0.2	5.7	75.1	AVIY0058 Manage aircraft fuel	*41*	*On-line Quiz*	*Informal/unsupervised: 8 hours per week*
CPL (A)-I 55	Navigation Exercise Solo 1		3.0		15.5				78.1		*41*		
CPL (A)-I 56	Navigation Exercise Solo 2		3.5		19.0				81.6	AVIY0033 Operate aircraft using aircraft flight instruments	*42*	*On-line Quiz*	
CPL (A)-I 57	Navigation Exercise Dual 2	3.5		66.1			0.3	6.0	85.1		*42*		
CPL (A)-I 58	Navigation Exercise Solo 3		3.5		22.5				88.6	AVIF0029 Implement threat and error management strategies	*43*	*On-line Quiz* *Case Study*	
CPL (A)-I 59	Navigation Exercise Solo 4		3.5		26.0				92.1		*43*		
CPL (A)-I 60	Navigation Exercise Solo 5		3.5		29.5				95.6		*44*		
		CASA CPL Exams from Theory Phase 4											
	Flight Phase 5 – CPL 2		**Start Date**		**04/03/2024**		**End Date**		**26/05/2024**	**Duration (Weeks)**	**11**	**Census Date**	**21/03/2024**

CPL (A)-I 61	Navaid Training Sim					1.2		7.2	95.6	AVIF0033 Manage aircraft passengers and cargo	48	On-line Quiz Simulation	Theory Phase 5 – CPL Theory 4 (3 weeks)
CPL (A)-I 62	General Revision Nav (Instrument Flying)	2.0		68.1			1.7	8.9	97.6		48		
CPL (A)-I 63	Navigation Exercise Solo 6		3.5		33.0				101.1		49		Weekly hours consist of:
CPL (A)-I 64	Navigation Exercise Solo 7		3.5		36.5				104.6		49		Training: 6 hours per week
CPL (A)-I 65	Navigation Exercise Solo 8		3.5		40.0				108.1	AVIF0035 Manage human factors in aviation operations	50	On-line Quiz	
CPL (A)-I 66	Navigation Exercise Dual 4	3.5		71.6			0.3	9.2	111.6		50		Guided learning: 4 hours per week
CPL (A)-I 67	Navigation Exercise Solo 9		4.0		44.0				115.6		51		Assessment: 14 hours per week
CPL (A)-I 68	Navigation Exercise Solo 10		4.0		48.0				119.6	AVIY0041 Apply the principles of civil air law to aviation operations	51	On-line Quiz	Informal/unsupervised: 8 hours per week
CPL (A)-I 69	Navigation Exercise Solo 11		4.0		52.0				123.6		52		
CPL (A)-I 70	Navigation Exercise Dual 5	4.0		75.6			0.4	9.6	127.6		52		
CPL (A)-I 71	Navigation Exercise Solo 12		4.5		56.5				132.1	(Elective) AVIH0015 Plan a flight under night visual flight rules	53	On-line Quiz Simulation	
CPL (A)-I 72	Navigation Exercise Solo 13		4.5		61.0				136.6		53		
CPL (A)-I 73	Navigation Exercise Solo 14		4.5		65.5				141.1		54		
CPL (A)-I 74	Navigation Exercise Solo 15		4.5		70.0				145.6	AVIO0017 Manage disruptive behaviour and unlawful interference with aviation	54	On-line Quiz Case Study	
	CASA CPL Exams from Theory Phase 5												
CPL (A)-I 75	CPL Pre-Licence A	1.4		77.0					147.0		55		
CPL (A)-I 76	CPL Pre-Licence B	3.0		80.0			0.4	10.0	150.0		55		

CPL (A)-I 77	CPL Flight Test	3.5		83.5			0.3	10.3	153.5	AVILIC0003 Licence to operate a commercial aeroplane	56	On-line Quiz	Weekly hours consist of:
													Training: 6 hours per week
													Guided learning: 4 hours per week
													Assessment: 14 hours per week
													Informal/unsupervised: 8 hours per week

This training plan provides one example based upon the minimum aeronautical experience required for a CPL (A) gained under an approved course. The actual total aeronautical experience required to achieve the CPL (A) may vary due to factors such as student progress, aeroplane complexity, weather conditions and airspace accessibility.

Aligned to Civil Aviation Safety Regulations (CASR) 1998 Part 61 Flight Crew Licensing Schedule 2.

The training plan is supported by a planning matrix which displays the incorporation of practical flight competencies into individual and combined lessons.

8. AVI50519 Diploma of Aviation (Instrument Rating)

Course Overview

Organisation of training program	The course has been structured into 2 clusters in order to train and assess units of competency together because they share a common work function. This provides an efficient service delivery model whilst providing the learner with a logical learning sequence.	
	Clusters	**Unit(s)**
	Instrument Rating Module 1	AVIH0015 Plan a flight under night visual flight rules AVIH0013 Plan a flight under instrument flight rules AVIY0073 Operate the aircraft in the traffic pattern at night
	Class Rating	AVIY0072 Operate a multi-engine aeroplane AVIF0030 Manage safe flight operations AVIW0032 Operate and manage aircraft systems AVIH0016 Navigate aircraft under night visual flight rules

	Instrument Rating Module 2	AVIF0029 Implement threat and error management strategies
		AVIY0081 Conduct a 2D global navigation satellite system non-precision instrument approach
		AVIY0075 Perform published instrument departure procedures
		AVIY0044 Conduct a 2D instrument approach
		AVIY0074 Perform non-published instrument departure procedures
		AVIY0033 Operate aircraft using aircraft flight instruments
		AVIY0076 Perform visual circling approach
	Instrument Rating Module 3	AVIY0045 Conduct a 3D instrument approach
		AVIY0050 Perform instrument arrival and standard arrival route procedures
		AVIH0017 Navigate aircraft under instrument flight rules

Entry Requirements

Pre-requisites

- Must be over the age of 18 years
- Expression of Interest
- LLN requirements (VSL Students if applicable)
- Pre-Enrolment Interview
- ICAO CPL(A)

NOTE: *All individuals who plan to do flight training in Australia need to apply to CASA for an ARN prior to enrolment as this process is part of the pre-requisite requirements. Student are required to have an ARN before you can book an aviation medical examination.*

Tuition Fees

Refer to LTF's Schedule of Fees

- Enrolment fee: $1,500.00 AUD (non-refundable)
- Students transferring from other providers who meet the entry requirements may be eligible to apply at different stages of the course.

NOTE: Students who already hold a Multi-Engine Class Rating may be eligible for Recognition of Prior Learning. Please consult course fee structure and Recognition of Prior Learning Application Kit for eligibility criteria.

- All flight training and theory associated with the Part 141 Training Program Syllabus

- Training and assessment of all units of competency in accordance with training package requirements training.gov.au - AVI50519 - Diploma of Aviation (Instrument Rating)

- IREX Theory Classes

Tuition Fees for both courses do not include:

- Materials and Equipment List
- Transport cost
- Accommodation
- Meals
- Medical Insurance (student cover)
- Living expenses (water, electricity, internet, mobile phone)
- Application fees of all pre-requisites

9. Discipline Allocation

Unit clusters are allocated in accordance with specific flight training phases. Each unit of competency assessment is conducted on a skills and competency level and determined by the primary flight instructor/trainer and assessor regarding student progression and academic standards.

Each grouped cohort specifically aligned with individual enrolment intakes are streamlined to the best of the organisations's ability to assess VET students in grouped examinations, ensuring the integrity and reliability of the assessment. Units of competency will be allocated in accordance with the Industry Standards and aligned with categories such as subject/disciplines within the syllabus framework.

Units of competencies are allocated to discipline groups as they share a common training and assessment theme which allows for specific group allocation. Some units contain am interdisciplinary relationship, and as such consultation between the Unit Coordinators will be maintained to achieve consistent assessment outcomes.

TRAINING AND ASSESSMENT

CRICOS Course Code		105756E	National Course Code		AVI50519
Diploma of Aviation (Instrument Rating)					

LESSON #	LESSON DESCRIPTION	DUAL	SOLO	PROG DUAL	PROG SOLO	IF (SIM)	IF (FLT)	PROG IF	TOTOAL PROG FLIGHT TIME	UNIT OF COMPETENCY	WEEK	ASSESSMENT COMPONENT	CONTACT HOURS
IFR Training Module 1: Flight Phase 1 – IREX and SE NVFR			*Start Date*	*03/04/2023*		*End Date*		*23/04/2023*	*Duration (Days)*	*21*	*Census Date*	*11/04/2023*
MECIR 1	DA40 Familiarisation - SE	1.5		1.5			0.9	0.9	1.5		*2*		*IREX Theory – IREX Internal Exam (3 Weeks)*
MECIR 2	Night Circuits – SE	0.8		2.3					2.3	AVIH0015 Plan a flight under night visual flight rules	*2*	On-line Quiz Case Study	
MECIR 3	Night Nav – SE	1.0		3.3					3.3	AVIH0013 Plan a flight under instrument flight rules	*2*	On-line Quiz	
MECIR 4	Night Circuit – Check – SE	0.7		4.0					4.0	AVIY0073 Operate the aircraft in the traffic pattern at night	*3*	On-line Quiz	
MECIR 5	Night Circuit – Solo - SE		1.0		1.0				5.0		*3*	On-line Quiz	
Class Rating: Flight Phase 2 – ME Class Rating			*Start Date*	*24/04/2023*		*End Date*		*14/05/2023*	*Duration (Days)*	*21*	*Census Date*	*28/04/2023*
MECIR 6	General Handling and Emergency Operations	1.0		5.0			0.1	1.0	6.0	AVIY0072 Operate a Multi-Engine Aeroplane	*4*	Case Study	
MECIR 7	Circuits	1.0		6.0					7.0		*4*		
MECIR 8	Introduction to Asymmetric Flight	1.0		7.0					8.0	AVIF0030 Manage safe flight operations	*5*	Case Study	

MECIR 9	Critical and Safety Speeds	1.0		8.0				9.0	AVIW0032 Operate and manage aircraft systems	*5*	On-line Quiz
Multi-Engine Aeroplane Engineering Paper											
MECIR 10	Asymmetric Circuits	1.0		9.0				10.0	AVIH0016 Navigate aircraft under night visual flight rules	*5*	On-line Quiz
MECIR 11	Pre-Licence	1.2		10.2		0.1	1.1	11.2		*6*	
MECIR 12	Flight Test	1.5		11.7		0.1	1.2	12.7		*6*	

IFR Training Module 2: Flight Phase 3 – Instrument Rating Phase		*Start Date*		15/05/2023		*End Date*		11/06/2023	*Duration (Days)*	*28*	*Census Date*	*22/05/2023*
MECIR 13	CDI (VOR/RNAV) Sector Entries & Holding Patterns (with and without wind)					1.0	2.2	12.7	AVIF0029 Implement threat and error management strategies	*7*	On-line Quiz Case Study	
MECIR 14	VOR Approach					1.0	3.2	12.7		*7*		
MECIR 15	RNAV (LNAV) Approach					1.0	4.2	12.7	AVIY0081 Conduct a 2D global navigation satellite system non-precision instrument approach	*7*	On-line Quiz	
MECIR 16	LLZ and ILS Approach					1.0	5.2	12.7	AVIY0075 Perform published instrument departure procedures	*8*	On-line Quiz	
MECIR 17	DME Arc					0.7	5.9	12.7		*8*		
MECIR 18	SIDs and STARs					0.8	6.7	12.7		*8*		
MECIR 19	Azimuth (NDB) Intercepts (With and without wind)					1.0	7.7	12.7	AVIY0044 Conduct a 2D	*8*	On-line Quiz	

									instrument approach		
MECIR 20	Azimuth (NDB) Sector Entries & Holding Patterns (With and without wind)				1.0		8.7	12.7		9	
MECIR 21	NDB Approach				1.0		9.7	12.7	AVIY0074 Perform non-published instrument departure procedures	9	On-line Quiz
MECIR 22	DGA (Azimuth and CDI guidance)				0.8		10.5	12.7		9	
MECIR 23	DA42 BIF	1.0		12.7		0.5	11.0	13.7			
MECIR 24	Nav 1 Sim				1.7		12.7	13.7	AVIY0033 Operate aircraft using aircraft flight instruments	9	On-line Quiz
MECIR 25	Nav 1 Flight - SE	2.0		14.7		1.5	14.2	15.7		10	
MECIR 26	Nav 1 Flight - ME	1.8		16.5		1.0	15.2	17.5			
MECIR 27	Nav 2 Sim				2.0		17.2	17.5	AVIY0076 Perform visual circling approach	10	On-line Quiz
MECIR 28	Nav 2 Flight - ME	2.7		19.2		2.0	19.2	20.2		10	
IFR Training Module 3: Flight Phase 4 – Instrument Rating Phase		*Start Date*	*12/06/2023*	*End Date*	*02/07/2023*	*Duration (Days)*	*21*	*Census Date*	*16/06/2023*		
MECIR 29	Nav 3 Sim				2.0		21.2	20.2	AVIY0045 Conduct a 3D instrument approach	11	On-line Quiz
MECIR 30	Nav 3 Flight - ME	2.7		21.9		2.3	23.5	22.9		11	

MECIR 31	Nav 4 Sim					2.0	25.5	22.9	AVIY0050 Perform instrument arrival and standard arrival route procedures	11	On-line Quiz	
MECIR 32	Nav 4 Flight (NIGHT component) - ME	2.8		24.7			2.0	27.5	25.7		12		
MECIR 33	Nav 5 Flight – ME	3.0		27.7			2.5	30.0	28.7	AVIH0017 Navigate aircraft under instrument flight rules	12	On-line Quiz	
					Instrument Rating Exam (IREX)								
MECIR 34	Nav 6 Flight – Pre-Licence – ME	2.7		30.4			2.0	32.0	31.4		13		
MECIR 35	Flight Test - ME	2.5		32.9			2.0	34.0	33.9		13		

IFR Training Module 1 will be conducted in the DA40
Class Rating will be conducted in the DA42
IFR Training Module 2 will be conducted in the DA40 (Nav 1 SE only) and DA42
IFR Training Module 3 will be conducted in the DA42

AVI50222 Diploma of Aviation (Commercial Pilot Licence-Aeroplane)	
Discipline of Air Law	– AVIY0037 Operate at a controlled aerodrome – AVIY0035 Operate in Class G airspace – AVIE0006 Maintain aircraft radio and communications – AVIY0034 Operate in controlled airspace – AVIY0036 Operate at non-towered aerodromes – AVIF0033 Manage aircraft passengers and cargo – AVIO0002 Manage disruptive behaviour and unlawful interference with aviation – AVIY0041 Apply the principles for civil air law to aviation operations
Discipline of Aerodynamics	– AVIY0057 Land aeroplane – AVIY0055 Take off aeroplane – AVIY0054 Control aeroplane on the ground – AVIY0056 Control aeroplane in normal flight – AVIY0083 Execute advanced aeroplane manoeuvres and procedures – AVIY0047 Manage abnormal aeroplane flight situations
Discipline of Navigation and Flight Planning	– AVIW0029 Manage pre and post flight actions – AVIH0010 Plan a flight under visual flight rules – AVIH0014 Navigate aircraft under visual flight rules – AVIY0040 Apply aeronautical knowledge to aviation operations – AVIY0058 Manage aircraft fuel – AVIH0015 Plan a flight under visual night rules
Discipline of Human Performance	– AVIF0030 Manage safe flight operations – AVIZ0006 Manage situational awareness in aircraft flight – AVIF0026 Implement aviation risk management processes – AVIF0027 Implement aviation fatigue management processes – AVIF0029 Implement threat and error management strategies – AVIF0035 Manage human factors in aviation operations

Discipline of Aircraft Systems and Common	– AVILIC003 Licence to operate a commercial aeroplane
	– AVIY0033 Operate aircraft using aircraft flight instruments
	– AVIW0032 Operate and manage aircraft systems

AVI50519 Diploma of Aviation (Instrument Rating)	
Discipline of Instruments and Planning	– AVIH0013 Plan a flight under instrument flight rules
	– AVIY0081 Conduct a 2D global navigation satellite system non-precision instrument approach
	– AVIY0075 Perform published instrument departure procedures
	– AVIY0044 Conduct a 2D instrument approach
	– AVIY0073 Operate the aircraft in the traffic pattern at night
	– AVIY0074 Perform non-published instrument departure procedures
	– AVIY0076 Perform visual circling approach
	– AVIY0045 Conduct a 3D instrument approach
	– AVIY0050 Perform instrument arrival and standard arrival route procedures
	– AVIH0017 Navigate aircraft under instrument flight rules
	– AVIH0016 Navigate aircraft under night visual flight rules
	– AVIH0015 Plan a flight under night visual flight rules
Discipline of Human Performance	– AVIF0030 Manage safe flight operations
	– AVIF0029 Implement threat and error management strategies
Discipline of Aircraft Systems and Common	– AVIY0033 Operate aircraft using aircraft flight instruments
	– AVIW0032 Operate and manage aircraft systems
	– AVIY0072 Operate a multi-engine aeroplane

Unit Profiles

The Unit Profile is a comprehensive document which aims to provide students with a holistic view of the training and assessment requirement for each Unit of Competency. The document is available for viewing via the student portal in the Learning Management System (LMS).

General Information	– Provides overview of Unit of Competency as set out by Training.gov.au
	– Pre and co-requisites
	– Unit Cluster allocation
	– Discipline
	– Unit Coordinator
	– Competency Field
	– Foundation skills
	– Range of conditions
	– Attendance requirements
	– Links and resources
Assessment Overview	– Assessment Tasks
Assessment Conditions	– Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.
	– Assessment time and duration
Resources	– Pre reading
	– Resources permitted for assessment
Policies	– Organisational policies associated with the management of Unit Profiles, Training and Assessment.
	– Assessable via the LMS resource portal

Previous Feedback	- Published feedback by students - Recommendations and outcomes to address feedback - Published and managed via the Training and Assessment Committee
Knowledge and Performance Evidence	Alignment of assessment tools and methodologies with knowledge and performance evidence *Such as Case Studies, Written Assessment, On-line Quizzes, Assignments, Flight Exercises and Consolidation, Flight Tests.*

Unit Coordinators

Unit Profiles are managed by the allocated Unit Coordinator for review and compliance in accordance with training package requirements set out by the industry regulator and communicated to the Training and Assessment Committee for excessive changes and development.

10. Scheduling Policy and Procedure

Policy

All students enrolled in a Diploma course will be bound by LTF's Scheduling Policy and Procedure. Each student will be scheduled as per their Flight Training Plan, initiated by the Primary Flight instructor at least one (1) week in advance. Student will be scheduled 4 days per week on any given day (can be non-consecutive). Students will be advised of their flight training schedule via email generated by the FMS.

Students can have their flight lesson cancelled without prior notice due to unforeseen circumstances which may include weather conditions and aircraft maintenance. In the event of a cancellation students will automatically progress to their next scheduled flight lesson. Students will be allocated a structured lesson of another nature such as a guided learning session.

Sessions which are cancelled due to unforeseen circumstances may be subject to a "make up" session. This may include Pre-licence flight test, check-flight or flight test of any nature which can be scheduled at the next available time. This will be managed and approved on a case-by-case basis and will be decided upon at the discretion of management.

This scheduling policy is aligned with LTF's Monitoring Academic Progress and Attendance Policy and Procedure and contact hours.

Procedure

- Students will receive a flight training plan advising of flight lessons and structured guided learning sessions to meet the contact hour requirements set out by LTF and to fulfil the National syllabus and training package. (Inclusive of date and time)

- Unit of competency assessment scheduling will be facilitated during the contact hours and students will be notified when assessment is to take place. The assessment pieces are aligned with the Australian Qualification Framework and tracked on the students training and assessment plan.

- Students will receive an email generated from the FSM 24 hours before confirming the schedule for the preceding day. If a student does not receive a confirmation email for their flight lesson this means the flight has not been scheduled and confirmed to go ahead.

11. Non-Attendance and Cancellation

Policy

This policy is implemented for the cancellation and non-attendance of scheduled and confirmed flight training lessons. Students will be charged a $150.00 AUD fee should you fail to attend the confirmed flight training lesson without providing more than **24 hours** prior notice to your flight instructor/student manager.

Exemptions may apply when:

1. Student is sick and must produce a medical certificate (refer to medical certificate requirements) and sick leave procedures
2. Compassionate and compelling circumstances
3. Unforeseen circumstances

Failure to comply with the terms and conditions of the cancellation fee, flight training will be suspended until further notice and reported to DHA via eCOE as a *non -payment of fees* which may affect their visa conditions.

This policy has been implemented to align with LTF's

- Course fee schedule
- Scheduling Policy and procedure
- Leave policy and procedures
- Variation of enrolment

Orientation and Induction Program

VET students must be provided with an induction at the commencement of their studies to ensure that they are aware of the relevant Safety requirements, policies and all aspects of training and assessment set out in the enrolment agreement. Provision of a structured induction ensures that LTF meets the requirements of the relevant standards in the Standards for Registered Training Organisations (RTOs) 2015.

- All new students will undertake an orientation tour of the premises by the relevant instructor/manager prior to the commencement of studies set out in the orientation checklist (provided to students on their first day)

- LTF recognizes the value of appropriate orientation of students in the facilitation of the learning process;

- Students need to be familiar with their surroundings and the people they will deal with on a day to day basis;

- Students need to be familiar with the Policies and Procedure of the Organisation so they can participate fully and act appropriately to comply with rules and regulations;

- All students need to be aware of all relevant legislative requirements;

- Students need to be able to communicate any concerns in an appropriate manner, in the knowledge that any concern will not hinder a continued free dialogue between other students and staff;

- Students need to understand the organisational structure to facilitate appropriate communication and access all services provided by the school;

- Students need to be informed of the Emergency Procedures and reporting of Hazards for the safety of all.

VET STUDENT LOANS (VSL)

1. What is VET Student Loans (VSL)

Vet Student Loans (VSL) is an Australian Commonwealth Government loan program that provides eligible full fee-paying students with assistance in paying their tuition fees for approved courses of study. This allows students to obtain qualifications, and then gradually repay the loan over time whilst working in their chosen career.

Becoming a professional pilot is more accessible than you think! Learn To Fly is an approved VSL course provider for the AVI50222 Diploma of Aviation (Commercial Pilot Licence - Aeroplane) and AVI50519 Diploma of Aviation (Instrument Rating) courses. These programs provide the perfect preparation for a career in aviation.

Website: https://learntofly.edu.au/vet-student-loans/

2. Applying for VSL

2.1 To be eligible for a VET Student Loan, you must:

- Be an Australian Citizen or
- A New Zealand Citizen with a Special Category Visa (SCV) or
- A Permanent Humanitarian Visa holder who will be residing in Australia for the duration of the course
- Be studying a VET Student Loans eligible course
- Meet student entry procedure requirements
- Meet Tax File Number requirements
- Present Unique Student Identifier (USI) number
- Have not exceeded your HELP loan limit
- Have not exceeded the VET Student Loans course cap
- Submit a request for a VET Student Loan via the Government's eCAF System (including all required information) on or before the first census date and no less than two (2) business days after enrolling
- Confirm engagement and progression to continue to access the loan throughout the course
- You can assess your eligibility using the eligibility tool at https://www.myskills.gov.au/more/financial-assistance/

Language Literacy and Numeracy (LLN) Assessment Tool

The approved LLN tool used by LTF is Basic Key Skills Builder (bksb) it is an approved online skills review tool, and it determines an applicant's reading and numeracy levels within the Australian Core Skills Framework (ACSF).

The bksb tool identifies current working levels for English and maths, as well as learning style. This gives LTF an overview of learning strengths so we can best support applicants to achieve their learning goals. The bksb tool also identifies gaps in an applicant's skills. For each skill gap, there is a learning resource that includes practical exercises and answers to help find success.

Understanding your own skill and knowledge levels is an important step in commencing a new course of study. Therefore, we recommend all new students undertake a bksb assessment before beginning any training.

Students applying for a VET Student Loan (VSL), need to provide evidence that they have the reading and numeracy skills to successfully complete the course.

Must demonstrate competence at, or above Exit Level 3 (working in Level 4) in the ACSF in both reading and numeracy.

You can demonstrate your reading and numeracy competence in one the following ways:

- Supply a copy of your Year 12 Certificate of Education that has been awarded to you by the board of studies of an Australian State or Territory. It does not matter when you completed high school.

- Supply a copy of an International Baccalaureate Diploma Programme (IB) diploma; or

- Supply a copy of your Australian Qualifications Framework certificate IV or higher qualification (where the language of instruction is English), or at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF or;

- Complete a bksb skills review and achieve an Exit Level 3 (working in Level 4).

All LTF students applying for a VET Student Loan who are unable to provide a copy of an Australian Year 12 Certificate of Education, International Baccalaureate Diploma Programme (IB) diploma, AQF Level IV or higher qualification (achieved in an English-language learning environment) or at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF, must complete a bksb skills review.

LLN RE-ASSESSMENT

If the candidate does not achieve the benchmark Exit Level 3 (working in Level 4) for both reading and numeracy, please see the following:

ACSF Level (Working At)	LTF Comment
No score returned	Not Eligible – Re-sit after 3 months
Level 1	Not Eligible – Re-sit after 3 months
Level 2	Not Eligible – Re-sit after 2 weeks
Level 3	Borderline – Offer re-sit
Level 4	Eligible
Level 5	Eligible

2.2 If you meet VSL eligibility requirements and have found a suitable course, you can apply for the VSL. Let us know you intend to apply for a VET Student Loan, we will then submit your enrolment information to the Department of Education, Skills and Employment (DESE) through the electronic Commonwealth Assistance Form (eCAF) system.

2.3 Once your enrolment information is submitted to DESE, the department will send you an email with your login details to the electronic Commonwealth Assistance Form (eCAF). You must submit the signed and completed eCAF form to us on or before the first census date for your course.

We recommend you submit this form as far ahead of the census date as possible. If you do not submit your form on or before the census date, you will not be eligible for a VET Student Loan for all or part of the course and you will become personally liable to pay tuition fees directly to us at that time.

2.4 The department will notify you when your application for a VET Student Loan has been accepted or denied.

If your application has been accepted, you are then fully enrolled with us and can commence the course on the start date shown in your Student Agreement.

If the department does not accept your application and you are denied a loan:

▪ Your enrolment with us still stands and you may finalise your enrolment by selecting another payment option; or

▪ You may formally withdraw from the course from that point. VSL rules and census dates then do not apply and if the course has already commenced you will be liable for all tuition and non-tuition fees due up to the date of your withdrawal.

3. Tax File Number (TFN)

When you apply for a VET Student Loan you need to provide your Tax File Number (TFN) because repayments of your loan are made through the tax system.

If you don't have a TFN you must apply to the Australian Taxation Office (ATO) for a TFN as soon as possible. It is best to have your TFN before you enrol to ensure you can access a loan for your studies.

If you don't have a TFN when you enrol, you can get provisional access to a loan if you supply a Certificate of Application for a TFN provided by the ATO when you apply for a TFN. You still need to supply your TFN to your provider as soon as you get it from the ATO. If you do not supply your TFN within the time period specified by LTF, your enrolment will be cancelled.

4. Payment Conditions

Covered Tuition Fees

Only tuition fees are covered by the VSL loan, which include the training cost associated with theory, flight training and assessment components as set out on your schedule of fees and Training and Assessment Plan.

Non-Tuition Fees

Students need to understand that there is a cost to flight training that includes fees other than tuition fees, which is a total liability to the student and is not covered by VSL. Cost not covered by the VSL loan scheme is set out in the enrolment agreement between a student and LTF.

Eligibility requirements

Students are eligible for a VET Student Loan if they:

- are enrolled in a VET Student Loans approved course offered by approved courses offered by LTF
- meet citizenship/residency requirements
- have an available HELP balance of more than $0 (that is, have sufficient HELP balance remaining)
- meet student entry requirements.

To see if you are likely to meet the eligibility requirements, check out the VET Student Loans Eligibility Tool on the My Skills website. On this website you will also find the VET Student Loans Calculator which can help you understand what your debt will be when you start your course.

You should also speak to LTF about accessing a VET Student Loan to pay for your studies. LTF will confirm if you are eligible to access a VET Student Loan.

Student Progression and Engagement

To continue accessing a VET Student Loan you must demonstrate to us that you are a genuine student continuing with your studies. To demonstrate engagement and to continue to receive the loan you must complete the Progression Form in the electronic Commonwealth Assistance Form (eCAF) system at least twice each calendar year for the duration of your course.

The Progression Form asks if you intend to continue studying and accessing a VET Student Loan and contains a short survey. This process is intended to increase student protection for students accessing the VET Student Loans program.

An email with the subject line 'Your VET Student Loan – response required' was sent to you from ecafsystem@education.gov.au. It provided you with login details to the eCAF system for you to access and complete the Progression Form.

Depending on the duration of your course and the length of time you take to complete the course you may be requested to complete this form more than once during the length of your course. If you do not complete the form and survey within the required time, you may be ineligible to continue accessing your VET Student Loan to pay for the remainder of your course tuition fees.

Fee Schedule

LTF publishes schedule of fees for all courses, with start dates and census days on our website at https://learntofly.edu.au/vet-student-loans/

Tuition fees are reasonably apportioned across a specified number of sequential fee periods and each fee period contains at least one census day. LTF schedule of fee period/units of study directly represents the training program of your qualification.

Managing your loan

You can check your VETSL debt and any existing HELP debt at myHELPbalance or myGov. myHELPbalance will show you how much you have borrowed (that is, how much debt you have incurred). You will need your Commonwealth Higher Education Student Support Number (CHESSN) to login to myHELPbalance.

Your myGov account will show you how much you owe and any repayments you have made. If you do not have a myGov account, you can set one up following the instructions on the ATO website or you can call the ATO on 13 28 61.

Note: The CHESSN will be decommissioned gradually from 2021 and replaced by the Unique Student Identifier (USI). Your USI and your CHESSN (if allocated) are printed on your Commonwealth Assistance Notice (CAN) that your provider should have given you as you incurred your debt.

If you cannot find your CAN or CHESSN, ask LTF.

Census Days

The census date is the last date you can withdraw from a subject, withdraw from your course, or apply for a leave of absence without remaining liable to pay for the subject, and without it appearing on your academic transcript and statements.

The census date is also the very last date you can be enrolled in a subject. However, it is recommended that you enrol before the teaching period begins and finalise your subject enrolment before the last self-enrol date.

5. Tuition Assurance Scheme

Tuition assurance protects students in the event a course provided by an approved VET Student Loans (VSL) provider ceases to be provided after it starts but before it is completed. Affected students are offered a replacement course, sometimes with another provider, and

where this is not possible, the students' HELP balance for the affected part of the course will be re-credited. https://www.dese.gov.au/tps/vsl-students

Refer to LTF's Tuition Assurance Policy and Procedure

Replacement Provider Procedure

a. Information for affected students

- LTF will notify affected students in writing that an approved course is no longer provided within 2 business days after LTF ceases to provide the course after it starts but before it is completed.

- As soon as practicable, LTF will also update its website to reflect that the course is no longer being delivered and to give students information about the relevant tuition assurance arrangements.

b. Replacement courses

LTF will work with affected students to identify a replacement course and arrange for students to be placed with replacement providers.

Replacement courses must meet the following requirements:

- the course must lead to the same or comparable qualification as the original course;
- the mode of delivery of the replacement course must be the same as or, with the student's consent, similar to the mode of delivery for the original course;
- the location of the replacement course must be reasonable, having regard to the costs of, and the time required for, a student's travel; and
- the student will not incur additional fees that are unreasonable and will be able to attend the replacement course without unreasonable impacts on the student's prior commitments.

Affected students will be offered a replacement course and may seek a review about whether the course offered to them meets the requirements for replacement courses.

A student who accepts the replacement course offered will not be required to pay the replacement provider for the replacement components of the replacement course. However, the fees payable for the remainder of the replacement course may be different from the fees payable for the original course.

A student who accepts the replacement course offered will also receive course credits for parts of the original course successfully completed by the student, as evidenced by:

- a copy of a statement of attainment or other Australian Qualifications Framework certification document issued by the course provider or an authorised issuing organisation in accordance with the Australian Qualifications Framework; or
- a copy of an authenticated VET transcript issued by the Student Identifiers registrar.

Each affected student will have a period of six (6) months in which to accept the replacement course offer. The Department may extend that period in circumstances that justify an extension.

If an affected student enrols in a course that is not a replacement course, the student may be required to pay additional tuition fees and might not receive the course credits the student would have received if the student had enrolled in a replacement course.

Re-Crediting VSL balance

Where there is no suitable replacement course for a student, LTF will re-credit the student's HELP balance for the affected parts of the original course. The amount re-credited will be equal to the amount of VET student loan used to pay tuition fees for the student for the affected parts of the course.

6. Re-Crediting VSL

Eligible VSL students who withdraw from their unit of study or course of study on or before the census date will not incur a VETSL debt for that unit of study or course of study and will receive a refund for the upfront payment for the specified unit of study. LTF reserves the right to not credit a student's VETSL debt when the student withdraws from a unit of study or course of study after the census date. LTF will repay to a person who is entitled to VSL their tuition fee for a unit of study that meets the course requirements under the VET Student Loans Act 2016 that the person made on or before the census date for the unit if the person is no longer enrolled in the unit at the end of the census date.

a. Re-crediting of VETSL balance under part 6 of the Act

A student's VETSL balance can be re-credited under part 6 of the Act. A student may apply to LTF for the student's VETSL balance to be re-credited under section 68 of the Act because of special circumstances.

Special circumstances are circumstances that:

▪ Are beyond the student's control.
▪ Do not make their full impact on the student until on or after the census day for a course, or the part of a course.
▪ Make it impracticable for the student to complete the requirements for the course, or the part of the course, during the student's enrolment in the course, or the part of the course.

Applications for re-crediting under section 68 of the Act must be made within 12 months after the census day for the course, or the part of the course, concerned, or within that period as extended by the provider. Where a provider allows a person to defer completion of their studies regarding a course or part of a course, the 12-month application period applies from the end of the extended period for the course.

There is no charge for an application for re-crediting of a VETSL balance or for reconsideration or review of decisions, other than review by the Administrative Appeals Tribunal.

b. Re-crediting of VETSL balance under part 7 of the Act

A student may also apply to the Secretary for the student's VETSL balance to be re-credited under section 71 of the Act because:

- The provider, or a person acting on the provider's 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 or an instrument under the Act and the failure has adversely affected the student.

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

c. Appeal decision not to re-credit VSL balance

A student has the right to request a review of a decision by LTF to not re-credit their VETSL balance (reviewable VET decisions).

- A person has 28 days from the date of receiving notice of LTF's decision not to re-credit a VETSL balance to request a review or reconsideration of the decision.

- LTF may grant an extension of the 28-day period. In circumstances where an application for review is made outside the application period (that is, 28 days after the person was notified of the decision), and the LTF has not extended this time, the person will be advised the application has been refused on the basis the person is out of time. In these circumstances, it is not necessary for the provider to address whether the special circumstances test has been satisfied.

- The request for review with adequate detail of the claim and independent supporting documentary evidence that substantiates the claim must be sent to LTF's designated review officer of any decision relating to re-crediting a VETSL balance, Kai Li (CEO), by email to kai@learntofly.edu.au or by mail to 22-24 Northern Avenue, Moorabbin Airport VIC 3194.

- The review officer will ensure each claim is examined and determined on its merits, and consider the person's claims, together with any independent supporting documentary evidence that substantiates these claims.

- The review officer will reconsider the decision and either:

    a. Confirm the decision or
    b. Vary the decision or
    c. Set the decision aside and substitute a new decision.

- The review officer will provide written notice of the decision within 45 days and provide a statement of the reasons for making the decision.

- If the reviewer does not give the person a notice of the decision within 45 days after receiving the person's request, it is taken that the reviewer has confirmed the original decision.

The review officer must advise, in the notice, of the person's right to appeal to the AAT for a review of the reviewer's decision if the person is unsatisfied with the outcome.

STUDENTS' RIGHTS AND OBLIGATIONS

1. Leave Procedures

Students are able to lodge a **Leave Form** the following reasons and students will take responsibility of their academic progress monitoring and student visa requirements.

2. Sick Leave

Definition: Unable to attend class or flying lessons due to illness

Student's responsibility	LTF's responsibility
1. Students inform their instructor, or Management (in that order) by phone/email (not text message) before the first lesson of the day that they will be absent.	Assist students with doctor or hospital visits if needed. Record in student file
2. Students who need help, for example transport to a doctor, should contact the International Student Manager by phone only.	
3. LTF requires students to provide a medical certificate on the day of return, depending on the duration of absence.	
4. Medical certificate must meet minimum medical certificate requirements	
5. Email: enrol@learntofly.edu.au	

Medical Certificate Requirements

POLICY

Students who are required to obtain a medical certificate for leave requirements must include the following information on the medical certificate for LTF's certification purposes.

1. Name of practicing doctor and certification
2. Doctors surgery contact details: phone number, address, email
3. Doctors surgery ABN
4. Dates which are required to cover student for leave period (inclusive/exclusive duration)
5. Doctor signature
6. Date of medical examination

Failure to meet the minimum requirements may result in the rejection of student sick leave and recorded as non-attendance.

3. Study Leave

Definition: Short period of leave during a scheduled training period due to compassionate or personal reasons.

Student's responsibility	LTF's responsibility
1. Complete **Leave Form** 2. Visit the relevant managers indicated on the form for the approval of leave 3. A formal departure clearance may be needed for longer periods of leave, as advised by Management	As a general rule, students taking leave from study for extended periods have to go through the departure clearance process.

4. Withdrawal

Policy

LTF is committed to ensure quality and accountability in the management of student enrolment and that no financial, administrative or other barriers would prevent entitled students enrolled in a course of study from withdrawing ten (10) working days prior to course commencement:

1. Enrolment fee of $1,500.00 (Australian Dollars) for each course is non-refundable.

2. Student will receive a refund, without having to apply for one, for any up-front tuition fee payment ten (10) working days prior for the specified unit of study from which they are withdrawing.

3. Will not be charged an additional penalty or fee to allow them to withdraw from a course

4. Under no circumstances, once the course has commenced, a refund will not be available.

5. Additional enrolment fee $1,500.00 (Australian Dollars) will apply to the students who re-enrol into the same and/or different course, and it is non-refundable.

Procedures

Student's responsibility	LTF's responsibility
1. Inform LTF of your decision to withdraw your enrolment in writing or via email to ensure a date of withdrawal is recorded, at Email: enrol@learntofly.edu.au 2. Complete "Refund Form" and hand it to the Operations Manager 3. To re-enrol, notify the Management in writing or by email at enrol@learntofly.edu.au	1. Refund any upfront tuition fees for the specified unit of study. 2. Allow students to re-enrol in a course on written notification.

Deferment

Please refer to ESOS Legislative Framework for regulation for international student visa holders at https://internationaleducation.gov.au.

This procedure refers to cases where:

1. Students request to either defer their course of study start date or apply to suspend or cancel their enrolment after starting their studies. To defer or suspend enrolment means to temporarily put studies on hold.

2. LTF initiates the deferral of a course start date or the suspension or cancellation of a student's enrolment due to misconduct or lack of sufficient course progress.

Both cases may affect a student's confirmation of enrolment (CoE). Providers do this by notifying the Department of Education Skills and Employment, through Provider Registration and International Student Management System (PRISMS) of the deferment, suspension or cancellation of enrolment.

5. Deferral, Suspension and Withdrawal (Provider Initiated)

LTF may need to defer a student's course start date or cancel a course due to insufficient student numbers.

LTF's responsibility in this case will be to:

1. Inform the student in writing about the postponement or cancellation of a course before the student arrives in Australia, stating the reasons for the decision.
2. Refund all upfront payments to the student.
3. Communicate the decision to the Department of Education Skills and Employment, through PRISMS.

LTF may decide to suspend or cancel a student's enrolment due to misconduct or insufficient course progress. Please refer to the section 'Monitoring of Academic Progress' for an explanation and guidelines of performance monitoring. The section 'Misconduct' gives further detail on what LTF considers unacceptable behaviour and how it will be handled.

PROCEDURE

Student's responsibility	LTF's responsibility
1. Appeal the decision using LTF's complaints, appeals and grievance procedures within 28 working days from receiving LTF's letter of intention to cancel enrolment. This does not mean the appeals process needs to be completed within 28 working days.	1. Inform the student in writing about the intention to suspend or cancel their enrolment in 28 working days, stating the reasons for the decision. 2. Inform the student of their right to appeal the decision, using LTF's

2. DHA will consider all the information available and if they decide to consider cancellation, DHA will send a Notice of Intention to Consider Cancellation (NOICC) to a student prior to a decision being made to cancel the student's visa 3. Students will be given an opportunity to respond to the NOICC and explain their situation. The student does not need to attend a DHA office.	complaints, appeals and grievance procedure. 3. After 28 working days or after the appeals process, if unsuccessful, inform the Secretary of the Department of Education through PRISMS of the student not achieving satisfactory progress. 4. Allow the student to continue with training during the process if practical.

6. Deferral, Suspension and Withdrawal (Student Initiated)

Students may only request a temporary deferment or suspension of their enrolment on one of the following conditions:

1. Unavailability of the course
2. Delay in the visa process*
3. Compassionate or compelling circumstances, including but not limited to:

   - Serious illness or injury
   - Bereavement of close family members
   - Major political upheaval or natural disaster
   - Traumatic experience

International Students ONLY

**Students may refer to Critical Incident Policy and Procedure if required*

The following procedures apply:

Student's responsibility	LTF's responsibility
1. Complete form Variation of Enrolment, including supporting documents. 2. Email application to enrol@learntofly.edu.au	1. Assess the application and inform the student in writing if their application has been approved or refused, including reasons for the decision. 2. Communicate the decision to the Department of Education, through PRISMS.

*The information in PRISMS will be electronically transferred to Department of Home Affairs (DHA). DHA will consider all the information available and if they decide to consider cancellation, DHA will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation. The student does not need to contact DHA.

A student's application to defer, suspend or cancel their enrolment with LTF will result in three different outcomes for the student's CoE:

1. LTF notifies the Department of Education Skills and Employment through PRISMS that it is deferring or suspending a student's enrolment for a period without affecting the end date of the CoE. In this case there is no change to the CoE or the student's enrolment status on PRISMS i.e. the student's CoE status will still be listed as 'studying'. However, the notice of deferment or suspension will be recorded in PRISMS and sent on to the Department of Home Affairs (DHA). This information will be kept for future reference.

2. LTF notifies the Department of Education Skills and Employment through PRISMS that it is deferring or suspending a student's enrolment for a period which will affect the end date of the CoE. In such situations, PRISMS will cancel the original CoE, and immediately offer the provider the opportunity to create a new CoE with a more appropriate end date. If the provider does not know when the student will return, it can choose not to create a new CoE at that point, but to wait until the student has notified the provider of the intended date of return before creating the new COE.

3. LTF notifies the Department of Education Skills and Employment through PRISMS that it wishes to permanently cancel (terminate) the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'.

7. Student Transfer Procedures

Procedures for accepting a transferring student

LTF will not knowingly enrol students from another provider before they have completed six months of their principal course of study, except in the following circumstances:

1. The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered.

2. The original registered provider has provided a written letter of release.

3. The original registered provider has had a sanction imposed on its registration by the Australian government or state or territory government that prevents the student from continuing his or her principal course.

4. Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

The six months restriction applies to any prerequisite courses in a package of courses, as well as the first six months of the course. After the first six months the course no restrictions apply.

The following procedures apply:

Student's responsibility	LTF responsibility
1. Student follows LTF's enrolment application to LTF with authentic information about their current enrolment status. 2. The student provides a letter of release from the provider of the course the student wants to transfer from. If the transfer will affect the start dates of any subsequent courses covered by the visa, the student needs to obtain letters of release for those courses	1. Management assess the enrolment application and refers to PRISMS to determine if the student has truthfully disclosed their current enrolment status. 2. Management informs the student in writing within two weeks if their application has been approved or refused, including reasons for the decision. 3. Issue a letter of offer of enrolment to the student if the application is successful. 4. Accept the student's letter of release from the other provider

8. Refund Policy

International Students

PURPOSE

This policy is determined in accordance with the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code 2018).

Must have in place a Refund Policy and Procedure which is to be provided to international students who are studying in Australia on a student visa, before formalisation of their enrolment, and students who do not hold student visas and are studying off-shore.

SCOPE

This Refund Policy applies to overseas students studying off shore, and to those students who are 'overseas   students' as defined in the National Code. This Refund Policy does not apply to Domestic Students.

Staff of LTF involved in the payment and refund of international tuition fees paid to LTF.

POLICY STATEMENT

This Refund Policy applies to overseas students studying off shore, and to those students who are 'overseas students' as defined in the National Code. This Refund Policy does not apply to Domestic Students. Domestic Students should refer to the information provided on Refunds in the Student Handbook.

Except as provided by law, a refund of Tuition Fees will only be granted in accordance with this Refund Policy.

Each Student acknowledges and agrees to the terms and conditions of the Refund Policy & Procedures on signing the Enrolment Agreement.

The terms and conditions set out in this Refund Policy & Refund Procedures apply equally to commencing and continuing Students unless otherwise specified.

LTF reserves the right to amend these terms and conditions at any time to ensure compliance with applicable State and Federal laws and/or to amend the non-refundable Administration Fee.

LTF is obliged to inform the Department of Home Affairs of any change of status where a Student who holds a student visa completes his or her course early, transfers to another provider, is excluded on academic grounds and fails to meet his or her visa conditions, defers or suspends his or her study or otherwise changes the expected duration of his or her study.

The funds paid for the Tuition Fees must be cleared at the time that an Application for Refund is made by the Student and all debts to LTF must be paid before any refund to the Student can be made.

LTF may in its absolute discretion, refund to the Student or specified person, some or all Tuition Fees where it determines that there are extenuating or compassionate circumstances.

This policy, the Student Agreement and the availability of complaints and appeals processes, do not remove the right of Students to take action under Australia's consumer protection laws.

DEFINITIONS

Term	Definition
Administration Fee:	The fee payable to cover costs involved when a student withdraws from a course up to 20 working days after commencement of the Training Module. The Administration Fee is subject to change
Application Fee:	The fee payable, if any, set out in the Student Agreement to make an application to study the Program at LTF. The Application Fee is subject to change.
Census date	The date on which a student's enrolment is taken to be finalised.
Default day	- agreed starting day; or - day on which the course ceases to be provided; or - day on which the student withdraws from the program; or - day on which the registered provider of the course refuses to provide, or continue providing, thecourse to the student, or day on which student's visa application is refused.
Domestic Student:	Refers to all students who are not overseas fee-paying students.
ESOS Act:	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.
Full-time:	The normal amount of study for a particular course which is approved by the accrediting authority for the course.
National Code 2018:	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, established pursuant to Part 4 of the ESOS Act, as amended from time to time.
Non-Tuition Fees:	Any other additional fees charged by LTF that are not included in tuition fees.
Program:	A Full-time registered course offered by LTF and registered in accordance with the requirements of the ESOS Act.
Program Fees:	The money received by LTF for providing the course to the Student and includes: - tuition fees, and - any other amount the Student has paid, directly or indirectly, to LTF in order to undertake the course
Student:	A Student who is enrolled at LTF whether or not they have commenced their studies and includes: - 'overseas students' as defined in the National Code and hold student visas as defined by the ESOS Act; - students studying off-shore who do not hold student visas; and

Term	Definition
	- students who are in Australia on a temporary visa, but does not include Domestic Students.
Specified Person:	- Specified person as defined in the ESOS Act a person (other than the student) as specified in the agreement to receive any refund.
Training Module	Training and Assessment Period.
Tuition Fees:	Fees LTF receives, directly or indirectly, from: (a) an overseas student or intending overseas student; or (b) another person who pays the fees on behalf of an overseas student or intending overseas student; that are directly related to the provision of a course.
Unspent Tuition Fees:	Refund entitlements are limited to tuition fees for your course which remain unspent. Refund to the student of any unspent tuition fees will be calculated in accordance with the formula set out in the ESOS Act.
Weeks in default:	Number of calendar days from the default day to the end of the period to which the payment relates divided by 7 and rounded up to the nearest whole dollar.
Weekly Tuition Fees:	Total tuition fees for the program divided by number of calendar days in program multiplied by 7 and rounded up to the nearest whole dollar.

ACTIONS

- Full Refunds
- Partial Refunds
- Refunds for Students who obtain permanent resident visa status
- No Refunds
- Credit Balances
- Process for claiming Refunds
- Payment of Refund

PROCEDURES

FULL REFUNDS

Tuition Fees and any Application Fee will be refunded in full where:

- the course does not start on the agreed starting date specified in the Letter of Offer; or
- an offer of a place is withdrawn by LTF prior to commencement and no incorrect or incomplete information has been provided by the Student.

PARTIAL REFUNDS

1. Where a student has been refused a visa and is yet to commence the course the total program fees (both tuition and non-tuition fees) received in respect of the student for the course will be refunded minus the lesser of the following amounts:

   5% of the total amount of fees received in respect of the student for the course; or

   $500

2. Where a student has been refused a visa but has already commenced the program the amount of refund payable is the unspent portion of the tuition fees. No refund is payable for non-tuition fees.

Refund amount calculated by using the following formula: *refund amount = weekly tuition fees x weeks in default period*

3. The total amount of program fees, less any Application Fee will be provided to the Student where:

   i.   illness or disability prevents a Student from taking up the course;

   ii.   a Student fails to meet the English or other requirements for admission for the course;

   iii.   there is a death of a close family member of the student (parent, sibling, spouse or child) which prevents the student from taking up the course or

   iv.   other special or extenuating circumstances, including political, civil or natural events, are accepted at the discretion of the Chief Executive Officer, or his nominees, as preventing a student from taking up the course

4. Where LTF withdraws an offer based on incorrect or incomplete information supplied by the Student all fees for the Training Module and any other program fees paid in advance are refundable less a $1,000 (including GST of 10%) Administration Fee and any Application Fee.

5. Where a Student, after accepting an offer of a place, withdraws from a course more than 20 working days before the commencement of a Training Module, 100% of the Tuition Fees paid for that Training Module and any other course fees paid in advance are refundable less a $1,000 (including GST of 10%) Administration Fee and any Application Fee.

6. Where a student, after accepting an offer of a place, withdraws from a program between 20 working days before the commencement of a Training Module and 20 working days after the commencement of a Training Module, 50% of the tuition fees paid for that Training Module and any other course fees paid in advance are refundable less any Application Fee.

7. Where a student has been excluded from LTF for failure to meet progression rules or misconduct and has no further right of appeal within LTF, a proportion of the Tuition Fees paid in advance are refundable for the part of the course not yet delivered at the date the exclusion takes effect.

8. If the student has not withdrawn from the program and:

    the program ceases being provided after it has started and before it is completed; or

    the program is not provided in full to the student because LTF has a sanction imposed by a government regulator;

    the Student is entitled to a partial refund of the program fees that have been paid by the student.

    The refund will be calculated using the following formula: *refund amount = weekly tuition fee x weeks in default period*

9. In the unlikely event that LTF is unable to deliver the course in full or the provider has not entered into an agreement with the student, the student will be offered a refund based on the formula above.

REFUNDS FOR STUDENTS WHO OBTAIN PERMANENT RESIDENT VISA STATUS

1. Permanent resident status is recognised as from the date of the Visa Grant Letter.

2. If a student is granted Australian permanent resident status before enrolling in a course but after the date of the Letter of Offer for the course:
    i. the fee paying overseas place will be withdrawn;
    ii. if the student still wishes to study at LTF he or she must apply for a domestic place and will be subject to the selection criteria and fees applicable to domestic applicants for that course; and
    iii. if the student has already paid the course fees applicable to overseas students for the Training Module, or any future semesters, a total refund of these fees is payable to the student.

2. If a student is granted Australian permanent resident status after enrolling in a course but before the census date for the Training Module:
    i. the student will be eligible for a domestic place and will be subject to the selection and fees applicable to domestic applicants for that course;
    ii. if the Student has already paid the course fees applicable to overseas students for the semester, or any future semesters, a total refund of these fees is payable to the student.

3. If a student obtains permanent resident status after the census date in a Training Module, the student will remain classified as an international student for the remainder of that Training Module and will be liable to pay the international course

fee for that semester. From the following Training Module, the student will be classified as a permanent resident.

NO REFUNDS

1. A student who withdraws or defers from a course more than 20 working days after the commencement of a Training Module shall not be eligible for a refund for that Training Module except for the reasons outlined in Partial Refunds.

2. A student whose enrolment is either suspended or cancelled by LTF for whatsoever reason during a Training Module, including but not limited to misbehaviour or non-payment of fees to LTF, shall not be eligible for a refund for that Training Module.

3. A student whose visa is cancelled during a Training Module shall not be eligible for a refund

CREDIT BALANCE

1. Students can apply for a refund of a credit balance. Normally credit balances on the student's account will automatically be transferred as payment or part payment of the student's fees payable for the next Training Module or to other outstanding debts owing to LTF, if a refund request has not submitted by the student. It is the responsibility of the student to be aware of all credit amounts (excess payments) on their account and to maintain current address and contact details. Refunds of credit balance will normally be made in the currency of the student's country of permanent residence.

2. Students with unclaimed credit amounts will be notified in writing of their credit amount if the student's course status is inactive for more than one (1) Training Module. If refund applications are not received within twelve (12) weeks of the date of this written communication, credit balances will be deemed as unclaimed and dealt with by LTF according to the Unclaimed Monies Act 2008

PROCESS FOR CLAIMING REFUNDS

1. Refund applications for full or partial refunds must:

   i. be made in writing on the Request Refund Form (International Students); and

   ii. set out the reasons for the application; and

   iii. be accompanied by supporting documents as may be appropriate; and be forwarded to:

      The Chief Executive Officer

      Email: accounts@learntofly.edu.au

2. Refund applications will not be processed where the signature on the Application for Refund Form does not match the student's signature as shown on other documents provided by the student for admission to LTF.

3. Refunds will be issued to the student, unless:

   i. the student is registered with an approved sponsor who has paid the tuition fees on behalf of the student; or

ii.   the student gives written direction to pay the refund to another specified person or organisation and provides documentary evidence to substantiate that the other person or organisation paid the tuition fees.

4. A Refund Calculation Statement will be prepared and forwarded to the student and any refund will normally be made in the currency of the student's country of permanent residence and payable in that country. Exceptions include non-tradable currencies (where the refund would normally then be paid in USD) or payment to another Australian educational institution. Learn to Fly Australia Pty Ltd is not liable for any variance from the foreign exchange rates fluctuations.

5. The funds covering the tuition fees must be cleared

6. All debts to LTF must have been paid before any refund can be calculated with any outstanding amounts to be deducted from the refund

PAYMENT OF REFUNDS

1. Applications for refunds for Students must be authorised by the Chief Executive Officer or his or her nominee.

2. Where:

    i.   the course does not start on the agreed starting date; or

    ii.   LTF ceases the course after it starts and before it is completed; or

    iii.   the course is not provided fully to the Student because LTF has a sanction imposed by a government regulator,

3. In any other circumstance, LTF will refund the amount within 4 weeks after receipt of the completed and signed Application for Refund Form together with appropriate supporting documents

4. In any other circumstance, LTF will refund the amount within 4 weeks after receipt of the completed and signed Application for Refund Form together with appropriate supporting documents.

    The following exceptions apply:

    i.   refusal of student visa; or

    ii.   where LTF has not entered into a written agreement with the overseas student LTF will pay the refund within 4 weeks after the default date. A completed and signed refund form must be submitted.

5. The date of the notification for application for refund is the date the completed and signed Application for Refund is received by LTF.

6. Under banking regulations, if a student has made payment with a credit card any refund must be credited to the original credit card. LTF will refund to the original credit card if the initial payment was made within the previous 12 months, otherwise the refund will be processed by an alternative payment method.

DECEASED STUDENTS

The personal legal representative of the Deceased Estate must apply for any excess payments which are to be refunded. The administrators must supply details about who the refund is payable to. LTF reserves the right to request official documentation to support any such claims.

Domestic Students

PURPOSE

This policy is determined in accordance with the Standards for RTO's 2015 and Tuition Assurance Scheme.

Must have a refund policy and procedure which is to be provided to domestic students who are studying with LTF, before formalisation of their enrolment.

SCOPE

This policy applies to domestic students.

Staff of LTF involved in the payment and refund of domestic tuition fees paid to LTF.

POLICY STATEMENT

This policy provides all clients information on the refund arrangements that are in place at LTF. It ensures all students when applying for refunds are processed with due consideration. All refund applications are to be submitted to the Chief Executive Officer and the following procedures actioned in assessing the refund application.

All students are entitled to a three (3) day cooling off period when an application has been approved. If a deposit has been made, then a full refund is applicable if cancellation is made within this time. After these three (3) days, the following refund criteria applies.

PROCEDURE

Refund applications

All students are entitled to a three (3) day cooling off period from the time their deposit/fees are paid and a full refund will be given. All applications for refunds must be made in writing by way of the 'Refund Application Form' and submitted to the Chief Executive Officer within 7 days of notification to LTF, the decision to withdraw from a course.

- Applications will be processed within fourteen (14) days of the application being placed. Where a student is entitled to a refund via Credit Card, Debit Card or EFTPOS the Chief Executive Officer is required to process the refund payment as approved. The refund must go back on to the card that

was originally used to make the payment. Where a refund is to be given by direct debit to a bank account or by cheque then accounts or the Director will process the refund.

▪ Please request a Withdrawal form from reception or email accounts@learntofly.edu.au

▪ Payment of a refund application cancels a student's enrolment.

▪ All enrolments have a non-refundable $500 Administration Fee.

▪ Refund applications must be given to the Accounts Department for any processing that they may need to do.

▪ Where the student breaches the LTF Policies and Procedures this is considered to be a non-refundable payment circumstance, the student forfeits their fees and no "Refund Application Form" is required.

Refunds due to non-delivery of course by LTF

▪ Tuition fees are to be refunded in full if LTF is unable to commence the course as agreed, due to unforeseen circumstances.

▪ Any 'unused tuition' fees are to be refunded where LTF is unable to complete a course.

▪ Where there is an instance of the above circumstances, LTF may arrange for another course, or part of a course, to be provided to students at no extra cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, LTF will not be liable to refund any monies for the original enrolment.

Refunds based upon student application

▪ Students may have extenuating circumstances that prevent them from attending scheduled course dates or withdraw from a course that may include but are not limited to illness, family or personal matters, or other reasons that are deemed valid. Where evidence can be successfully provided to support the student's circumstances, course fees may either be applied to the next available course where applicable, or a refund of unused course fees may be issued. This decision of assessing the extenuating circumstances rests with the Chief Executive Officer and shall be assessed on a case by case situation.

▪ All refund applications received fourteen (14) days or more, before the course commencement date, will receive a full refund (less $500 Administration Fee), this excludes the three (3) day cooling off period withdrawal. Refund applications received less than fourteen (14) days prior to the course commencement date will be considered by the Chief Executive Officer, (the $500 Administration Fee will apply) and any balance remaining will be processed accordingly if a refund is approved.

- Once a course has commenced a refund may be available for any unused portions of the fees paid (less a $500 Administration Fee) if there are valid extenuating reasons for the withdrawal. This also applies to NIL attendance or abandonment of a course without notification of your intention to withdraw.

- If a student does not attend a scheduled flight lesson they may defer to another scheduled class on one (1) occasion. No refund will be given after two cancellations or 'no shows.

Refund Reason	Type of Refund
The RTO is unable to commence the course for which the original enrolment and payment has been made.	*Full refund or alternative placement in another course*
The RTO is unable to continue to deliver the course as agreed.	*Partial refund or alternative placement in another course. Any unused funds will be refunded to the payee.*
Withdrawal by student more than 14 days prior to agreed start date	*An Administration Fee of $500 will apply. Balance of monies (if any) will be refunded to the payee.*
Withdrawal less than 14 days prior to the agreed start date	*Refund request will be considered. An Administration Fee of $500 will apply.*
Withdrawal after course commencement (including nil attendance to the course)	*Refund request will be considered. An Administration Fee of $500 will apply.*
Other: Please specify:	*Amount to be determined by Management based on reason. An Administration Fee of $500 will apply.*

Appealing refunds

- All clients have the right to appeal a refund decision made by LTF by accessing the Complaints and Appeals Policy and Procedure.

- This policy and the availability of complaints and appeals processes does not remove the student's right to take action under Australia's Consumer Protection Laws.

- LTF's dispute resolution processes do not remove the client's right to pursue other legal remedies where they feel necessary.

Other information

- If fees have been paid by a third party, then refunds will be payable to that third party.
- Any information that the client provides LTF or that LTF collects about the student (including payments and refunds) can be given to authorised State and Commonwealth Agencies, as per Privacy Policy.

9. Complaints and Appeals

Complaints arise when a client is not satisfied with any aspect of the RTO for example:

- Policy and Procedures.
- Quality of a product or service provided by LTF; (training and assessment)
- Facilitators, staff, or other students/employees.

Appeals arise when a client is not satisfied with the decision made because of the complaint.

- LTF recognises the differences between Complaints and Appeals. A quick resolution of the matter is in the best interest of all parties concerned.
- Appeals may also arise when a student is not satisfied with an assessment outcome.

LTF is committed to ensure that complaints and appeals are resolved in a confidential, fair and timely manner, following the principles of natural justice and procedural fairness. Students are expected to continue their training while a complaint/appeals process is underway, if practical. Students have a right to be accompanied by a support person of their choice during any stage of the complaint process.

No fees will be charged to the student during the internal or external resolution stage of the complaints/appeal process.

The process applies to:

1. Academic matters, for example student progress, assessment, outcomes and awards in a VET course of study.

2. Non-academic matters, for example harassment, discrimination, fines, payments, financial matters and complaints about privacy and LTF's processes.

The following procedure applies to student grievances and complaints:

Student's responsibility	LTF's responsibility
1. Discuss the problem informally with the most appropriate staff member, for example a flying or ground instructor or Management	1. LTF acknowledges the grievance/ appeal via email and record it in the SMS. 2. LTF investigates the matter and gathers information from relevant

2. Both parties should do their best to reach a workable solution in the best interest of the student. 3. If dissatisfied with the outcome, submit FORM 1.9 Complaint/Appeal within 7 days of the informal discussion/incident to enrol@learntofly.edu.au 4. If the student remains dissatisfied with the proposed solution of the complaint, they can appeal to an external independent mediator within ten working days of when the written report was received.	parties to determine if the grievance is justified. 3. LTF recommends a resolution in consultation with the CEO via a written report within two weeks of the lodgement of the complaint, including reasons for the decision. 4. LTF records and documents the complaint and solution in the LMS. 5. LTF will implement decisions made by an external independent mediator and keep a record of the entire process on the student's electronic file.

ACADEMIC SERVICES AND STUDENT SUPPORT

As an RTO and Flight School, it has allowed us to develop an integrated student support network that includes welfare, academic and career support to assist you throughout your training and assessment journey. Learn to Fly staff are committed to understanding students individual needs and endeavour to help gain an academically, culturally and socially enriching experience.

International Student Support

Our experienced Student Support Team is available to assist you with your transition into school life and life in Australia.

They can assist you with:

- Advice on airport pickup (please note airport pickup arrangement comes at a cost)
- Accommodation information (on campus or external)
- Enrolment and orientation for new students
- Adjusting to life in Australia and study at LTF
- Understanding your Student visa requirements
- Applying for a leave of absence
- Your COE extension application
- Understanding policies and procedures.

Domestic Student Support

Our experienced Student Support Team is available to assist you with your transition into school life.

They can assist you with:

- Cost of studying at school as per fee schedule
- Payments and refunds
- Understanding polices and procedures
- Accommodation information (on campus or external)
- Enrolment and orientation for new students

Welfare Support

The welfare support delivered at LTF endeavours to create a friendly, supportive and understanding environment for students and build lasting relationships.

Some of our welfare services include:

- Referral to specialist services

LTF aims to assist students with any issues which impact negatively on their studies. Our goals are the success of our students in their studies and the promotion of their personal resilience and wellness.

Health and Welfare	

Clinics
• Medical One
  www.medicalone.com.au
• Heritage One
  www.enerchimedicalclinic.com
Oversea Student Health Cover
• Medibank
  www.medibank.com.au/oshc
	Bupa
	www.bupa.com.au/health-insurance/oshc
	
	Chemists and Pharmacies
	• Chemist Warehouse
	  www.chemistwarehouse.com.au

Counselling Services	
LTF does not offer formal welfare or guidance services, but every effort will be made to assist clients to access appropriate support agencies.	
Beyondblue Depression and anxiety affect people from all cultures. You can call Beyondblue 24 hours a day, or talk to a counsellor online from 3.pm to midnight every day. An interpreter service is available via TIS.	P: 1300 224 363 W: www.beyondblue.org.au
Lifeline Lifeline provides free, confidential telephone counselling 24 hours a day, 365 a year	P: 13 11 14 W: www.lifeline.org.au

▪ Grievance resolution and student advocacy

A confidential service providing support and assistance to all LTF Students who seek guidance on grievances, appeals and disputes. The RTO Manager is here to help students understand and navigate associated LTF policies and processes and to articulate their issues.

Student advocacy	
Student advocacy deals with assistance relating to a range of academic activities	
Grievance and appeals Policy and procedure **Monitoring Academic progress**	Please see LTF's policies and procedure for further assistance.

▪ Student mentor program

The Student Mentor Program assists students in Diploma Programs to quickly feel at home at LTF. Student Mentors have made it through at least their first Training Phase of study, acquiring a great deal of information along the way and making them the perfect guide to support fellow students.

| **Transport** |
| *LTF does not offer transport services* |
| Public Transport
www.ptv.vic.gov.au
Myki Travel Card
www.ptv.vic.gov.au
TAXIS
13 Cabs: 13 22 27
www.13cabs.com.au
Silver Top Taxi: 13 10 08
www.silvertop.com.au |

Academic Services

▪ Library Services
▪ Textbooks and electronic devices for all courses (available for borrowing)
▪ On-line resources and links
▪ Navigation sessions on Learning Management System and Student Portal Management
▪ Advice and preparation on study plans and managing study load
▪ Academic Integrity Workshops and guides on Referencing
▪ On-campus room bookings
▪ Workshops and Seminars (Industry relevance)
▪ Guest Speaker Events with Industry
▪ Student Forums to build intellectual climate and advise of any changes that affect student enrolment such as Policy amendments
▪ Remedial Sessions

Non-accredited Short Courses for Professional Development (5 modules)

▪ Importance of professional portfolio
▪ How to address Selection Criteria
▪ CV and Resume Writing
▪ Job Interview Process
▪ The mock interview

ISSUANCE OF CERTIFICATION

Unique Student Identifier (USI)

LTF ensures that it meets the requirements of the Student Identifier scheme at all times, including:

- Verifying with the Registrar, a USI provided to it by an individual before using that USI for any purpose;

- Ensuring that LTF does not issue AQF certification documentation to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the *Student Identifiers Act 2014 (Cth);*

- Ensuring that where an exemption applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar; and

- Ensuring the security of USIs and all related documentation under its control, including information stored in its student management systems.

Policy

Australian Qualifications Framework Requirements

- Students receive the certification documentation to which they are entitled

- AQF qualifications are correctly identified in certification documentation

- AQF qualifications are protected against fraudulent issuance

- A clear distinction can be made between AQF qualifications and non-AQF qualifications

- Certification documentation is used consistently across the education and training sectors

- Students and others are confident that the qualifications they have been awarded by LTF are part of Australia's national qualifications framework

LTF accepts and provides credit to students for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or

- An authenticated VET transcript issued by the Registrar*.

> *The Student Identifiers Registrar is a Commonwealth statutory office established by the Student Identifiers Act 2014 and is responsible for administering the USI initiative nationally.*

LTF ensures it maximises the credit students can gain for learning already undertaken, by:

- Enhancing student progression into and between AQF qualifications

- Recognising the multiple pathways students take to gain AQF qualifications and that learning can be formal, non-formal or informal and Supporting the development of pathways in qualifications design

Issuing AQF Qualifications

All LTF students who have completed a program of learning that leads to the award of an AQF qualification are entitled to receive the following certification documentation on award of the qualification:

- A testamur; and

- A record of results

Students who complete part of the requirements of an AQF qualification in which they are enrolled are also entitled to receive a record of results. Students are entitled to retain testamurs and records of results once they have been issued.

LTF does not deliver or assess any part of a qualification in a language other than English.

LTF testamur for all AQF qualifications issued identifies the qualification as an AQF qualification by using the words 'The qualification is recognised within the Australian Qualifications Framework.' LTF uses the AQF logo.

Issuing Statements of Attainment

All students who have completed an accredited unit(s)of competency are entitled to receive a Statement of Attainment. LTF statements of attainment are in a form that ensures it cannot be mistaken for a testamur for a full AQF qualification.

Fraud Prevention

LTF confirms its responsibility for authentication and verification of a student's certification and Statement of Attainment documentation. LTF has mechanisms in place to reduce fraudulent reproduction of its certification. All LTF documentation includes the LTF logo, unique authentic seal and unique document number.

LTF has mechanisms in place to verify that the person LTF is enrolling, training and assessing is the same person that will be issued with a qualification or statement of attainment. At enrolment a student must provide proof of identity.

Issuance Timeline

LTF ensures AQF certification documentation is issued to a student within thirty (30) calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. LTF issues AQF certification documentation directly to the student, not to another party

Re-Issuance of Certification

LTF ensures that current and past students are able to access records of their achievements. All LTF students who hold a verified USI, and whose results have been reported into the USI system, will be able to access their records through the USI system.

Where a student's achievements have not been recorded through the USI system, LTF has processes in place to ensure that this student can access re-issues of their testamur documentation.

Details are as follows:

- LTF does not charge a fee to re-issue testamur documentation.

- All documentation re-issues occur within twenty-one (21) calendar days of receipt of a request

- For all re-issue of testamur documentation students must submit their request in writing (email is acceptable) and provide a certified copy of identification which must be signed by a Justice of the Peace or a Commissioner for Declarations.

Acceptable identification includes:

- Current and valid Australian driver licence
- Current and valid passport
- Current and valid proof of age card
- 100 points of identification (current and valid) with at least one item showing current residential address.

Continual Improvement

Continuous improvement occurs because of action emanating from ongoing operations such as:

- Implementation of policies and procedures;
- Professional development activities of staff;
- Audits;
- Student/staff/employer suggestions;
- Student/staff/employer surveys;
- Complaints and Appeals
- Risk assessments; and
- Technological developments.

Data is to be regularly and consistently gathered via many channels, analysed and acted upon in relation to all aspects of LTF's operations. Once information is gathered, completed documentation are forwarded to Management who will ensure the appropriate people are notified and corrective and preventative action is implemented and completed.