



Operations Manual – Part L

Student Handbook

Version 1.1

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CHAPTER 1 – INTRODUCTION

Management Commitment and Responsibilities	L72.1.1.1	Being a learner or staff member learning and working on an active airport, it is important that there is a governing document that outlines policy and procedures for all aspects of daily life and routine.
	L72.1.1.2	This Learner Handbook pertains to matters of Learner Welfare and Discipline and is published under the authority of the Principal of the training organisation.
	L72.1.1.3	The Procedures published herein are to be implemented under the guidance and control of the Principal through the RTO Manager.
	L72.1.1.4	This document provides all Managers and Instructors with information necessary for a uniform, standardised and systematic approach to efficient dispensing by the training organisation of pastoral care of the learner community.
	L72.1.1.5	It is mandatory that all Managers and their Instructors read the Learner Handbook and thereafter are required to keep abreast of amendments to the contents from time to time.
	L72.1.1.6	It is incumbent on Managers and Supervisors at all levels, to provide guidance and assistance to the RTO Manager in their areas of responsibility, to further the overall training organisation effort towards maintaining amongst the learners, the highest standards of discipline and behaviour.
	L72.1.1.7	This document outlines the training organisation's obligations to you and affirms our responsibility for the quality of training and assessment in compliance with The Standards for Registered Training Organisations 2015 and for the issuance of Australian Qualifications Framework certification documentation.
	L72.1.1.8	These same high standards are also to be achieved in providing support and facilitation in all matters of learner welfare, curricular, domestic and personal.
		Mr Rick Smyth-King Chief Executive Officer/Principal
Arrival Procedures for New Courses	General	
	L72.1.1.9	When new learners arrive at Altocap Flight School, all aspects of the initial induction into the Training schedule are taken care of in accordance with written guidelines.
	L72.1.1.10	These guidelines are drawn up to assist all concerned in accomplishing their tasks as efficiently as possible.
	L72.1.1.11	The Head of Operations is responsible to the Chief Executive Officer for all arrival procedures.
	L72.1.1.12	He will issue a course arrival directive 4 weeks before the learner arrives.
	L72.1.1.13	This directive will include learner details, detailed Induction timetable and staff responsibilities.
	Arrival Day Procedures	
	L72.1.1.14	On the day the new learner arrives, the following Induction Procedures are carried out.
	L72.1.1.15	Meet and Greet:
	L72.1.1.15.1	Meet and greet either at the Airport and/or on arriving on campus.

	L72.1.1.16	Room Allocation (if accommodation arranged by Altocap Flight School)
	L72.1.1.16.1	Learners will be assisted to their allocated rooms to settle in and to prepare for a short Introductory Briefing.
	L72.1.1.16.2	Action by: RTO Manager.
	L72.1.1.17	Introductory Briefing
	L72.1.1.17.1	A short, but formal, introductory briefing is to be given on a few basic administrative matters (dress, food timings, facilities available, program up to and including the first working day etc.) followed by a tour of the airport and shopping for groceries, if considered appropriate at that time.
	L72.1.1.17.2	Action by: RTO Manager
	L72.1.1.18	Issue of Uniforms
	L72.1.1.18.1	All learners will be issued with uniforms on their arrival.
	L72.1.1.18.2	Action by: RTO Manager
	Induction Programme Activities	
	L72.1.1.19	The first day will be devoted to induction briefings and administrative activities.
	08:00	Learners to assemble in class room (Ground school, Classroom 1). Seated in Classroom Learners of the new course will be dressed in formal uniform and seated in the classroom five minutes prior to the arrival of the Chief Executive Officer. The RTO Manager will explain classroom protocol.
	08:15	Formal Welcome by Chief Executive Officer, Head of Operations and Key staff. Opening Address: The Chief Executive Officer will welcome the new learners and among other matters, explain the organisational structure and introduce management and staff. Normally, the following staff are in attendance: Chief Executive Officer; Head of Operations; RTO Manager; Safety Manager; and Ground Training Manager.
	08:45	Course Outline Flying by Head of Operations. The Head of Operations explains the course in broad terms. The Head of Operations outlines the flying training syllabus. Course Outline Academic (Ground School) by Ground Training Manager The Ground Training Manager outlines the academics syllabus. Publications by RTO Manager
	09:15	Break
	09:30	Safety Brief by Safety Manager
	10:00	Learner Management and Welfare by RTO Manager
	10:30	Scheduling by RTO Manager
	10:45	Break
	11:00	Administration by Administration Manager
	12:00	Lunch Break

	13:00	CRICOS Administration by RTO Manager
	14:30	Finance by RTO Manager
	16:30	IT by Administration Manager
	17:00	End of Induction
	Course Leaders	
	L72.1.1.20	Altocap Flight School will appoint a Course Leader from each course immediately on arrival of the learners.
	L72.1.1.21	The duties will be mainly administrative and his or her responsibilities include a single point of contact for the cohort.
	L72.1.1.22	This ensures a convenient and centralised interface in problem solving for learners on the one hand and on the other, orders and instructions can be quickly passed on to the learners in a clear and precise manner.
	L72.1.1.23	The Course Leader's disciplinary authority is limited to counselling.
	L72.1.1.24	Altocap Flight School entrusts the Course Leader with a supervisory role, and it is expected that all learners in the cohort respect this aspect.
	L72.1.1.25	An appropriate level of cooperation must therefore always be given to the Course Leader if the person is to discharge their obligations effectively.
	L72.1.1.26	Course Leaders act as a liaison for their respective cohort, and provide the RTO Manager with assistance and support in seeing to the welfare and administrative issues for their respective course.
	Learner Honour Code	
	L72.1.1.27	Altocap Flight School learners are bound by the following code of honour and ethics.
	L72.1.1.28	As a learner you will:
	L72.1.1.28.1	Be loyal to your country, its culture and its traditions.
	L72.1.1.28.2	Respect all laws that govern your activities whilst in Australia.
	L72.1.1.28.3	Be honest and truthful in all dealings.
	L72.1.1.28.4	Develop and maintain respect for other learners' cultures and opinions.
	L72.1.1.28.5	Develop and maintain respect for all Altocap Flight School staff and fellow learners.
	L72.1.1.28.6	Maintain and display respect for all legally constituted and appointed authorities.
	L72.1.1.28.7	Maintain and display respect for Altocap Flight School, as well as all other property.
	L72.1.1.28.8	Refrain from controversial discussions, likely to give offence or cause hurt.
	L72.1.1.28.9	Apply yourself with diligence and sincerity to all aspects of your training.
	Dress Rules and Standards	
	L72.1.1.29	The following rules regarding uniforms apply to all learners:
	L72.1.1.30	Standard Working Uniform (Male and Female Learners):

		L72.1.1.30.1	Shirt (long or short sleeves);
		L72.1.1.30.2	Plain White T-Shirt (No pictures or words) (Optional);
		L72.1.1.30.3	Slacks;
		L72.1.1.30.4	Tie;
		L72.1.1.30.5	Shoes and socks;
		L72.1.1.30.6	Name Tag (over right side pocket) and must always be visible;
		L72.1.1.30.7	Epaulettes;
		L72.1.1.30.8	Wings (after graduation, over left side pocket);
		L72.1.1.30.9	Jacket (in cold weather);
		L72.1.1.30.10	Long sleeves will not be rolled up; and
		L72.1.1.30.11	A tie must be worn on formal occasions.
	L72.1.1.31	Hair / Grooming:	
		L72.1.1.31.1	Male Learners: Haircuts must be of the “short back and sides” style (pilot cut – off the collar and off the ears).
		L72.1.1.31.2	Female Learners: Hair, if long, to be tied back in a “pony tail” or clipped back.
		L72.1.1.31.3	All learners: No fad or coloured (unnatural hair colour) hair styles.
		L72.1.1.31.4	Keep conservative.
	L72.1.1.32	Jewellery:	
		L72.1.1.32.1	Male learners: No earrings (While on duty), and only one finger ring is allowed.
		L72.1.1.32.2	Female learners: No over the top jewellery is allowed.
		L72.1.1.32.3	Ear studs or small earrings are allowed, no more than one finger ring.
		L72.1.1.32.4	All learners: One watch, one chain or modest wristband and only one neck chain is allowed.
		L72.1.1.32.5	No other obvious body piercing is allowed.
	L72.1.1.33	General Dress Rules:	
		L72.1.1.33.1	Learners are to ensure they are properly attired at all times.
		L72.1.1.33.2	They must shave every morning (unless they are growing beards due religious reasons or are unable to shave due to medical reasons).
		L72.1.1.33.3	They must have proper airline haircuts and must see to body hygiene as a top priority.
		L72.1.1.33.4	Daily showers, hair shampooing along with deodorants and after-shave lotions are essential pre-requisites for a learner who wishes to meet the normal demands of dress and presentation of a future Airline officer.
		L72.1.1.33.5	For female learners, neat, modest dress with a conservative approach to the use of make-up is expected.
	L72.1.1.34	Operations:	
		L72.1.1.34.1	The required dress for the Operations Area is the company uniform.
		L72.1.1.34.2	All training activities will be conducted in company uniform.
		L72.1.1.34.3	This includes flying, simulator and academics.
		L72.1.1.34.4	Brief (non-training) visits to the Ops Area and Library are permitted in neat

	casual clothes.
	L72.1.1.34.4.1 Thongs, slippers and vests are not permitted.
	L72.1.1.34.4.2 Boxer Shorts and sports gear are not permitted.
Learner Signature	L72.1.1.35 Learners are required to read and understand all policies and procedures in this handbook and sign the Acknowledgment Sheet in Chapter 12 and return it to the RTO Manager.



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CHAPTER 2 – ACCESS AND EQUITY

Contact Details	A0.2.3.1	Registered Name:
	A0.2.3.1.1	Altocap Pty Ltd.
	A0.2.3.2	Trading Name:
	A0.2.3.2.1	Altocap Flight School.
	A0.2.3.3	ABN:
	A0.2.3.3.1	18610891775.
	A0.2.3.4	ARN:
	A0.2.3.4.1	1017972.
	A0.2.3.5	Operational Headquarters:
	A0.2.3.5.1	The Scouts Building,
	A0.2.3.5.2	Aerodrome Road,
	A0.2.3.5.3	Camden Airport,
	A0.2.3.5.4	Cobbitty,
	A0.2.3.5.5	New South Wales,
	A0.2.3.5.6	2570.
	A0.2.3.6	Operational Base:
	A0.2.3.6.1	Site 701,
	A0.2.3.6.2	Aerodrome Road,
	A0.2.3.6.3	Camden Airport,
	A0.2.3.6.4	Cobbitty,
	A0.2.3.6.5	New South Wales,
	A0.2.3.6.6	2570.
	A0.2.3.7	Telephone:
	A0.2.3.7.1	+61 2 9746 7670.
	A0.2.3.8	Facsimile:
	A0.2.3.8.1	
	A0.2.3.9	Email:
	A0.2.3.9.1	George.raby@altocap.com.au
	A0.2.3.10	Registered Address:
	A0.2.3.10.1	Magoulas & Associates,
	A0.2.3.10.2	1/103 George Street,
	A0.2.3.10.3	Sydney,
	A0.2.3.10.4	New South Wales,
	A0.2.3.10.5	2000.
	A0.2.3.11	Postal Address:
	A0.2.3.11.1	P.O. Box 231,
	A0.2.3.11.2	Chester Hills,

		A0.2.3.11.3 L72.2.1.1.1	New South Wales, 2162.
Contact – Key Personnel	L72.2.1.2	Chief Executive Officer/Principal: L72.2.1.2.1 Rick Smyth-King L72.2.1.2.2 Telephone: 61 2 8377 3963. L72.2.1.2.3 Email: rick.sk@altocap.com.au.	
	L72.2.1.3	Head of Operations: L72.2.1.3.1 George Raby L72.2.1.3.2 Telephone: 0421 585 997 L72.2.1.3.3 Email: George@rabyonline.com.au	
	L72.2.1.4	Safety Manager: L72.2.1.4.1 Rakend Sundaran. L72.2.1.4.2 Telephone: 0431 603 451 L72.2.1.4.3 Email: rakend@altocap.com.au	
	L72.2.1.5	RTO Manager: L72.2.1.5.1 George Raby L72.2.1.5.2 Telephone: 0421 585 997 L72.2.1.5.3 Email: George@rabyonline.com.au	
	L72.2.1.6	Chief Ground Instructor: L72.2.1.6.1 Steve Reh L72.2.1.6.2 Telephone: 0405 318 601 L72.2.1.6.3 Email: stevereh4@gmail.com	
Abbreviations	L72.2.1.7	ASQA: L72.2.1.7.1 Australian Skills Quality Authority.	
	L72.2.1.8	CoE: L72.2.1.8.1 Confirmation of Enrolment.	
	L72.2.1.9	CRICOS: L72.2.1.9.1 Commonwealth Register of Institutions and Courses for Overseas Learners.	
	L72.2.1.10	ESOS: L72.2.1.10.1 Education Services for Overseas Learners.	
	L72.2.1.11	OSHC: L72.2.1.11.1 Overseas Learner Health Cover.	
	L72.2.1.12	PRISMS: L72.2.1.12.1 Provider Registration and International Learners Management System.	
Access Support Services	L72.2.1.13	to It is important that you meet your obligations regarding course requirements and attendance.	
	L72.2.1.14	If you are having trouble adjusting to life in Australia or are finding it difficult to achieve the required competencies within the required time frames you must contact the RTO Manager.	

	L72.2.1.15	If you are suffering accommodation problems, you must contact your RTO Manager.
	L72.2.1.16	The RTO Manager in consultation with the Head of Operations may provide you with alternative course options that may help you adjust to the required workload.
	L72.2.1.17	Your training package can be tailored, to a point, to allow you to make any adjustments.
	L72.2.1.18	Altocap Flight School has a detailed Learner Policy that ensures:
	L72.2.1.18.1	Transfer Between Registered Providers;
	L72.2.1.18.2	Learner Performance;
	L72.2.1.18.3	Counseling Breaching Learners;
	L72.2.1.18.4	Deferring, Suspending or Cancelling a Learner's Enrollment;
	L72.2.1.18.5	Ensuring Completion;
	L72.2.1.18.6	Intervention Process Learner Attendance;
	L72.2.1.18.7	Intervention Process Learner Performance;
	L72.2.1.18.8	Working with At Risk Learners; and
	L72.2.1.18.9	Contacting Learners and Intervention Policy.
	L72.2.1.19	There is no cost to the learner for any welfare support services.
	L72.2.1.20	If the learner is referred to an external support service, there will be no charge for the referral.
After Hours Assistance	L72.2.1.21	For after-hours assistance contact the RTO Manager on 0421 585 997.
Change to Conditions	L72.2.1.22	Altocap Flight School reserves the right to change fees, conditions, course times or course commencement dates at any time without notice.
	L72.2.1.23	Altocap Flight School will advise you as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.
Code of Practice	L72.2.1.24	Altocap Flight School has developed this Code of Practice to address and establish our commitment to the maintenance of high standards in the provision of vocational education and training and our operations in accordance with the principles and standards of the Australian Qualifications Framework.
	Access and Equity	
	L72.2.1.25	Altocap Flight School is committed to providing equal opportunity and promoting inclusion for all learners'.
	L72.2.1.26	Altocap Flight School asserts the right of all learners to access training and assessment services in a language and format that they readily understand.
	L72.2.1.27	Learners who have difficulty with basic literacy, numeracy, English language or other areas of learning should advise Altocap Flight School of their support needs prior to training.
	L72.2.1.28	The trainer's contact details will be provided at the commencement of each course.
	L72.2.1.29	Altocap Flight School will meet the needs of individuals and the community through the integration of access and equity guidelines.
	L72.2.1.30	Altocap Flight School will ensure that Access and Equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity

		without discrimination.
	L72.2.1.31	Altocap Flight School will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.
	L72.2.1.32	Altocap Flight School prohibits discrimination towards any group or individual in any form, inclusive of:
	L72.2.1.32.1	Gender;
	L72.2.1.32.2	Pregnancy;
	L72.2.1.32.3	Race, colour, nationality, ethnic or ethno-religious background;
	L72.2.1.32.4	Marital status;
	L72.2.1.32.5	Sexuality (male or female, actual or presumed); and
	L72.2.1.32.6	Age (in relation to compulsory retirement).
	L72.2.1.33	Altocap Flight School (Australia):
	L72.2.1.33.1	Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race;
	L72.2.1.33.2	Training services are delivered in a non-discriminatory, open and respectful manner;
	L72.2.1.33.3	Staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs;
	L72.2.1.33.4	Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity;
	L72.2.1.33.5	Conduct client selection for training opportunities in a manner that includes and reflects the diverse client population;
	L72.2.1.33.6	Actively encourage the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged;
	L72.2.1.33.7	Provide culturally inclusive language, literacy and numeracy advice and assistance that assist clients in meeting personal training goals;
	L72.2.1.33.8	Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system;
	L72.2.1.33.9	Staff and learners are required to comply with access and equity requirements at all times.
	Legislative Requirements	
	L72.2.1.34	Altocap Flight School complies with all relevant Commonwealth and State legislation and regulations, particularly in relation to:
	L72.2.1.34.1	Workplace Health and Safety;
	L72.2.1.34.2	Harassment, Victimisation and Bullying;
	L72.2.1.34.3	Anti-discrimination that includes equal opportunity, racial vilification and disability discrimination;
	L72.2.1.34.4	Privacy;
	L72.2.1.34.5	The delivery and administration of vocational education and training; and
	L72.2.1.34.6	All relevant legislation and regulations associated with the qualifications offered.

	Quality Focus	
	L72.2.1.35	Altocap Flight School is committed to provide quality services and is focused on continuous improvement of our systems, products and processes.
	L72.2.1.36	We actively seek feedback from learners and staff and value their contribution towards improving programs and services.
	Client Service	
	L72.2.1.37	Altocap Flight School have sound management and administrative processes to ensure delivery of an efficient client service.
	L72.2.1.38	Learner assessment results, Qualifications and Statements of Attainment are issued in a timely manner and competencies are recorded and certified in accordance with national guidelines.
	L72.2.1.39	Altocap Flight School commitment to quality client service is also demonstrated by:
	L72.2.1.39.1	Recognition of Prior Learning Policy and Procedure;
	L72.2.1.39.2	Refund Policy;
	L72.2.1.39.3	Complaints and Appeals Policy;
	L72.2.1.39.4	Access and Equity Policy; and
	L72.2.1.39.5	Language, Literacy and Numeracy Assistance Information.
	External Audit and Review	
	L72.2.1.40	Altocap Flight School participates in external monitoring and review processes conducted by the relevant Government authorities.
	L72.2.1.41	These processes may include random compliance and quality audits, audit following a complaint, audit for the purpose of maintaining or extending our scope of registration, financial audits and strategic industry audits.
	Financial and Administrative Practices	
	L72.2.1.42	Altocap Flight School guarantees the sound financial position of its business activities.
	L72.2.1.43	Course fees paid in advance are protected with appropriate tuition protection systems.
	Marketing and Advertising	
	L72.2.1.44	Altocap Flight School markets its products and services with integrity, accuracy and professionalism, avoiding ambiguous and vague statements.
	Training and Assessment Standards	
	L72.2.1.45	Trainers and Assessors have the appropriate qualifications and experience to deliver training and assessment relevant to the training products and services offered.
	L72.2.1.46	Trainers and Assessors hold a qualification in adult education and relevant vocational qualifications to the level being trained and assessed.
	L72.2.1.47	Altocap Flight School is committed to ongoing staff professional development of and regularly conduct assessor monitoring and peer review to continually improve assessment methods and

		training delivery.
	L72.2.1.48	Assessment is conducted in accordance with the requirements of the Standards and the relevant National Training Package (including National Recognition, Recognition of Prior Learning and Credit Transfer) and where necessary, arrangements for language, literacy or numeracy assistance are made.
	L72.2.1.49	At all times, Altocap Flight School will provide adequate facilities, equipment and materials to create an environment that is conducive to successful learning.
	Issuing of Qualifications	
	L72.2.1.50	A testamur will be issued to learners who have met the requirements of a vocational education and training qualification. A record of results will be issued to accompany the testamur.
	L72.2.1.51	Due to the holistic nature of training and assessment for the award of AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) and AVI50519 Diploma of Aviation (Instrument Rating) a statement of attainment will be issued to the learner upon successful completion of all units of competency in accordance with the packaging rules of the applicable qualification.
Discrimination	Recognition of Qualifications	
	L72.2.1.52	AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations are recognised by Altocap Flight School
	L72.2.1.53	Staff and potential learners will be informed that their AQF Qualifications and Statements of Attainment are recognised by Altocap Flight School.
	L72.2.1.54	A 'fair go' is your right.
	L72.2.1.55	It doesn't matter how old you are or whether you were born in Australia or overseas, the Equal Opportunity legislation and federal anti-discrimination laws protect this right.
	Federal	
	L72.2.1.56	Age Discrimination Act 2004;
	L72.2.1.57	Australian Human Rights Commission Act 1986;
	L72.2.1.58	Disability Discrimination Act 1992;
	L72.2.1.59	Racial Discrimination Act 1975;
	L72.2.1.60	Sex Discrimination Act 1984.
	State	
	L72.2.1.61	Anti-Discrimination Act 1977 (NSW):
	L72.2.1.62	Grounds of unlawful discrimination:
	L72.2.1.62.1	Race, (including colour, nationality and national or ethnic origin);
	L72.2.1.62.2	Sex (including pregnancy);
	L72.2.1.62.3	Marital status;
	L72.2.1.62.4	Disability;

	<p>L72.2.1.62.5 Homosexuality;</p> <p>L72.2.1.62.6 Age (compulsory retirement only);</p> <p>L72.2.1.62.7 Transgender;</p> <p>L72.2.1.62.8 Carer's responsibility.</p> <p>L72.2.1.63 Other unlawful conduct:</p> <p>L72.2.1.63.1 Sexual harassment;</p> <p>L72.2.1.63.2 Vilification on the basis of race;</p> <p>L72.2.1.63.3 Homosexuality;</p> <p>L72.2.1.63.4 Transgender; and</p> <p>L72.2.1.63.5 HIV/AIDS status.</p> <p>L72.2.1.64 It is against the law for someone to treat you unfairly (discriminate) or harass (hassle or pick on) because of your actual or assumed:</p> <p>L72.2.1.64.1 Age;</p> <p>L72.2.1.64.2 Carer status;</p> <p>L72.2.1.64.3 Disability/impairment;</p> <p>L72.2.1.64.4 Gender;</p> <p>L72.2.1.64.5 Lawful sexual activity;</p> <p>L72.2.1.64.6 Marital status;</p> <p>L72.2.1.64.7 Physical features;</p> <p>L72.2.1.64.8 Political belief;</p> <p>L72.2.1.64.9 Pregnancy;</p> <p>L72.2.1.64.10 Race;</p> <p>L72.2.1.64.11 Religious belief; and</p> <p>L72.2.1.64.12 Sexual orientation.</p> <p>L72.2.1.65 It is also against the law for someone to sexually harass you.</p> <p>L72.2.1.66 If you make a complaint (or help someone else make a complaint), it is against the law for someone to hassle or victimise you because you have done so.</p> <p>L72.2.1.67 It is also against the law to authorize or assist another person to discriminate or harass someone.</p>
Feedback	<p>L72.2.1.68 Altocap Flight School encourages your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement.</p> <p>L72.2.1.69 We monitor compliance with the Standards for Registered Training Organisations (RTOs) 2015 and our policies and procedures through the use of evaluations at the completion of courses.</p> <p>L72.2.1.70 Any grievances or deficiencies are actioned in our Continuous Improvement Program to ensure appropriate follow up action is taken.</p>
History	<p>L72.2.1.71 Altocap Flight School is the Registered Training Organisation (RTO) operating from Camden Airport.</p> <p>L72.2.1.72 Altocap Flight School also operate from a state of the art purpose built training organisation in Singapore.</p>

	L72.2.1.73	Altocap Flight School takes pride in the quality of courses and services delivered.
	L72.2.1.74	As an RTO, Altocap Flight School works in accordance within the Australian Skills Quality Authority (ASQA).
	L72.2.1.75	ASQA has brought about major changes in the vocational pathways we are able to offer to our clients.
	L72.2.1.76	With the unique position within a group delivering professional services Altocap Flight School has close links with financial and legal practitioners, Information Technology specialists and also benefits from strong client relationships with diverse business interests across Australia and Internationally.
	L72.2.1.77	We are registered by the Australian Skills Quality Authority (ASQA) to deliver the following courses to International and domestic learners:
	L72.2.1.77.1	AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane); and
	L72.2.1.77.2	AVI50519 Diploma of Aviation (Instrument Rating).
	L72.2.1.78	During the course(s) the learner will also be issued with:
	L72.2.1.78.1	Recreational Pilot Licence Aeroplane Category Rating;
	L72.2.1.78.2	Commercial Pilot Licence Aeroplane Category Rating;
	L72.2.1.78.3	Multi Engine Aeroplane Category Rating; and
	L72.2.1.78.4	Instrument Rating.
Legislative Requirements	L72.2.1.79	The Education Services for Overseas Learners Act 2000 (ESOS Act).
	L72.2.1.80	Education Services for Overseas Learners (ESOS) Regulations 2001.
	L72.2.1.81	National Code of Practice for Providers of Education and Training to Overseas Learners 2018
	L72.2.1.82	The National Vocational Education and Training Regulator Act 2011 (NVR Act).
	L72.2.1.83	The Commonwealth Register of Institutions and Courses for Overseas Learners (CRICOS).
	L72.2.1.84	Standards for Registered Training Organisations 2015.
	L72.2.1.85	Fit and Proper Person Requirements 2011.
	L72.2.1.86	Financial Viability Risk Assessment Requirements 2011.
	L72.2.1.87	Data Provision Requirements 2011.
	L72.2.1.88	Australian Qualifications Framework.
	L72.2.1.89	Civil Aviation Regulations.
	L72.2.1.90	Civil Aviation Safety Regulations.
	L72.2.1.91	Civil Aviation Orders.
	L72.2.1.92	Requirements, standards and recommended practices of the International Civil Aviation Organisation.
	L72.2.1.93	Instructions of local airport authorities and air traffic services.
	L72.2.1.94	Relevant national, State emergency services regulations.
	L72.2.1.95	Australian and International Dangerous Goods Code including:
	L72.2.1.95.1	IATA's 'Dangerous Goods by Air' Regulation
	L72.2.1.95.2	Australian and International Explosives Codes
	L72.2.1.95.3	Quarantine regulations administered by the Australian Quarantine Inspection

	Service.	
	L72.2.1.95.4	Customs regulations (export/import/bond requirements).
Migration Agents	L72.2.1.96	Where Altocap Flight School uses Migration Agents the company is responsible for the actions of their agents in marketing their courses.
	L72.2.1.97	All Migration Agents working on behalf of Altocap Flight School have completed an Agent's Agreement with us.
	L72.2.1.98	We review the activities of migration agents from time to time and if you are unsure of what is happening then give the school a call.
	L72.2.1.99	It is unusual for you to have additional fee payments made to Migration Agents once you have been accepted by our school in Australia.
	L72.2.1.100	Should you be asked for additional fees please speak to the Principal Executive Officer.
	L72.2.1.101	A Migration Agent must give to you the following information before you make an application to study:
	L72.2.1.101.1	Altocap Flight School and its facilities, equipment and learning and library resources;
	L72.2.1.101.2	Information on course content, the qualification gained on completion, duration;
	L72.2.1.101.3	Teaching methods, assessment methods;
	L72.2.1.101.4	Details of any arrangements with other providers for recognition or completion of the course;
	L72.2.1.101.5	Course fees, refund conditions and other tuition expenses;
	L72.2.1.101.6	Living in Australia and the local environment of the relevant campus, including information about campus location, accommodation availability, and costs of living and schooling obligations for any dependants;
	L72.2.1.101.7	The minimum level of English language proficiency, educational qualifications and work experience required for acceptance into our course;
	L72.2.1.101.8	Visa requirements which must be satisfied by the prospective learner including English language proficiency levels;
	L72.2.1.101.9	Conditions imposed on learner visas including satisfactory academic performance, attendance requirements and working rights and that the school will be required to keep a record of your academic progress and attendance at classes;
	L72.2.1.101.10	The school's requirement to report to relevant Australian government authorities a learner's failure to meet their visa conditions relating to attendance or academic performance;
	L72.2.1.101.11	Withdrawal arrangements;
	L72.2.1.101.12	How to access the Australian Department of Education, Skills and Employment, Employment and Workplace Relations' website to obtain information about the Education Services for Overseas Learners (ESOS) framework;
	L72.2.1.101.13	Admission procedures, credit transfers and the recognition of prior learning (RPL) policies;
	L72.2.1.101.14	Internal and external complaint and appeals procedures; and
	L72.2.1.101.15	Non-academic learner support services of special relevance to international learners.

Reissuing Qualifications	L72.2.1.102	If you need additional copies of your qualification, then application must be made in writing with proof of identity provided.
	L72.2.1.103	Ideally you should attend Altocap Flight School to confirm that it is you that is asking for the copy of the qualification and why you need it.
	L72.2.1.104	Other people or companies will not be able to get a copy of your qualification or academic record if they cannot clearly establish that:
	L72.2.1.104.1	You have authorised this information to be released
	L72.2.1.104.2	They are the person or company to whom the information is to be transferred
	L72.2.1.104.3	A reissuance fee has been paid.
Staff	Instructing Staff	
	L72.2.1.105	The Head of Operations is ultimately responsible for your standard of training and safety whilst at Altocap Flight School.
	L72.2.1.106	Your Instructor at Altocap Flight School will perform all training and assessments.
	RTO Manager	
	L72.2.1.107	The RTO Manager may assist you with personal difficulties and provide information about support services, such as health, that you may need.
	L72.2.1.108	Feel free to contact your, RTO Manager (24 hours) (You will be introduced to the RTO Manager during your induction).
Learner Welfare	L72.2.1.109	Learners are encouraged to contact the RTO Manager regarding any issue that they may be experiencing.
	L72.2.1.110	Lifeline Telephone:
	L72.2.1.110.1	13 11 14
	L72.2.1.111	Lifeline Website:
	L72.2.1.111.1	http://www.lifeline.org.au
Support Services	L72.2.1.112	Altocap Flight School will provide all necessary support to accommodate adjusting to study and life in Australia by providing you with information on or access to an age and culturally appropriate orientation program that provides information about:
	L72.2.1.112.1	Support services available to assist you to adjust to study and life in Australia;
	L72.2.1.112.2	English language and study assistance programs;
	L72.2.1.112.3	Any relevant legal services;
	L72.2.1.112.4	Emergency and health services;
	L72.2.1.112.5	Altocap Flight School facilities and resources;
	L72.2.1.112.6	Complaints and appeals processes as outlined in Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Learners 2018 (Complaints and appeals);
	L72.2.1.1.1	Requirements for course attendance and progress, as appropriate;
	L72.2.1.1.2	The support services available to assist you with general or personal

		circumstances that are adversely affecting your education in Australia;
	L72.2.1.1.3	Services you can access for information on your employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
	L72.2.1.2	Altocap Flight School will give relevant information or provide referrals as appropriate in relation to the services and programs set out above, at no additional cost to the overseas learner.
	L72.2.1.3	Altocap Flight School will offer reasonable support to you to achieve expected learning outcomes regardless of your place of study or the mode of study of the course, at no additional cost to you.
	L72.2.1.4	Altocap Flight School will facilitate access to learning support services consistent with the requirements of the course, mode of study and your learning needs, including having and implementing documented processes for supporting and maintaining contact when you undertake online or distance units of study.
	L72.2.1.5	The RTO Manager is your official point of contact. The RTO Manager has access to up-to-date details of Altocap Flight School support services.
	L72.2.1.6	Altocap Flight School has sufficient learner support personnel to meet the needs of the overseas learner cohort enrolled with Altocap Flight School.
	L72.2.1.7	Altocap Flight School ensures its staff members who interact directly with overseas learners are aware of Altocap Flight School obligations under the ESOS framework and the potential implications for overseas learners arising from the exercise of these obligations.
	L72.2.1.8	Altocap Flight School has a CASA approved Safety Management System and Emergency Response Plan for managing critical incidents that could affect your ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.
	L72.2.1.9	The Safety Management System maintains a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas learner ceases to be an accepted learner.
	L72.2.1.10	Altocap Flight School will:
	L72.2.1.10.1	Take all reasonable steps to provide a safe environment on campus and advise you and staff on actions you can take to enhance your personal security and safety;
	L72.2.1.10.2	Provide information about how to seek assistance for and report an incident that significantly impacts on your wellbeing, including critical incidents;
	L72.2.1.10.3	Provide you with or refer you to (including electronically) general information on safety and awareness relevant to life in Australia.
Learners under 18 Years of Age	L72.2.1.11	Altocap Flight School will not enter into a written agreement or an arrangement to provide training when a learner is under 18 years of age.



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CHAPTER 3 – OPERATIONS AND ADMINISTRATION

Emergency Assistance	L72.3.1.1	In the event of an accident, injury, fire or similar emergency you are encouraged to take the following actions:
	L72.3.1.1.1	Avoid placing yourself in danger - Move to a safe area;
	L72.3.1.1.2	Alert others within the vicinity;
	L72.3.1.1.3	Alert a staff member if one is in close proximity;
	L72.3.1.1.4	Ring 000 and ask for: POLICE, FIRE and/or AMBULANCE ;
	L72.3.1.1.5	Give your location.
Emergency Evacuation	L72.3.1.2	An evacuation route is shown at each area of the flying school.
	L72.3.1.3	Please take a time to familiarise yourself with the evacuation route.
	L72.3.1.4	The assembly point for the Training Building is in front of the main entrance, in the staff car park area.
Emergency Telephone Numbers	L72.3.1.5	Emergencies:
	L72.3.1.5.1	Dial – 000
Fire Drill Procedures	Fire During Business Hours	
	L72.3.1.6	On discovery of a fire the following initial actions are required:
	L72.3.1.6.1	The person who locates the fire should get attention by shouting 'FIRE! FIRE! FIRE!'
	L72.3.1.6.2	Delegate a person to call the Fire Service (Dial: 000), regardless of whether the fire alarm has activated;
	L72.3.1.6.3	The following personnel must be notified:
	L72.3.1.6.3.1	Safety Manager;
	L72.3.1.6.3.2	Head of Operations; and
	L72.3.1.6.3.3	Duty Instructor.
	L72.3.1.6.4	Attend to human life in danger, providing it is safe to do so;
	L72.3.1.6.5	Attempt to extinguish the fire, if fire extinguisher trained, and if it is safe to do so.
	L72.3.1.6.6	If the fire cannot be extinguished then leave the area, closing all doors on exit so as to prevent the rapid spread of fire, and
	L72.3.1.6.7	Act as directed by the Duty Instructor.
	L72.3.1.7	The fire warning has been activated but the fire is not in the immediate vicinity:
	L72.3.1.7.1	Secure all windows and prepare to evacuate.
	L72.3.1.7.2	Remain at your workplace until the evacuation warning is activated.
	Fire After Hours	
	L72.3.1.8	The Duty Instructor is to co-ordinate and control the incident.
	L72.3.1.9	The evacuation procedures are identical to those laid down for normal business hours.

	L72.3.1.10	On evacuation, the Duty Instructor should take the Emergency Response Plan with them, and when safe to do so, commence the 'informing of senior staff members' procedures.
	Fire Evacuation Procedures	
	L72.3.1.11	Staff inside normal working area:
	L72.3.1.11.1	On hearing the evacuate signal staff should:
	L72.3.1.11.2	Secure the workplace, closing windows before leaving,
	L72.3.1.11.3	Close any doors but do not lock ,
	L72.3.1.11.4	Follow the published evacuation route or proceed as directed by the Duty Instructor,
	L72.3.1.11.5	Proceed to the published assembly area,
	L72.3.1.11.6	Do not leave the assembly area until directed to do so by the Duty Instructor.
	L72.3.1.12	Staff outside their normal work area:
	L72.3.1.12.1	During an emergency, a situation may arise whereby staff may be outside their normal workplace.
	L72.3.1.12.2	In this situation, affected staff and visitors are to:
	L72.3.1.12.3	Await instructions from the Duty Instructor of that area.
	L72.3.1.12.4	If visible, read the evacuation plan for that area.
	L72.3.1.12.5	In the absence of a Duty Instructor, follow the published procedure to the assembly point.
	L72.3.1.12.6	Inform the Duty Instructor at that assembly area who you are and what your normal work area is.
	General	
	L72.3.1.13	In the interests of personal safety, personnel should remember to save themselves, not property.
	L72.3.1.14	They also should:
	L72.3.1.14.1	Not attempt to gather private belongings.
	L72.3.1.14.2	Memorise the location of fire extinguishers, hose reels, etc.
	L72.3.1.14.3	Avoid panic and confusion.
	L72.3.1.14.4	Check remote areas of larger buildings for stragglers, while evacuating premises.
	L72.3.1.14.5	Close all doors after evacuation.
	L72.3.1.14.6	Provide first aid to victims, where needed.
Medical Assistance	Medical Procedure	
	L72.3.1.15	A First Aid Kit is located in the reception of the Training organisation Building.
	L72.3.1.16	Altocap Flight School complies with CASA regulations Subpart 67.E - 67.265, 67.270 and 67.271 and will refer learners to a registered Doctor for medical treatment and a DAME where applicable.
	L72.3.1.17	Should learners require seeing a doctor, the following procedure is to be followed:
	During Business Hours	

L72.3.1.18	The RTO Manager or the learner's Instructor will be informed of the need to see a Doctor.
L72.3.1.19	Most if not all Medical Clinics in Sydney requires an appointment.
L72.3.1.20	Note:
L72.3.1.20.1	As a general rule, learners should visit the local Medical Centre unless an emergency where they should attend the A and E department at Liverpool Hospital in Liverpool.
L72.3.1.21	For normal ailments please make a doctor's appointment.
L72.3.1.22	If no transport is available, a taxi will be arranged and the cab fare will be paid by the learner for the trips to and from the doctor.
L72.3.1.23	Please see Medical Clinics and Pharmacies listed in this chapter.
L72.3.1.24	Learners must carry out their own introduction at the reception desk at the clinic.
L72.3.1.25	Passport, photo ID and OSHC cards may be requested by the reception.
L72.3.1.26	Should a learner need to pay cash for medications they are to obtain a tax invoice.
Outside Business Hours	
L72.3.1.27	In all after-hours medical needs the RTO Manager may be contacted for advice, guidance assistance – 24 hours a day; 7 days a week.
L72.3.1.28	In their absence, the learner should contact his/her Flight Instructor.
L72.3.1.29	If any staff member is available, his/her assistance may be sought.
L72.3.1.30	Call for a taxi.
L72.3.1.31	If the illness is serious and an escort to the clinic becomes necessary, the RTO Manager is empowered to detail any available learner on the course for such escort duties.
L72.3.1.32	In such cases, the Principal must be informed as soon as possible.
Emergencies Requiring an Ambulance	
L72.3.1.33	Inform the RTO Manager.
L72.3.1.34	Ring 000 for an ambulance.
L72.3.1.35	If it is not possible to inform Altocap Flight School personnel at the time of the emergency, a message must be passed at the first opportunity thereafter.
L72.3.1.36	Learners are advised to clarify with the RTO Manager, matters regarding payment of medical bills.
Use of Medication	
L72.3.1.37	Altocap Flight School pilots are not to use pills, potions, powders, poultices, patches or ingest or inject any medication for treatment of any disorder or ailment unless the medication, its dosage and length of application has been specifically prescribed by a current Australian Designated Aviation Medical Examiner (DAME).
L72.3.1.38	This notice applies to any medication which may be bought "over the counter" (that is without a prescription from a doctor) or supplied from any source including well-meaning relatives or friends.
L72.3.1.39	If you have authorisation to use prescription drugs the prescription should be carried with you for verification of your authorisation if requested by a staff member, CASA or police officer.
L72.3.1.40	Self-medication is not approved at any time during your service at Altocap Flight School because of its possible long term effects.
L72.3.1.41	Finally, should you have an accident involving injury to persons or damage to equipment and you are found to have been self-medicating then insurance may quite possibly withdraw and

	L72.3.1.42	all costs may be placed on you and/or your family. If you are self-medicating, see the RTO Manager NOW to resolve any problems.
Medical Clinics	L72.3.1.43	Camden Healthcare Centre: L72.3.1.43.1 37 John Street; L72.3.1.43.2 Camden NSW 2570; L72.3.1.43.3 Telephone (02) 4655 5777.
Mobile Telephones	L72.3.1.44 L72.3.1.45 L72.3.1.46 L72.3.1.47	Several companies offer good value for money deals on mobile phones. Learners are advised to shop around before they buy. Learners may contact the RTO Manager for advice if needed. All mobiles are to be switched off during lectures, briefings and other occasions where any disturbance is inappropriate.
Pharmacies	L72.3.1.48	Camden Pharmacy: L72.3.1.48.1 85 Argyle Street; L72.3.1.48.2 Camden NSW 2570; L72.3.1.48.3 Telephone: (02) 4655 8875.
Taxi	L72.3.1.49	Telephone Number: L72.3.1.49.1 13 31 00 L72.3.1.49.2 13 22 27
Telstra	L72.3.1.50 L72.3.1.51 L72.3.1.52	Telstra International Directory Assistance: L72.3.1.50.1 1225 Telstra Directory Assistance: L72.3.1.51.1 1223 Telstra Call Connect: L72.3.1.52.1 12456
Working Routine	L72.3.1.53 L72.3.1.54 L72.3.1.55 L72.3.1.56 L72.3.1.57 L72.3.1.58 L72.3.1.59 L72.3.1.60 L72.3.1.61 L72.3.1.62	Altocap Flight School work routine is between the hours of 0800 to 1700, seven days a week. Flying Operations commence earlier and continue later as required on a rostered seven-day basis. Administrative activities take place between 0830 and 1700 hours Monday to Friday. A weekly ground-training programme for each course is distributed to each learner. A daily flying programme is available on the many computers throughout the Training organisation and sent to all learners. Altocap Flight School will close on Christmas Day, however, some curricular activity will continue over the Christmas and Easter period. Altocap Flight School works in a reduced capacity on public holidays. Due to the number of variables encountered in the implementation of a flying schedule, at times, the flying programme may require work beyond the working hours limits shown above. As such, flying may commence earlier, continue later and will include weekends and public holidays. Similarly, it may also be necessary to conduct ground training outside the normal daily

		routine.
	L72.3.1.63	However, learners will at no time be subjected to unreasonable workloads.
	L72.3.1.64	Extra duty time would only be necessary, to take care of unavoidable requirements, and where learners (or courses) have fallen behind, and therefore need to make up for lost time.
	L72.3.1.65	Learners are encouraged to use the training facilities as and when they need to, beyond normal working hours. Instructors will be available to provide additional coaching.
	L72.3.1.66	Altocap Flight School facilities and equipment are available for use by learners whenever the need arises.



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CHAPTER 4 – TRAINING & ASSESSMENT GUIDELINES

Assessment	L72.4.1.1	Altocap Flight School has an assessment system that ensures that assessment, including recognition of prior learning:
	L72.4.1.1.1	Complies with the assessment requirements of the training package you are undertaking; and
	L72.4.1.1.2	Is conducted in accordance with the Principles of Assessment and the Rules of Evidence, reproduced in the table below.
	L72.4.1.2	Assessment is carried out by the comparison of your skills and knowledge against the elements and performance criteria of the Aviation Training Package.
	L72.4.1.3	Assessments are not a stressful activity.
	L72.4.1.4	They are conducted in a relaxed and friendly atmosphere.
	L72.4.1.5	Your Assessor simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used.
	L72.4.1.6	It is in your long-term interests to ensure that all of the skills necessary for the job have been mastered, our aim is to help you to learn those skills in the right way.
Principles of Assessment		
Fairness		<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>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.</p>
Flexibility		<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • 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		<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge

		<p>that are essential to competent performance;</p> <ul style="list-style-type: none"> • 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.
Assessors	L72.4.1.7	Your assessor will objectively assess your performance against a set of published standards.
	L72.4.1.8	Your Assessor has been selected because he/she has a sound knowledge of your course and is skilled in its application in the Australian Workplace.
Competency Based Training	L72.4.1.9	Competency involves the specification of skills and knowledge and their application to a particular standard or performance in the workplace.
	L72.4.1.10	Elements and Performance Criteria specify the minimum standard to achieve to be assessed as competent in a Unit of Competency.
	L72.4.1.11	Competency based training requires you to demonstrate the skills that you have learnt.
	L72.4.1.12	To be assessed as competent a learner is required to demonstrate competency in an element on at least two occasions.
Deferring, Suspending or Cancelling Enrolments	L72.4.1.13	Altocap Flight School will assess, approve and record a deferment of the commencement of study or suspension of study requested by you, and maintain a record of any decisions.
	L72.4.1.14	Altocap Flight School may defer or suspend your enrolment if it believes there are compassionate or compelling circumstances.
	L72.4.1.15	Altocap Flight School may suspend or cancel your enrolment including, but not limited to, on

		<p>the basis of:</p> <p>L72.4.1.15.1 Misbehaviour;</p> <p>L72.4.1.15.2 Your failure to pay an amount you are required to pay Altocap Flight School to undertake or continue the course as stated in the written agreement;</p> <p>L72.4.1.15.3 A breach of course progress or attendance requirements, which must occur in accordance with Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Learners 2018 (Overseas learner visa requirements).</p> <p>L72.4.1.16 If Altocap Flight School initiates a suspension or cancellation of your enrolment, before imposing a suspension or cancellation Altocap Flight School must:</p> <p>L72.4.1.16.1 Inform you of the intention and the reasons for doing so, in writing;</p> <p>L72.4.1.16.2 Advise you of your right to appeal through Altocap Flight School internal complaints and appeals process, in accordance with Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Learners 2018 (Complaints and appeals), within 20 working days.</p> <p>L72.4.1.17 When there is any deferral, suspension or cancellation action taken under this standard, Altocap Flight School will:</p> <p>L72.4.1.17.1 Inform you of the need to seek advice from Immigration on the potential impact on your visa;</p> <p>L72.4.1.17.2 Report the change to your enrolment under section 19 of the ESOS Act.</p> <p>L72.4.1.18 The suspension or cancellation of your enrolment described above cannot take effect until the internal appeals process is completed, unless your health or wellbeing, or the wellbeing of others, is likely to be at risk.</p>
Course Materials	<p>L72.4.1.19 Please feel free to make full use of Altocap Flight School library resources to assist your study.</p> <p>L72.4.1.20 The library contains at least one full set of ground school learning resources applicable to the courses Altocap Flight School delivers.</p> <p>L72.4.1.20.1 Aviation Theory Centre - Flight Rules & Air Law - 16th Ed. – 2017;</p> <p>L72.4.1.20.2 Aviation Theory Centre - Flying Training Manual 9th Ed. 2017;</p> <p>L72.4.1.20.3 Aviation Theory Centre - Meteorology - 2nd Ed. – 2018;</p> <p>L72.4.1.20.4 Aviation Theory Centre - Navigation - 1st Ed. - 2016</p> <p>L72.4.1.20.5 Aviation Theory Centre - Aircraft Operation, Performance and Planning - 5th Ed. – 2014;</p> <p>L72.4.1.20.6 Aviation Theory Centre - Basic Aeronautical Knowledge - 3rd Ed. – 2014;</p> <p>L72.4.1.20.7 Aviation Theory Centre - Human Factors - 4th Ed. – 2017;</p> <p>L72.4.1.20.8 Aviation Theory Centre - Flight Radio for Pilots - 7th Ed. – 2003;</p> <p>L72.4.1.20.9 Aviation Theory Centre - Human Factors - 4th Ed. – 2011;</p> <p>L72.4.1.20.10 Aviation Theory Centre – Instrument Rating Theory - 4th Ed. – 2011;</p> <p>L72.4.1.20.11 Bob Tait - Basic Aeronautical Knowledge - Issue 10 – 2005;</p> <p>L72.4.1.20.12 Altocap Flight School - Safety Management System - Issue 1 – 2018; and</p> <p>L72.4.1.20.13 CASA Part 61 MOS Schedule 3 – 2014.</p> <p>L72.4.1.21 The library also contains the following:</p> <p>L72.4.1.21.1 Civil Aviation Regulations 1988;</p> <p>L72.4.1.21.2 Civil Aviation Safety Regulations 1998;</p> <p>L72.4.1.21.3 Civil Aviation Orders;</p> <p>L72.4.1.21.4 Civil Aviation Advisory Publication;</p>	

	L72.4.1.21.5	Aeronautical Information Publication;
	L72.4.1.21.6	Company Operations Manual;
	L72.4.1.21.7	Aircraft Flight Manual; and
	L72.4.1.21.8	Quick Reference Handbook;
	L72.4.1.22	Unless specifically authorised, these materials are not to be removed from the location where they are kept.
	L72.4.1.23	You can purchase books and references if required, however, your flight training course does include provision of essential textbooks, CASA documents, and some navigational equipment.
	L72.4.1.24	Altocap Flight School recommend that you ask your instructor before you purchase anything.
Course Outcomes	L72.4.1.25	To be awarded the AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) a successful outcome in the following 29 units of competency comprising:
	L72.4.1.26	28 core units listed below plus
	L72.4.1.27	1 general elective unit from the general elective unit. The general elective unit must contribute to the vocational outcomes of the qualification.
	AVIE0006	Maintain aircraft radio communications
	AVIF0026	Implement aviation risk management processes
	AVIF0027	Implement aviation fatigue risk management processes
	AVIF0029	Implement threat and error management strategies
	AVIF0030	Manage safe flight operations
	AVIF0033	Manage aircraft passengers and cargo
	AVIF0035	Manage human factors in aviation operations
	AVIH0010	Plan a flight under visual flight rules
	AVIH0014	Navigate aircraft under visual flight rules
	AVILIC0003	Licence to operate a commercial aeroplane
	AVIO0017	Manage disruptive behaviour and unlawful interference with aviation
	AVIW0029	Manage pre- and post-flight actions

	AVIW0032	Operate and manage aircraft systems
	AVIY0033	Operate aircraft using aircraft flight instruments
	AVIY0034	Operate in controlled airspace
	AVIY0035	Operate in Class G airspace
	AVIY0036	Operate at non-towered aerodromes
	AVIY0037	Operate at a controlled aerodrome
	AVIY0040	Apply aeronautical knowledge to aviation operations
	AVIY0041	Apply the principles of civil air law to aviation operations
	AVIY0046	Execute advanced aeroplane manoeuvres and procedures
	AVIY0047	Manage abnormal aeroplane flight situations
	AVIY0054	Control aeroplane on the ground
	AVIY0055	Take off aeroplane
	AVIY0056	Control aeroplane in normal flight
	AVIY0057	Land aeroplane
	AVIY0058	Manage aircraft fuel
	AVIZ0006	Manage situational awareness in aircraft flight
	AVIY0073	Operate aircraft in the traffic pattern at night
	L72.4.1.28	To be awarded the AVI50519 Diploma of Aviation (Instrument Rating) a successful outcome in the following units must be achieved:
	L72.4.1.29	A total of 14 units of competency comprising:
	L72.4.1.30	13 core units listed below plus

	L72.4.1.31	1 specialist elective unit from the specialist elective units listed below. The specialist elective unit must contribute to the vocational outcomes of the qualification.
	AVIF0029	Implement threat and error management strategies
	AVIF0030	Manage safe flight operations
	AVIH0013	Plan a flight under instrument flight rules
	AVIH0017	Navigate aircraft under instrument flight rules
	AVIW0032	Operate and manage aircraft systems
	AVIY0033	Operate aircraft using aircraft flight instruments
	AVIY0044	Conduct a 2D instrument approach
	AVIY0050	Perform instrument arrival and standard arrival route procedures
	AVIY0073	Operate aircraft in the traffic pattern at night
	AVIY0074	Perform non-published instrument departure procedures
	AVIY0075	Perform published instrument departure procedures
	AVIY0076	Perform visual circling approach
	AVIY0081	Conduct a 2D global navigation satellite system non-precision instrument approach
	AVIY0045	Conduct a 3D instrument approach
	L72.4.1.32	Courses are based upon you being able to demonstrate skills and knowledge in the units of your course.
	L72.4.1.33	All units involve attendance at classroom sessions as well as practical demonstration in a simulation or real workplace within the airspace surrounding Camden Airport.
	L72.4.1.34	At various times through your course, you must undergo an assessment or test to show that you have learned skills or that you have sufficient knowledge on the subjects being trained.
	L72.4.1.35	If you are unable to reach the required standard at certain milestones throughout your course you will be assessed as not yet competent and will receive further training in order to be assessed as competent.
	L72.4.1.36	Assessments are both written assessments and demonstration.
	L72.4.1.37	At the successful completion of the course, you will be issued the relevant qualification to show that you have successfully completed the course.
	L72.4.1.38	Altocap Flight School does not guarantee that:
	L72.4.1.38.1	A learner will successfully complete a training product on its scope of registration; or
	L72.4.1.38.2	A training product can be completed in a manner which does not meet the requirements of the following;
	L72.4.1.38.2.1	Altocap Flight School training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each

	<p>learner to meet the requirements for each unit of competency or module in which they are enrolled.</p> <p>L72.4.1.38.2.2 For the purposes of above, Altocap Flight School determines the amount of training they provide to each learner with regard to:</p> <p>L72.4.1.38.2.2.1 The existing skills, knowledge and the experience of the learner;</p> <p>L72.4.1.38.2.2.2 The mode of delivery; and</p> <p>L72.4.1.38.2.2.3 Where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification; or</p> <p>L72.4.1.38.2.2.4 A learner will obtain a particular employment outcome where this is outside the control of Altocap Flight School.</p>	
Departure Procedures	L72.4.1.39	Before departure from Altocap Flight School certain procedural requirements must be met by all learners.
	L72.4.1.40	Written guidelines outlining these procedures have been drawn up to assist all concerned in accomplishing their tasks as efficiently as possible.
	Graduation	
	L72.4.1.41	The Graduation date is decided by the RTO Manager in consultation with the Head of Operations.
	L72.4.1.42	The size and importance of the event is to be approved by the Chief Executive Officer / Principal.
	L72.4.1.43	Altocap Flight School will approve the guest list and tentative program including Guests of Honour.
	L72.4.1.44	Instructions for the ceremony will be sent by the RTO Manager to all concerned with details of their responsibilities in the ceremony.
	Learner Departure Clearance	
	L72.4.1.45	Once all flying has been completed, (both sim and air flights), the instructor has signed off your logbook, Flight Hour Records and Training Missions and you have checked your log book and training file to ensure that all your entries are correct, you will then need to attend the Administration Office to commence your exit procedures.
	L72.4.1.46	You will require: <p>L72.4.1.46.1 Your training file; and</p> <p>L72.4.1.46.2 Your Logbook.</p> <p>L72.4.1.47 You will need to make a copy of your logbook (A4) all pages with writing.</p> <p>L72.4.1.48 Your flight instructor will work with you to ensure that your hours are correct and get them signed off by yourself and your flight instructor, and also ensure that you have a copy of all your exam results.</p>
	Exit Surveys	
	L72.4.1.49	These are administered by the RTO Manager.
	L72.4.1.50	There are two exit surveys that are to be completed before leaving:

		L72.4.1.50.1	Altocap Flight School Exit Survey; and
		L72.4.1.50.2	AQTF Survey.
Language, Literacy and Numeracy	L72.4.1.51	All intending overseas learners must provide evidence of Language, Literacy and Numeracy (LLN) proficiency to the Australian Core Skills Framework (ACSF) level 3 with their initial application.	
	L72.4.1.52	You can conduct an online LLN assessment, at no cost to you.	
	L72.4.1.52.1	A user name and password will be provided by Altocap Flight School upon request.	
	L72.4.1.52.2	To demonstrate performance at ACSF Level 3 you must achieve the following scores in the online LLN assessment:	
		L72.4.1.52.2.1	Reading 19;
		L72.4.1.52.2.2	Numeracy 21.
	L72.4.1.52.3	Altocap Flight School will provide access to a English and Mathematics assessment.	
	L72.4.1.53	It is also an entry requirement that all registering learners have an International English Language Testing System (IELTS) general or academic training module overall grade of 5.5, with no individual grade in a paper lower than 5 (or equivalent) as evidenced, by submitting upon registration, original or certified English proficiency documents eg IELTS test.	
	L72.4.1.54	Equivalency can be demonstrated as follows:	
	L72.4.1.54.1	Completed a course of secondary education conducted in an Australian or New Zealand educational institution;	
	L72.4.1.54.2	Completed a course that is at least the equivalent of an Australian secondary education in an educational institution in a country where 1 of the principal mediums of instruction was English;	
	L72.4.1.54.3	Is currently receiving secondary education in an Australian or New Zealand educational institution in which the principle language of instruction is English;	
	L72.4.1.54.4	Has worked in Australia or New Zealand for at least 3 of the 5 years immediately before conducting a solo flight as a learner pilot;	
	L72.4.1.54.5	Has worked in 1 or more of the following countries for at least 3 of the 5 years immediately before conducting a flight as a learner pilot:	
		L72.4.1.54.5.1	United Kingdom;
		L72.4.1.54.5.2	Republic of Ireland;
		L72.4.1.54.5.3	United States of America;
		L72.4.1.54.5.4	New Zealand;
		L72.4.1.54.5.5	Canada – providing that evidence of use of English language in the workplace is available;
	L72.4.1.54.6	Completed at least 1 of the following general English proficiency tests with the minimum grade specified for the test:	
		L72.4.1.54.6.1	The Test of English for International Communication (TOEIC-Secure Program Public Testing Centre) with grades not less than the following:
		L72.4.1.54.6.1.1	350 for listening;
		L72.4.1.54.6.1.2	300 for reading;
		L72.4.1.54.6.1.3	160 for speaking;
		L72.4.1.54.6.1.4	140 for writing;
		L72.4.1.54.6.2	The Test of English as a Foreign Language internet-based test (TOEFL IBT) with a grade of not less than 71;

		<p>L72.4.1.54.6.3 The Test of English as a Foreign Language computer-based test (TOEFL CBT) with a Grade of not less than 197;</p> <p>L72.4.1.54.6.4 The Test of English as a Foreign Language paper based test (TOEFL PB) with a grade of not less than 530.</p>
	L72.4.1.55	In order to improve all learners' level of English language proficiency it is encouraged that all staff and learners speak English when on school premises or accommodation.
Enrolment	L72.4.1.56	<p>The following documents must be submitted for enrolment:</p> <p>L72.4.1.56.1 Completed Enrolment Form, including the Pilot Training Agreement;</p> <p>L0.7.12.1.1 A Class 1 Aviation Medical Certificate conducted by a CASA Approved Designated Aviation Medical Examiner (DAME), or equivalent;</p> <p>L72.4.1.56.2 Copy of Passport;</p> <p>L72.4.1.56.3 Photographs x 2;</p> <p>L72.4.1.56.4 Your personal details;</p> <p>L72.4.1.56.5 Details of Next of Kin to be contacted in the case of emergency; and</p> <p>L72.4.1.56.6 Payment of Enrolment Fee.</p>
ESOS Framework	<p>L72.4.1.57</p> <p>L72.4.1.58</p> <p>L72.4.1.59</p> <p>L72.4.1.60</p> <p>L72.4.1.61</p> <p>L72.4.1.62</p> <p>L72.4.1.62.1</p> <p>L72.4.1.62.2</p> <p>L72.4.1.62.3</p> <p>L72.4.1.62.4</p> <p>L72.4.1.62.5</p> <p>L72.4.1.62.6</p> <p>L72.4.1.63</p> <p>L72.4.1.64</p> <p>L72.4.1.64.1</p>	<p>Australia's laws promote quality education and consumer protection for overseas learners.</p> <p>These laws are known as the ESOS framework and they include the <i>Education Services for Overseas (ESOS) Act 2000</i> and the National Code of Practice for Providers of Education and Training to Overseas Learners 2018.</p> <p>As an overseas learner on a learner visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Learners (CRICOS) at http://cricos.the Department of Education, Skills and Employment.gov.au.</p> <p>CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas learners.</p> <p>Your rights:</p> <p>The ESOS framework protects your rights, including:</p> <p>Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.</p> <p>If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.</p> <p>Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money.</p> <p>You should keep a copy of your written agreement.</p> <p>Your right to get the education you paid for.</p> <p>The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to provide your course.</p> <p>The ESOS framework sets out the standards Australian education providers offering education services to overseas learners must obey.</p> <p>These standards cover a range of information you have a right to know and services that must be offered, including:</p> <p>Orientation and access to support services to help you study and adjust to life in Australia;</p>

	<p>L72.4.1.64.2 Who the contact officer is for overseas learners;</p> <p>L72.4.1.64.3 If you can apply for course credit;</p> <p>L72.4.1.64.4 When your enrolment can be deferred, suspended or cancelled;</p> <p>L72.4.1.64.5 What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well;</p> <p>L72.4.1.64.6 If attendance will be monitored for your course; and</p> <p>L72.4.1.64.7 A complaints and appeals process.</p> <p>L72.4.1.65 One of the standards does not allow another education provider to enroll a learner who wants to transfer who has not completed six months of the original course of study.</p> <p>L72.4.1.66 If you want to transfer beforehand you need your provider's permission.</p> <p>L72.4.1.67 If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.</p>
Evidence	<p>L72.4.1.68 In general, basic forms of skills evidence include:</p> <p>L72.4.1.68.1 Direct performance evidence current or from an acceptable past period from:</p> <p>L72.4.1.68.1.1 Extracted examples within the workplace;</p> <p>L72.4.1.68.1.2 Natural observation in the workplace; and</p> <p>L72.4.1.68.1.3 Simulations, including competency and skills tests, projects, assignments.</p> <p>L72.4.1.68.2 Supplementary evidence, from:</p> <p>L72.4.1.68.2.1 Oral and written questioning;</p> <p>L72.4.1.68.2.2 Personal reports; and</p> <p>L72.4.1.68.2.3 Witness testimony.</p>
Flexible Training & Assessment	<p>L72.4.1.69 We customise our training and assessment strategies to meet your specific needs (within reason).</p> <p>L72.4.1.70 If you are having difficulty achieving a competency in a unit please discuss the matter with your trainer or assessor and where possible alternative training and assessment strategies will be provided to you.</p>
Full Time Study	<p>L72.4.1.71 Australian law requires International learners to complete study within the length of the Confirmation of Enrolment (CoE), where the CoE does not exceed the registered course duration.</p> <p>L72.4.1.72 A course may be extended where an intervention strategy has been implemented.</p> <p>L72.4.1.73 Courses conducted at Altocap Flight School are on a full time basis only.</p> <p>L72.4.1.74 Minimum contact is twenty (20) hours per week.</p> <p>L72.4.1.75 You will be rostered in accordance with CASR Part 48.1 which permits up to twelve (12) hours duty per day and up to fifty (50) hours flight time in any two week period.</p>
Graduation	<p>L72.4.1.76 Once you have successfully completed all of the units of competency required by your course, you will receive your qualification(s).</p> <p>L72.4.1.77 The Diploma lists the qualification gained and all of the individual units that make up the course.</p> <p>L72.4.1.78 This is an important document and should be stored carefully.</p> <p>L72.4.1.79 You will have to present it if you are applying for courses at any other Registered Training Organisation.</p> <p>L72.4.1.80 It may also be required by an employer or other person if you have applied for and been</p>

		granted an extension or variation to your Visa.
Incomplete Qualification	L72.4.1.81	If you leave the course without completing or being deemed competent in all of the units of competency you will be entitled to be issued with a Statement of Attainment.
	L72.4.1.82	This is a list of those units that you have been assessed as competent.
Intervention Strategy Policy	L72.4.1.83	Intervention strategy for learners studying in Australia on a learner visa who have not made satisfactory academic progress
	Intent	
	L72.4.1.84	This document outlines Altocap Flight School intervention strategy for learners studying in Australia on a learner visa who have not made satisfactory academic progress.
	Scope	
	L72.4.1.85	This document applies to all international learners studying in Australia on a learner visa.
	Intervention Strategy	
	L72.4.1.86	Altocap Flight School monitors learners' academic performance at the end of each review period.
	L72.4.1.87	At this time, learners are assessed as to whether or not they have achieved satisfactory academic progress, according to the requirements of the Monitoring Course Progress Policy.
	L72.4.1.88	A review period is the equivalent of each stage of training and additionally at any time should the situation warrant it.
	L72.4.1.89	Altocap Flight School employs an Intervention Strategy to assist learners who have not made satisfactory academic progress, with the aim of enabling learners to manage their studies successfully and maintaining satisfactory academic progress in future teaching periods.
	L72.4.1.89.1	An Intervention Strategy can be one of the following formats:
	Intervention Strategy 1 - Standard	
	L72.4.1.90	Learners assigned an academic status of 'At Risk' or who failed more than 50% of their subjects in the previous review period are advised by the Head of Operations of the support services and resources available to help learners improve their academic performance.
	L72.4.1.91	Learners are strongly encouraged to make use of these services and resources in order to improve their academic performance in subsequent teaching periods.
	L72.4.1.92	Learners are strongly encouraged to meet with the Head of Operations for further advice on support services and resources and to develop a Performance Plan (see Intervention Strategy 2, below).
	Intervention Strategy 2 – Performance Plan (Optional)	
	L72.4.1.93	Where a learner whose status is 'at risk' or who failed more than 50% of their subjects in the previous review period responds to the Head of Operations request, a Performance Plan will be developed.
	L72.4.1.94	The Performance Plan may involve, for example, a specified subject enrolment, accessing support provided by a particular support service, attendance at a workshop(s) in order to best address the individual issues affecting a learners' academic performance.

Intervention Strategy 3 – Intervention Plan (Mandatory)	
L72.4.1.95	Learners who have been permitted to continue their enrolment after submitting a 'Statement of Reasons' may have conditions imposed on their enrolment.
L72.4.1.96	Notwithstanding Intervention Strategy 1, 2 & 3 Altocap Flight School reserve the right to activate an intervention strategy at any time during a learner's training.
L72.4.1.97	In addition, all learners studying in Australia on an international learner visa who have been permitted to continue their enrolment after submitting a 'Statement of Reasons' are required to meet with the Head of Operations to develop an Intervention Plan.
L72.4.1.98	The requirements of the Intervention Plan will be in addition to any conditions imposed on a learner under the terms of this Policy.
L72.4.1.99	An Intervention Plan may include: <ul style="list-style-type: none"> L72.4.1.99.1 English language support for verbal and written comprehension; L72.4.1.99.2 Assistance with academic skills such as essay and report writing, meeting assessment requirements and research skills; L72.4.1.99.3 Attending a study group; L72.4.1.99.4 Counseling with the Learner Affairs Manager for assistance with personal issues affecting course progress; L72.4.1.99.5 Counseling with Ground School Manager for assistance with academic learning; L72.4.1.99.6 Opportunity for reassessment; L72.4.1.99.7 Changing courses; L72.4.1.99.8 Mentoring by the teacher or nominated learner; L72.4.1.99.9 Referral to external organizations for assistance; L72.4.1.99.10 Reduction in course load; and L72.4.1.99.11 Any combination of the above.
L72.4.1.100	An Intervention Plan is a mandatory intervention strategy that will be evaluated at the end of the subsequent enrolment period to assess compliance.
L72.4.1.101	The Intervention Strategy must be recorded on Form 85 Intervention Strategy and placed in the learners training file.
L72.4.1.102	Learners will be required to sign their Intervention Plan and a copy of the plan will placed on the learner's file.
L72.4.1.103	Non-compliance with the Intervention Plan will be taken into consideration in decisions regarding further enrolment in the course.
Meeting Course Requirement & Maintaining Attendance	L72.4.1.104 In addition to the Learner Visa Requirements regarding attendance and academic performance Altocap Flight School provides learners with the necessary support and encouragement to complete the course on time.
	L72.4.1.105 We understand not all learners achieve the required competencies at the same rate therefore your instructor will individually manage and tailor your training program, with advice from the Head of Operations, to ensure you achieve your competencies within the course time frame.
Nominal Length of Course	L72.4.1.106 AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) - 85 weeks.
	L72.4.1.107 AVI50519 Diploma of Aviation (Instrument Rating) - 17 weeks.
Recognition and Credit	L72.4.1.108 You are offered the opportunity to apply for recognition of existing skills prior to the course commencement.
	L72.4.1.109 Altocap Flight School recognises qualifications and Statements of Attainment issued by other

		registered training organisations.
	L72.4.1.110	An application for Recognition can be made on the Recognition Kit Form 22 available from www.altocap.com.au .
	L72.4.1.111	The recognition process allows participants to apply for recognition or credit for previous study that match the learning outcomes of specific units within their course.
	L72.4.1.112	Any appropriate existing competency and/or qualification(s) issued by a bona-fide RTO are recognised under:
	L72.4.1.113	Recognition of qualifications:
	L72.4.1.113.1	Qualifications and Statements of Attainment issued under the Australian Qualifications Framework qualifications by another RTO are recognised under "National Recognition".
	L72.4.1.114	Recognition of prior learning (RPL):
	L72.4.1.114.1	The acknowledgement of a person's skills and knowledge acquired through previous training, work or life experience, which may be used to grant status or credit in a subject or module.
	L72.4.1.114.2	It can lead to a full qualification in the VET sector. (NCVER).
	L72.4.1.114.3	In the context of flying training RPL will include document based evidence.
	L72.4.1.115	Recognition of current competencies (RCC):
	L72.4.1.115.1	The assessment of a person's current capacity to perform; it applies if an individual has previously successfully completed the requirements for a unit of competency or a module and is now required to be reassessed to ensure that the competence is being maintained.
	L72.4.1.115.2	In the context of flying training a RCC assessment will include an in-flight check flight.
	L72.4.1.116	Credit:
Transferring Between Registered Providers	L72.4.1.116.1	Course credit is available for units of competency offered by the Registered Training Organisation and listed on training.gov.au .
	L72.4.1.116.2	Credit transfer applies to situations where learners have completed at another Registered Training Organisation a unit of competency identical to those they are currently enrolled in.
	L72.4.1.116.3	An application for course credit can be made on Credit Transfer Form (Form 47), available from www.altocap.com.au .
	L72.4.1.117	Altocap Flight School will not knowingly enrol an overseas learner seeking to transfer from another registered provider's course prior to the overseas learner completing six months of his or her principal course except where any of the following apply:
	L72.4.1.117.1	The releasing registered provider, or the course in which the overseas learner is enrolled, has ceased to be registered;
	L72.4.1.117.2	The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas learner from continuing his or her course at that registered provider;
	L72.4.1.117.3	The releasing registered provider has agreed to the overseas learner's release and recorded the date of effect and reason for release in PRISMS; or
	L72.4.1.117.4	Any government sponsor of the overseas learner considers the change to be in the overseas learner's best interests and has provided written support for the change.
	L72.4.1.118	Should the releasing registered provider agree to the overseas learner's release, prior to the overseas learner completing six months of their principal course, and recorded the date of effect and reason for release in PRISMS, Altocap Flight School must follow and document the process below for assessing the overseas learner transfer request.

	L72.4.1.119	The process must be made available to staff and the overseas learner, and outline:
	L72.4.1.119.1	The overseas learner is to lodge a written request to transfer, including that they must provide a valid enrolment offer from another registered provider;
	L72.4.1.119.2	Altocap Flight School is to determine the circumstances in which the registered provider will grant the transfer request because the transfer is in the overseas learner's best interests, including but not limited to where Altocap Flight School has assessed that:
	L72.4.1.119.2.1	The overseas learner will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas learner in accordance with Standard 8 National Code of Practice for Providers of Education and Training to Overseas Learners 2018 (Overseas learner visa requirements);
	L72.4.1.119.2.2	There is evidence of compassionate or compelling circumstances;
	L72.4.1.119.2.3	The releasing registered provider fails to deliver the course as outlined in the written agreement
	L72.4.1.119.2.4	There is evidence that the overseas learner's reasonable expectations about their current course are not being met;
	L72.4.1.119.2.5	There is evidence that the overseas learner was misled by the releasing registered provider or an education or migration agent regarding the releasing registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives;
	L72.4.1.119.2.6	An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas learner.
	L72.4.1.119.3	The circumstances which Altocap Flight School considers as reasonable grounds to refuse the transfer; and
	L72.4.1.119.4	A reasonable timeframe for assessing and replying to the overseas learner's transfer request having regard to the restriction period.
	L72.4.1.120	Altocap Flight School does not accept learners under 18 years of age:
	L72.4.1.121	If a release is granted, it must be at no cost to the overseas learner and the releasing registered provider must advise the overseas learner to contact Immigration to seek advice on whether a new learner visa is required.
	L72.4.1.122	If Altocap Flight School intends to refuse the transfer request, they must inform the overseas learner in writing of:
	L72.4.1.122.1	The reasons for the refusal
	L72.4.1.122.2	The overseas learner's right to access Altocap Flight School complaints and appeals process, in accordance with Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Learners 2018 (Complaints and appeals), within 20 working days.
	L72.4.1.123	Altocap Flight School will not finalise the learner's refusal status in PRISMS until the appeal finds in favour of Altocap Flight School, or the overseas learner has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas learner withdraws from the process.
	L72.4.1.124	Altocap Flight School will maintain records of all requests from overseas learners for a release and the assessment of, and decision regarding, the request for two years after the overseas learner ceases to be an accepted learner.
	L72.4.1.125	Once an application is assessed and a decision is made by the Head of Operations to grant the learner's request for transfer, the RTO Manager will inform the learner of the decision in writing, and if successful send the following information to the learner:

	L72.4.1.125.1	Letter of Offer (Form 33);
	L72.4.1.125.2	Enrolment Application (Form 35);
	L72.4.1.125.3	Pilot Training Contract (Form 70.2);
	L72.4.1.125.4	International Learner Handbook (Form 72);
	L72.4.1.125.5	Credit Transfer Application (Form 47); and
	L72.4.1.125.6	Recognition Information Kit (Form 22).



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CHAPTER 5 – COMPLAINTS AND APPEALS

Complaint & Appeal Policy	L72.5.1.1	Altocap Flight School has a complaints policy to manage and respond to allegations involving the conduct of:
	L72.5.1.1.1	Altocap Flight School, its trainers, assessors or other staff;
	L72.5.1.1.2	A third party providing services on Altocap Flight School behalf, its trainers, assessors or other staff; or
	L72.5.1.1.3	A learner of Altocap Flight School.
	L72.5.1.2	Altocap Flight School has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by Altocap Flight School or a third party providing services on Altocap Flight School behalf.
	L72.5.1.3	Altocap Flight School complaints policy and appeals policy:
	L72.5.1.3.1	Ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;
	L72.5.1.3.2	Is available on www.altocap.com.au ;
	L72.5.1.3.3	Sets out the procedure for making a complaint or requesting an appeal;
	L72.5.1.3.4	Ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and
	L72.5.1.3.5	Provides for review by an appropriate party independent of Altocap Flight School and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fails to resolve the complaint or appeal.
	L72.5.1.4	Where Altocap Flight School considers more than 60 calendar days are required to process and finalise the complaint or appeal, Altocap Flight School:
	L72.5.1.4.1	Informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
	L72.5.1.4.2	Regularly updates the complainant or appellant on the progress of the matter.
	L72.5.1.5	Altocap Flight School:
	L72.5.1.5.1	Securely maintains records of all complaints and appeals and their outcomes; and
	L72.5.1.5.2	Identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.
	L72.5.1.6	Where Altocap Flight School is an employer whose learners solely consist of its employees and does not charge fees for the training and/or assessment, the employees will have access to this complaints and appeals process.
	L72.5.1.7	Altocap Flight School will make available to all overseas learners, free and easily accessible information about the complaints handling and appeals process and policy.
	L72.5.1.8	Altocap Flight School internal complaints handling and appeals process:
	L72.5.1.8.1	Includes a process for the overseas learner to lodge a formal complaint or appeal if a matter cannot be resolved informally;
	L72.5.1.8.2	Includes that Altocap Flight School will respond to any complaint or appeal the overseas learner makes regarding his or her dealings with Altocap Flight

		School, Altocap Flight School education agents or any related party the registered provider has an arrangement with to deliver the overseas learner's course or related services;
	L72.5.1.8.3	Commence assessment of the complaint or appeal within 10 working days of it being made in accordance with Altocap Flight School complaints handling and appeals process and policy, and finalise the outcome as soon as practicable;
	L72.5.1.8.4	Ensure the overseas learner is given an opportunity to formally present his or her case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings;
	L72.5.1.8.5	Conduct the assessment of the complaint or appeal in a professional, fair and transparent manner;
	L72.5.1.8.6	Ensure the overseas learner is given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome;
	L72.5.1.8.7	Keep a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome.
	L72.5.1.9	If the overseas learner is not successful in Altocap Flight School internal complaints handling and appeals process, Altocap Flight School must advise the overseas learner within 10 working days of concluding the internal review of the overseas learner's right to access an external complaints handling and appeals process at minimal or no cost. Altocap Flight School must give the overseas learner the contact details of the appropriate complaints handling and external appeals body.
	L72.5.1.10	If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas learner, Altocap Flight School must immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the overseas learner of that action.
Informal Process	L72.5.1.11	Where possible a non-formal attempt shall be made to resolve a complaint.
	L72.5.1.12	This may include advice, discussion, and general mediation in relation to the issue.
	L72.5.1.13	Any staff member may be involved in this informal process to resolve a complaint but once a learner has elevated the matter to a formal complaint the following procedures will be followed.
General Complaints	L72.5.1.14	Any learner, potential learner, or third party may submit a formal complaint to Altocap Flight School with the reasonable expectation that all complaints will be treated with integrity and privacy.
	L72.5.1.15	A complaint may be a complaint against:
	L72.5.1.15.1	Altocap Flight School, its trainers, assessors or other staff;
	L72.5.1.15.2	A third party providing services on the RTO's behalf, its trainers, assessors or other staff; or
	L72.5.1.15.3	A learner of the RTO.
	L72.5.1.16	There is no cost for the complaints process unless it is referred to a third party.
	L72.5.1.17	Altocap Flight School will ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process, maintains a supportive and fair environment, which allows participants to appeal their assessments or recognition decisions within one week of being notified of the decision or within 4 weeks of the assessment date, whichever is longer.
	L72.5.1.18	A learner wishing to submit a formal complaint or appeal can do so by completing in writing

	the 'Complaints and Appeals Form' (Form 09) and state their case providing as many details as possible.
L72.5.1.19	All formally submitted complaints or appeals are submitted to the Head of Operations.
L72.5.1.20	Complaints are to include the following information:
L72.5.1.20.1	Submission date of complaint;
L72.5.1.20.2	Name of complainant;
L72.5.1.20.3	Nature of complaint;
L72.5.1.20.4	Date of the event which lead to the complaint; and
L72.5.1.20.5	Attachments (if applicable).
L72.5.1.21	A formal complaint is to be entered into the Complaints and Appeals Register (Form 84).
L72.5.1.22	The following information is contained in the Complaints and Appeals Register:
L72.5.1.22.1	Submission date of complaint;
L72.5.1.22.2	Name of complainant;
L72.5.1.22.3	Description of complaint / appeal
L72.5.1.22.4	Determined Resolution; and
L72.5.1.22.5	Date of Resolution.
L72.5.1.23	A learner may be assisted or accompanied by a support person regardless of the nature of the complaint throughout the process at all times.
L72.5.1.24	Learners may be required to present their case in person.
L72.5.1.25	The appeal process will commence immediately after the complaint has formally been acknowledged.
L72.5.1.26	A complaint or appeal is formally acknowledged when it is entered into Form 17 Register of Continuous Improvement Sheet 10 - Complaints and Appeals.
L72.5.1.27	The Head of Operations shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.
L72.5.1.28	Should a complaint or appeal to longer than sixty (60) calendar days to process and finalise Altocap Flight School will:
L72.5.1.28.1	Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
L72.5.1.28.2	Regularly update the complainant or appellant on the progress of the matter.
L72.5.1.29	The total duration from the complaint or appeal event to conclusion should not exceed six weeks.
L72.5.1.30	Once a decision has been reached the Head of Operations shall inform all parties involved of any decisions or outcomes that are concluded in writing.
L72.5.1.31	Within the notification of the outcome of the formal complaint the learners shall also be notified that they have the right of appeal.
L72.5.1.32	To appeal a decision Altocap Flight School must receive in writing grounds of the appeal.
L72.5.1.33	Learners are referred to the appeals procedure.
L72.5.1.34	The Head of Operations shall ensure Altocap Flight School will act immediately on any substantiated complaint.
L72.5.1.35	If the complaint or appeal process results in a decision that supports the learner, Altocap

		<p>Flight School must immediately implement any decision and/or corrective and preventative action that is required, and advise the learner of the outcome.</p> <p>L72.5.1.36 The Head of Operations will place copies of all documentation, outcomes and further action required in the Complaints and Appeals Register and the Learners Training File.</p> <p>L72.5.1.37 Altocap Flight School will ensure that it follows the principles of fairness and natural justice in dealing with all complaints.</p>
Appealing Decision	a	<p>L72.5.1.38 All learners have the right to appeal decisions made by Altocap Flight School where reasonable grounds can be established.</p> <p>L72.5.1.39 The areas in which a learner may appeal a decision made by Altocap Flight School may include:</p> <p>L72.5.1.39.1 Assessments conducted;</p> <p>L72.5.1.39.2 Deferral, suspension, or cancellation decisions made in relation to the learner's enrolment; and</p> <p>L72.5.1.39.3 Or any other conclusion / decision that is made after a complaint has been dealt with by Altocap Flight School in the first instance.</p> <p>L72.5.1.40 To activate the appeals process the learner is to complete a 'Complaints and Appeals Form' (Form 09) which is to include a summary of the grounds the appeal is based upon.</p> <p>L72.5.1.41 The reason the learner feels the decision is unfair is to be clearly explained and help and support with this process can be gained from the RTO Manager.</p> <p>L72.5.1.42 The Head of Operations shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.</p> <p>L72.5.1.43 The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.</p> <p>L72.5.1.44 The Head of Operations shall ensure that Altocap Flight School acts on any substantiated appeal.</p>
General Appeals		<p>L72.5.1.45 Where a learner has appealed a decision or outcome of a formal complaint they are required to notify Altocap Flight School in writing within 20 working days of the grounds of their appeal.</p> <p>L72.5.1.46 Any supporting documentation should also be attached to the appeal.</p> <p>L72.5.1.47 The appeal shall be lodged through the Head of Operations who shall ensure the details of the appeal are added to the Complaints and Appeals Register.</p> <p>L72.5.1.48 The learner shall be notified in writing of the outcome with reasons for the decisions, and the 'complaints and appeals register' updated.</p> <p>L72.5.1.49 The learner shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome.</p> <p>L72.5.1.50 The learner is required to notify Altocap Flight School should they wish to proceed with the external appeals process.</p>
Assessment Appeals		<p>L72.5.1.51 Where a learner wishes to appeal an assessment, they are required to notify their assessor in the first instance.</p> <p>L72.5.1.52 Where appropriate the assessor may decide to re-assess the learner to ensure a fair and equitable decision is gained.</p> <p>L72.5.1.53 The assessor shall complete a written report regarding the reassessment outlining the</p>

		reasons why assessment was or was not granted.
	L72.5.1.54	If this is still not to the learner's satisfaction the learner shall formally lodge an appeal by submitting a Form 09 Complaints and Appeals form outlining their reasons for the appeal.
	L72.5.1.55	A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'.
	L72.5.1.56	The third party shall be another assessor appointed by Altocap Flight School.
	L72.5.1.57	The learner shall be notified in writing of the outcome with reasons for the decision, and the 'complaints and appeals register' updated.
	L72.5.1.58	The learner shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome.
	L72.5.1.59	The learner is required to notify Altocap Flight School if they wish to proceed with the external appeals process
External Appeals	L72.5.1.60	If a learner is still dissatisfied with the decision of Altocap Flight School, a learner may wish to escalate the matter.
	L72.5.1.61	Appeals can relate to assessment decisions but they can also relate to other decisions, such as a decision to exclude a learner from a program.
	L72.5.1.62	Learners should be encouraged to resolve complaints and appeals through the established complaint and appeals mechanisms.
	L72.5.1.63	Where a decision or outcome is in favour of the learner Altocap Flight School shall immediately implement any decision and/or corrective and preventative action required from the third party mediator to satisfy the learner's appeal as soon as practicable and advise the learner of the outcome.
	L72.5.1.64	External independent mediators are available to the learner at Altocap Flight School cost.
	L72.5.1.65	Whilst an external appeal is underway the learner may continue with their training as normal.
	L72.5.1.66	Form 31 Register of Independent Mediators identifies company approved independent mediators and are listed below for clarity.
	Australian Skills Quality Authority	http://www.asqa.gov.au 1300 701 801
	Overseas Learner's Ombudsman	https://www.ombudsman.gov.au 1300 362 072
	Law Society of NSW	https://www.lawsociety.com.au +61 2 9926 0333
	Australian Mediation Association	http://www.ama.asn.au 1300 MEDATE (633 428)
Expulsion	L72.5.1.67	Altocap Flight School reserves the right to expel learners for serious breaches of discipline following appropriate disciplinary procedure.
	L72.5.1.68	Learners who breach a policy or procedure published in the Altocap Flight School Safety Management Systems Manual or Learner Handbook, or wilfully deviate from an authorized operation other than in the interests of safety may face disciplinary action or expulsion.
	L72.5.1.69	Learners who are unable to meet and maintain the minimum safety standard promulgated in the Civil Aviation Safety Regulations Part 61 Manual of Standards at the appropriate point in

		<p>their training may be subject to a performance review which may recommend remedial training.</p> <p>L72.5.1.70 After receiving remedial training learners who are still unable to meet and maintain the minimum safety standard promulgated in the Civil Aviation Safety Regulations Part 61 Manual of Standards may face cancellation of training in the interests of safety.</p> <p>L72.5.1.71 Altocap Flight School will notify the Department of Home Affairs via PRISMS.</p>
Notification to Report	L72.4.1.126	When an international learner fails to meet the course progress requirements in two consecutive review periods they will be sent a letter indicating the intention to report them to the Department of Education, Skills and Employment via PRISMS for unsatisfactory course progress.
	L72.4.1.127	The learner will be advised in writing that they have 20 working days to make an appeal in accordance with Complaints and Appeals Policy and Procedure.
	L72.4.1.128	In the event a learner lodges an appeal the learner will only be reported when the appeal process is completed.
	L72.5.1.72	Altocap Flight School will, and learners must, maintain the course enrolment during the appeal process.
Learner Grievance Resolution	Purpose	
	L72.4.1.129	Altocap Flight School recognises that learners who conduct training and study have the right to have their grievance dealt with in a fair, just and prompt manner based on a policy and procedure that is accessible, effective and easily understood.
	L72.4.1.130	A grievance will be dealt with on a professional level, without bias or prejudice, in a balanced and confidential manner.
	L72.4.1.131	A learner wishing to proceed with this procedure must do so as close as possible to the incident or issue taking place and should have exhausted all other means of resolving the complaint.
	Scope	
	L72.4.1.132	This policy applies to all course learners (resident or non-resident) and employees at Altocap Flight School.
	References	
	L72.4.1.133	Nil
	Definitions	
	Grievance	Altocap Flight School defines a grievance as any situation where a learner or learners decide that they need a complaint to be resolved in a formal manner resulting from distress, from a serious concern or disagreement, serious discomfort or to being unjustly treated.
Learner Appeals Panel	<p>A panel of senior staff and a learner, unbiased and unrelated to the grievance that will make a judgement as to the most appropriate and fairest outcome of the appeal.</p> <p>The panel will consist of Ground Training Manager, RTO Manager, Head of Operations and the CEO / Principal (or their designate).</p> <p>The Appeals Panels decision is final.</p>	

	Grievance Report Form	<p>This form (09 Complaints and Appeals Form) is completed and signed off by the staff member managing a particular Grievance Procedure Step.</p> <p>A new form is completed for each step of the procedure i.e. Step 2, 3, 4, 5.</p> <p>This form is to accompany each form from previous steps.</p>
	Notice of Appeal Form	<p>This is a form completed by the learner who requests to appeal the decision made by the Head of Operations in Step 5 of the Grievance Procedure.</p> <p>Issues not considered as a grievance under this definition and therefore must be resolved through existing resolution procedures.</p>
	Responsibilities	
	L72.4.1.134	The RTO Manager will ensure that the actions are carried out as per the procedure stated below.
	Procedure	
	Maintenance Issues	<p>All maintenance related issues must be forwarded to the RTO Manager.</p> <p>Unsatisfactory outcomes may then be forwarded to the RTO Manager for follow-up.</p>
	Accidents/Incidents	<p>These should be reported to a member of staff or directly to the Safety Manager who will register the accident/incident on an Incident Report Form and make a report and conduct an investigation (act immediately if necessary).</p>
	Academic Results	<p>Any dispute or query regarding exam or unit outcomes must be directed to the Ground Training Manager who will make a decision through consultation with academic staff in line with existing policies and procedures.</p>
	Sexual Harassment / Intimidation	<p>Any incidents of unwelcomed sexual advances, requests for sexual favours, and other unwelcomed verbal or physical conduct of a sexual nature is to be reported to any manager who may, at the request of the complainant, have the issue resolved between both parties, in confidence.</p> <p>Likewise, any form of bullying or intimidation by staff or learners will not be tolerated and can be reported and resolved by contacting a manager.</p> <p>If counselling and/or resolution and/or disciplinary action are requested, then the RTO Manager may be approached by either gender at any time.</p>
	Recording and Communication	<p>All incidents of a reported grievance, beyond Step 1 of the grievance resolution procedure, are to be recorded on the Complaints and Appeals Form, with a copy to be given to all parties concerned at each level.</p> <p>The form records all details related to information given at a particular level in the grievance resolution procedure.</p> <p>A new form is completed each time at each step being.</p> <p>This form is completed and signed by the complainant and the RTO Manager</p>

		(mediator) responsible for resolving a particular grievance Step.
Confidentiality	All aspects of any grievance will be kept confidential with only those staff and learners directly involved in the grievance procedure to be informed in confidence.	
Informal and Formal Procedure	Informal - This is where a grievance resolution is resolved in Steps 1 to 3 of the Grievance Procedure Form. Formal - This is where a grievance is taken to a second level, which consists of Steps 4, 5 as well as the Notice to Appeal Procedure. This level involves the Head of Operations and then, if necessary, the Appeals Panel involvement, which in turn, results in the CEO/Principal being involved.	
Documentation		
L72.4.1.135 Complaints and Appeals Form.		
Flowchart of Learner Grievance Procedures		
1	If possible, discuss and come to an agreement with the person involved with the dispute. If this is not possible, for any reason, then Step 2 should be instigated.	If resolved proceed to step 7
If unresolved proceed to step 2		
2	Contact a third party e.g. a Ground Training Manager, Head of Operations or RTO Manager to discuss and work through your grievance and act as a mediator.	If resolved proceed to step 7
If unresolved proceed to step 3		
3	Contact the RTO Manager who will instigate an informal discussion and interview with all parties involved in the grievance so far and facilitate an outcome that will satisfy all parties.	If resolved proceed to step 7
If unresolved proceed to step 4		
4	The RTO Manager will arrange an interview for the learner with the Head of Operations who will reply in writing with a decision regarding the grievance within 5 working days of the meeting date.	If resolved proceed to step 7
If unresolved proceed to step 5		
5	Notify the Head of Operations in writing (Complaints and Appeals Form) that you would like to Appeal this decision. This will need to be done within 5 working days of receiving the Head of Operations decision. The Head of Operations will convene the Appeals Panel who will meet within 5 working days of receiving the Notice to Appeal.	If resolved proceed to step 7
If unresolved proceed to step 6		
6	The Appeals Panel will meet with all parties involved with the dispute	If resolved proceed to

		<p>and make a final decision, in writing, concerning the grievance within 10 working days of the Panel meeting.</p> <p>The decision will have arrived from all the facts put forward from all parties.</p> <p>The Panel decision will be final.</p>	step 7
	7	Grievance Resolved	



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CHAPTER 6 – FEES

General Policy	<p>L72.6.1.1 Where Altocap Flight School collects fees from the individual learner, either directly or through a third party, Altocap Flight School will provide, or direct the learner to, information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:</p> <p>L72.6.1.1.1 All relevant fee information including:</p> <p>L72.6.1.1.1.1 Fees that must be paid to Altocap Flight School; and</p> <p>L72.6.1.1.1.2 Payment terms and conditions including deposits and refunds;</p> <p>L72.6.1.1.2 Your rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;</p> <p>L72.6.1.1.3 Your right to obtain a refund for services not provided by Altocap Flight School in the event the:</p> <p>L72.6.1.1.3.1 Arrangement is terminated early; or</p> <p>L72.6.1.1.3.2 Altocap Flight School fails to provide the agreed services.</p> <p>L72.6.1.2 Where there are any changes to agreed services, Altocap Flight School advises you as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.</p>	
Domestic Learners	Fees	
	AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)	AUD\$85,000
	AVI50519 Diploma of Aviation (Instrument Rating)	AUD\$28,000
	Administration Fee	AUD\$750
	Material Fee	no charge
	<p>L72.6.1.3 Altocap Flight School reserves the right to change the Course Fee without notice in the event of a variation due to rise and fall.</p>	
	Payment Terms	
	<p>L72.6.1.4 Altocap Flight School may accept payment of no more than AUD\$1,000 from each individual Australian Domestic learner prior to commencement of the course.</p> <p>L72.6.1.5 Following course commencement Altocap Flight School may require payment of additional fees in advance from the learner but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the learner does not exceed AUD\$1,500.</p> <p>L72.6.1.6 For Australian Domestic Learners Altocap Flight School has a 'Tuition Payment in Arrears' Agreement.</p>	

	L72.6.1.7	The 'Tuition Payment in Arrears' agreement is an undertaking between Altocap Flight School and the learner that, for the course nominated in the agreement, no tuition fees will be payable in advance, but will be payable after each agreed part of a course has been provided	
	L72.6.1.8	AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)	
	L72.6.1.9	The course comprises four modules:	
	L72.6.1.9.1	Each module is broken down into discrete flying training events;	
	L72.6.1.9.2	Payment must be made at the completion of each of the training events which make up each module; and	
	L72.6.1.9.3	The total amount payable for each module is outlined below:	
	Ab-initio		\$22,250
	Recreational Pilot Licence		\$22,250
	Private Pilot Licence		\$22,250
	Commercial Pilot Licence		\$22,250
	TOTAL		\$89,000
	L72.6.1.10	AVI50519 Diploma of Aviation (Instrument Rating)	
	L72.6.1.11	The course comprises two modules:	
	L72.6.1.11.1	Each module is broken down into 10 discrete flying training events;	
	L72.6.1.11.2	Payment must be made at the completion of each of the 10 discrete flying training events which make up each module; and	
	L72.6.1.11.3	The total amount payable for each module is outlined below:	
	20 Hours Simulator Training		\$16,250
	20 Hours In-flight Training		\$16,250
	TOTAL		\$32,500
	Guarantee		
	L72.6.1.12	Altocap Flight School has a Credit Transfer Agreement with other CRICOS registered 'alternative providers' to provide your training in the event Altocap Flight School is unable to provide the course in full or is in Provider Default.	
	L72.6.1.13	Altocap Flight School is in 'Provider Default' when they:	
	L72.6.1.13.1	Do not offer a course on the advertised start date;	
	L72.6.1.13.2	Terminates a course after the course start date and before the course completion date; or	
	L72.6.1.13.3	Does not provide a course as advertised due to sanctions by authorities	
	L72.6.1.14	Should Altocap Flight School be in 'Provider Default' then Altocap Flight School will have you	

	placed with another training provider offering the same course.	
	L72.6.1.15	You will be offered recognition for that part of the course you have already completed.
	L72.6.1.16	You will not be required to pay any additional fees.
	L72.6.1.17	The alternate providers will recognise statements of attainment for all core, elective and optional units achieved.
	L72.6.1.18	<i>The alternative providers are:</i>
	L72.6.1.18.1	AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)
	L72.6.1.18.1.1	Pacific Flight Services Pty Ltd, ACN 002871918, CRICOS Provider Code 02974G, 1 Drover Road Bankstown Airport NSW 2020
	L72.6.1.18.2	AVI50519 Diploma of Aviation (Instrument Rating)
	L72.6.1.18.2.1	Pacific Flight Services Pty Ltd, ACN 002871918, CRICOS Provider Code 02974G, 1 Drover Road Bankstown Airport NSW 2020
	Additional Fees	
	L72.6.1.19	The Course Fee includes all learning materials, CASA documents, Airservices Australia documents, face to face classroom tuition, miscellaneous pilot and air navigation equipment and uniform and simulator and aircraft flying training to pass the Units of Competency and the CASA flight tests for the award of the qualifications within the course time frame.
	L72.6.1.20	Should you be determined not yet competent at the completion of the course or during the progress of the course request any of the following items then an additional invoice will be provided to you for the provision of the goods or service at the then current published rate:
	L72.6.1.20.1	Repeat flight lessons already delivered;
	L72.6.1.20.2	Repeat flight tests or exams already delivered;
	L72.6.1.20.3	Repeat classroom tuition already delivered; and
	L72.6.1.20.4	Resit CASA ASL examination fee.
	L72.6.1.21	Application for issuance of replacement qualification testamur can be made directly to the RTO Manager.
	L72.6.1.22	A fee of AUD\$50 will apply.
International Learners	Fees	
	AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)	AUD\$98,000
	AVI50519 Diploma of Aviation (Instrument Rating)	AUD\$36,000
	Administration Fee	AUD\$750
	Material Fee	no charge
	L72.6.1.23	Altocap Flight School reserves the right to change the Course Fee without notice in the event of a variation due to rise and fall.
	L72.6.1.24	Altocap Flight School will apply a credit card transaction fee of 2.95% plus GST. No additional

charges will be passed on to customers over those charges levied by the bank.	
Payment Terms	
L72.6.1.25	Altocap Flight School acknowledges that the student may choose to pay more than 50 per cent of their tuition fees before their course commences however the Training Fee shall be due and payable in accordance with the following payment milestones ("Milestones").
L72.6.1.26	Fees for payment of tuition fees later than 30 days past the end of the calendar month in which they are due will attract a 7% annual interest fee pro rata monthly.
11%	Upon contract signature
20%	Sixteen (16) weeks after the Commencement Date
25%	No later than thirty-two (32) weeks after the Commencement Date
25%	Forty-eight (48) weeks after the Commencement Date
19%	Fifty-six (56) weeks after the Commencement Date
Guarantee	
L72.6.1.27	International learner pre-paid fees are protected under the Tuition Protection Service.
L72.6.1.28	The Tuition Protection Service or TPS is a placement and refund service for international learners.
L72.6.1.29	From 1 July 2012, the TPS replaced the Tuition Assurance Scheme (TAS) arrangements and the ESOS Assurance Fund.
L72.6.1.30	The TPS is like insurance cover with premiums based on risk.
L72.6.1.31	It aims to place learners in an alternative course first and pay refunds only as a last resort.
L72.6.1.32	The premiums are paid by Altocap Flight School and are included in your course cost.
L72.6.1.33	The TPS includes strengthened governance arrangements for greater accountability to Government.
Included and Additional Fees	
L72.6.1.34	The Course Fee includes the following materials and events to pass the Units of Competencies and the CASA flight tests for the award of the qualification within a timely manner and within the course time frame:
L72.6.1.34.1	Face to Face Training;
L72.6.1.34.2	Flight Training;
L72.6.1.34.3	Simulator Training;
L72.6.1.34.4	1 Attempt at Each Flight Test;
L72.6.1.34.5	Course Handouts; and

	L72.6.1.34.6	Library Access.
	L72.6.1.35	Should you be determined not yet competent at the completion of the course or during the progress of the course request any of the following items then an additional invoice will be provided to you for the provision of the goods or service at the then current published rate:
	L72.6.1.35.1	Repeat flight lessons already delivered
	L72.6.1.35.2	Repeat flight tests or exams already delivered
	L72.6.1.35.3	Repeat classroom tuition already delivered
	L72.6.1.35.4	Resit CASA ASL examination fee
	L72.6.1.36	The Course Fee does not include the following materials and events:
	L72.6.1.36.1	Student Pilot Kit Text Books;
	L72.6.1.36.2	PPL/CPL Kit Text Books;
	L72.6.1.36.3	Fuel Drain;
	L72.6.1.36.4	Maps/ AirServices Australia Documents;
	L72.6.1.36.5	CASA Examination Fees;
	L72.6.1.36.6	Protractor;
	L72.6.1.36.7	WAC Ruler;
	L72.6.1.36.8	EB6 or CR-3 Flight Planning Calculator;
	L72.6.1.36.9	ERSA;
	L72.6.1.36.10	AIP;
	L72.6.1.36.11	CAO;
	L72.6.1.36.12	CAR;
	L72.6.1.36.13	VFRG;
	L72.6.1.36.14	Uniforms; and
	L72.6.1.36.15	Headsets.
	L72.6.1.37	Application for issuance of replacement qualification testamur can be made directly to the RTO Manager. A fee of AUD\$50 will apply.
	L72.6.1.38	Airline sponsored learners may have additional fees from their respective Airlines and should contact them directly.
Refund Policy	L72.6.1.39	The refund policy is reproduced here from the Pilot Training Contract.
	L72.6.1.40	<i>Should the course not start on the agreed starting day, not be delivered to you in full, you do not start the course on the agreed starting day or you withdraw from the course before completion then you, the trainee, will be entitled to a full refund less any amounts outstanding.</i>
	L72.6.1.41	<i>If, however you are asked to leave Altocap Flight School because of non-payment of course fees, breach of your learner visa condition or breach of your Pilot Training Contract condition (which includes misbehaviour) then you will be entitled to a refund less any amounts outstanding and an Administrative Charge of AUD\$1,000.</i>
	L72.6.1.42	Altocap Flight School will be in Provider default should any of the following occur:
	L72.6.1.42.1	<i>The course does not start on the agreed starting day; or</i>
	L72.6.1.42.2	<i>The course ceases to be provided at any time after it starts but before it is</i>

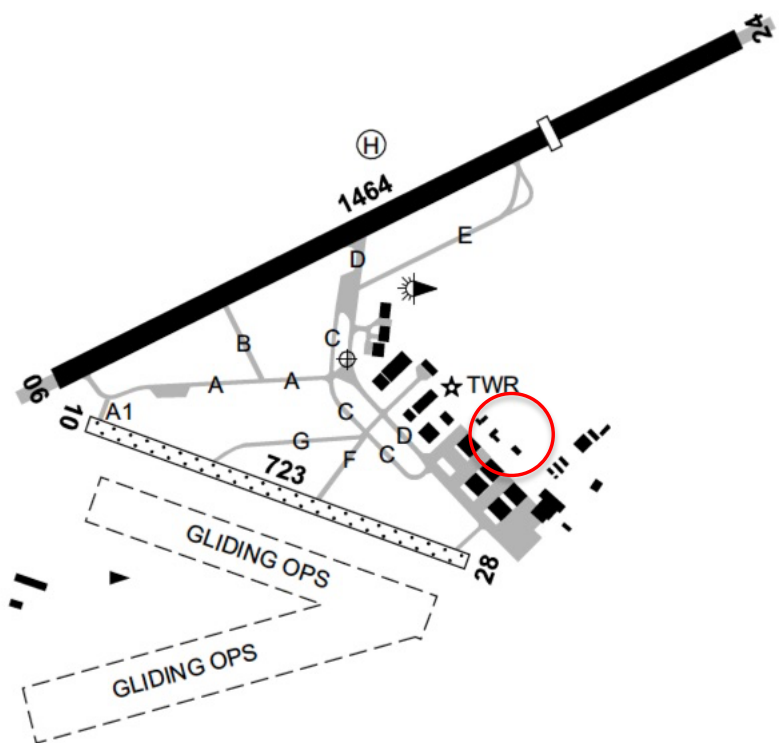
		<i>completed; or</i>
	L72.6.1.42.3	<i>The course is not provided in full to the learner because a sanction has been imposed on Altocap Flight School by the authority and the learner has not withdrawn before the default day.</i>
L72.6.1.43		The trainee will be in Learner default should any of the following occur:
	L72.6.1.43.1	<i>The course starts on the agreed starting day, but the trainee does not start the course on that day (and has not previously withdrawn); or</i>
	L72.6.1.43.2	<i>The trainee withdraws from the course (either before or after the agreed starting day); or</i>
	L72.6.1.43.3	<i>Altocap Flight School refuses to provide, or continue providing, the course to the trainee because of one or more of the following events:</i>
	L72.6.1.43.3.1	<i>The trainee failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;</i>
	L72.6.1.43.3.2	<i>The trainee breached a condition of his or her learner visa;</i>
	L72.6.1.43.3.3	<i>Misbehaviour or breaching safety by the trainee.</i>
L72.6.1.44		<i>Agreed starting day means the day on which the course was scheduled to start, or a later day agreed between Altocap Flight School for the course and the trainee.</i>
L72.6.1.45		Default day means:
	L72.6.1.45.1	<i>The agreed starting day; or</i>
	L72.6.1.45.2	<i>The day on which the course ceased to be provided; or</i>
	L72.6.1.45.3	<i>The day on which the trainee withdraws from the course; or</i>
	L72.6.1.45.4	<i>The day on which Altocap Flight School refuses to provide, or continue providing, the course to the trainee.</i>
L72.6.1.46		Events of Termination.
L72.6.1.47		<i>The trainee may terminate this Agreement upon the occurrence of Provider default, by giving written notice of such termination to Altocap Flight School.</i>
L72.6.1.48		<i>Altocap Flight School may terminate this Agreement upon the occurrence of learner default or any of the following events without any liability, by giving written notice of such termination to the trainee:</i>
	L72.6.1.48.1	<i>The trainee's initial visa is refused by the relevant immigration authorities where training will be conducted.</i>
	L72.6.1.48.2	<i>Documentary evidence of visa approval must be provided to Altocap Flight School by the trainee.</i>
	L72.6.1.48.3	<i>The trainee's initial Aviation Reference Number ("ARN"), Aviation Identification Card ("AVID") or Aviation Security Identification Card ("ASIC") of the trainee is rejected by CASA.</i>
	L72.6.1.48.4	<i>A Force Majeure event continues for a period exceeding thirty (30) day: or</i>
	L72.6.1.48.5	<i>The trainee becomes incapacitated for more than accumulative period of 30 days during the duration of the Training Programme.</i>
	L72.6.1.48.5.1	<i>"Incapacitated" means any physical, mental or other disability rendering the trainee incapable of performing his duties or continuing the Training Programme.</i>
	L72.6.1.48.6	<i>Altocap Flight School may terminate this Agreement without any liability, upon the occurrence any of the following events, by giving written notice of</i>

		<i>such termination to the trainee:</i>
	L72.6.1.48.6.1	<i>The trainee is in material breach of a term of this Agreement.</i>
	L72.6.1.48.6.2	<i>Repeated breaches of a term shall be considered such a material breach.</i>
L72.6.1.49	Refund application:	
	L72.6.1.49.1	<i>An application for refund Form 14 is available from www.altocap.com.au.</i>
L72.6.1.50	Refund Policies:	
L72.6.1.51	In the event of termination due to provider default:	
	L72.6.1.51.1	<i>If the total Training Fee paid by the trainee (including any course money collected by education agents on behalf of Altocap Flight School) exceeds the Training Services charges till date of termination, the trainee will be entitled to a refund to the extent of such excess.</i>
	L72.6.1.51.2	<i>Refunds will be made within 60 days from the receipt of termination notice.</i>
	L72.6.1.51.3	<i>The trainee must make additional payment for the shortfall if the total Training Fee paid by the trainee is less than the Training Services charges till date of termination.</i>
L72.6.1.52	In the event of termination due to learner default:	
	L72.6.1.52.1	<i>The trainee will be entitled to a refund if the total Training Fee paid by the trainee (including any course money collected by education agents on behalf of Altocap Flight School) exceeds the total of the following:</i>
	L72.6.1.52.1.1	<i>The Training Services charges to date of termination plus an administrative charge of One Thousand Australian Dollars (AUD\$1,000).</i>
	L72.6.1.52.2	<i>Refunds will be made within 60 days from the receipt of termination notice.</i>
	L72.6.1.52.3	<i>The trainee must make an additional payment for the shortfall if the total Training Fee paid by the trainee is below the total of the following:</i>
	L72.6.1.52.3.1	<i>The Training Services charges to date of termination plus an administrative charge of One Thousand Australian Dollars (\$1,000).</i>
L72.6.1.53	This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.	



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CHAPTER 7 – FLYING OPERATIONS

Camden Airport																											
Airside Access	<table border="0"> <tr> <td style="vertical-align: top;">L72.7.1.1</td><td>"Airside" refers to all aircraft movement area, including refuelling and parking area.</td></tr> <tr> <td style="vertical-align: top;">L72.7.1.2</td><td>Only flight crews and passengers (under escort) are allowed to enter the airside, all measures should be taken to ensure the safety, and security is maintained.</td></tr> <tr> <td style="vertical-align: top;">L72.7.1.3</td><td>Do not let anyone other than Altocap Flight School staff/learners access the airside unless permission is given from the staff member.</td></tr> <tr> <td style="vertical-align: top;">L72.7.1.4</td><td>If you are escorting someone airside, brief them carefully about potential hazards and never leave anyone unescorted on the airside.</td></tr> <tr> <td style="vertical-align: top;">L72.7.1.5</td><td>Hi-visual vests must be worn on airside at all times.</td></tr> <tr> <td style="vertical-align: top;">L72.7.1.6</td><td>Before each flight, make sure the aircraft is thoroughly inspected in accordance with the Operating Procedures and relevant regulations.</td></tr> <tr> <td style="vertical-align: top;">L72.7.1.7</td><td>Pay particular attention to the windscreen, which should be clean prior to departure.</td></tr> <tr> <td style="vertical-align: top;">L72.7.1.8</td><td>Note that the windscreens are made of plastic (not glass) and are therefore very easily scratched.</td></tr> <tr> <td style="vertical-align: top;">L72.7.1.9</td><td>Learners are expected to take good care of the aircraft.</td></tr> <tr> <td style="vertical-align: top;">L72.7.1.10</td><td>This includes using a sponge to clean bugs from the front of the aircraft once a day, keeping the interior clean, fitting control locks and tying the aircraft down after each flight.</td></tr> <tr> <td style="vertical-align: top;">L72.7.1.11</td><td>It may happen that the aircraft is unintentionally damaged in some way.</td></tr> <tr> <td style="vertical-align: top;">L72.7.1.12</td><td>This could include over speeding the engine, exceeding the maximum flap extension speed or a heavy landing.</td></tr> <tr> <td style="vertical-align: top;">L72.7.1.13</td><td>Reporting damage is mandatory at Altocap Flight School.</td></tr> </table>	L72.7.1.1	"Airside" refers to all aircraft movement area, including refuelling and parking area.	L72.7.1.2	Only flight crews and passengers (under escort) are allowed to enter the airside, all measures should be taken to ensure the safety, and security is maintained.	L72.7.1.3	Do not let anyone other than Altocap Flight School staff/learners access the airside unless permission is given from the staff member.	L72.7.1.4	If you are escorting someone airside, brief them carefully about potential hazards and never leave anyone unescorted on the airside.	L72.7.1.5	Hi-visual vests must be worn on airside at all times.	L72.7.1.6	Before each flight, make sure the aircraft is thoroughly inspected in accordance with the Operating Procedures and relevant regulations.	L72.7.1.7	Pay particular attention to the windscreen, which should be clean prior to departure.	L72.7.1.8	Note that the windscreens are made of plastic (not glass) and are therefore very easily scratched.	L72.7.1.9	Learners are expected to take good care of the aircraft.	L72.7.1.10	This includes using a sponge to clean bugs from the front of the aircraft once a day, keeping the interior clean, fitting control locks and tying the aircraft down after each flight.	L72.7.1.11	It may happen that the aircraft is unintentionally damaged in some way.	L72.7.1.12	This could include over speeding the engine, exceeding the maximum flap extension speed or a heavy landing.	L72.7.1.13	Reporting damage is mandatory at Altocap Flight School.
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Aircraft Access	L72.7.2.1	Learners are not to access aircraft unless as part of a scheduled activity or if specifically authorized by a Altocap Flight School Flying instructor.
	L72.7.2.2	Out of hours access to aircraft will only be provided if arrangements are made in advance with operations staff.
	L72.7.2.3	Smoking, or the act of procuring a naked flame, is not permitted on or within 15 metres of any aircraft operated by Altocap Flight School at any time.
Solo Flights	L72.7.3.1	When learners are authorised to conduct a solo flight, the flight must be conducted precisely as authorised.
	L72.7.3.2	Breaches of authorisation include flying on unplanned routes or to unplanned airfields, low flying, and unauthorised carriage of passengers or any other unauthorised activity.
	L72.7.3.3	This requirement is specifically stated in the Altocap Flight School Operations Manual as follows:
	L72.7.3.3.1	<i>“Any departure from the specified instructions or conditions relating to the flight will result in the flight being classified as unauthorised and therefore liable to further action by company management and/or the Authority.”</i>
	L72.7.3.4	Learners need to be aware that any unauthorised aircraft activity will be treated extremely seriously by all at Altocap Flight School.
	L72.7.3.5	An intentional breach of authorisation may result in termination of your training.
	L72.7.3.6	It is acceptable to deviate from authorisation for safety reasons, such as bad weather, failing light or other unforeseen events that necessitate a deviation.
	L72.7.3.7	In such circumstances, you will not be liable for any penalties provided that you notify the authorising instructor immediately after landing.

CHAPTER 8 – RIGHTS AND RESPONSIBILITIES

Attendance	L72.8.1.1	You are enrolled at a Registered Training Organisation.
	L72.8.1.2	Training is delivered face to face in a classroom setting or an aeroplane cockpit.
	L72.8.1.3	There is no distance nor online course delivery.
	L72.8.1.4	Minimum attendance is 80% of scheduled classes and practical sessions.
	L72.8.1.5	Absenteeism of three (3) consecutive days or greater must be reported to the RTO Manager for assessment.
	L72.8.1.6	Absenteeism is reported in PRISMS.
	L72.8.1.7	An attendance register records duty periods.
	L72.8.1.8	Minimum contact is 20 hours per week.
	L72.8.1.9	It is a breach of these procedures to:
	<div>L72.8.1.9.1 Sign for another learner;</div> <div>L72.8.1.9.2 Allow another learner to sign for you;</div> <div>L72.8.1.9.3 Sign but not to note the time of attendance; and</div> <div>L72.8.1.9.4 Sign for only the entry or exit of a class.</div>	
Classroom Protocol	L72.8.1.10	In order to pay proper respect to staff and other official Altocap Flight School guests / visitors and other learners, the following procedure will be followed:
	L72.8.1.10.1	Drinks and food are prohibited in the class rooms, with the exception of water;
	L72.8.1.10.2	Mobile phones are to be on silent and in pockets at all times;
	L72.8.1.10.3	Learners must be alert and attentive at all times;
	L72.8.1.10.4	No hats to be worn in classrooms; and
	L72.8.1.10.5	The classroom must be kept neat and tidy at all times.
	L72.8.1.11	Being on time is extremely important.
	L72.8.1.12	Regular lateness will not be tolerated and disciplinary action will be taken.
Monitoring Course Progress	L72.8.1.13	Altocap Flight School is required to monitor and record learner academic progress throughout their chosen course.
	L72.8.1.14	This policy is in place to ensure course progress for learners enrolled in courses delivered face-to-face are regularly monitored to ensure their course is progressing satisfactorily towards expected completion.
	L72.8.1.15	This policy applies to:
	L72.8.1.15.1	International learners enrolled at Camden Airport Campus; and
	L72.8.1.15.2	Domestic learners enrolled at Camden Airport Campus.
	L72.8.1.16	Altocap Flight School provides high quality educational services and applies its policy and procedures according to the National Code of Practice for Providers of Education and Training to Overseas Learners 2018.
	L72.8.1.17	Altocap Flight School will systematically monitor your progress and will counsel learners who are at risk of failing to meet their course progress requirements.
	L72.8.1.18	Learners' needs will be systematically assessed and learners will be provided access to relevant learning support including assistance with language, literacy and numeracy.

L72.8.1.19	Course Progress is monitored on a regular basis and learners who are identified having difficulty are offered a range of support options.
L72.8.1.20	When a learner does not meet course progress requirements for two consecutive review periods they may be reported via PRISMS and this may result in their enrolment not being continued and/or their CoE being cancelled.
L72.8.1.21	Reporting to the Department of Home Affairs only applies to International Learners. Domestic learners may have their enrolment cancelled should they not meet course progress requirements as outlined in this policy.
L72.8.1.22	The RTO Manager is responsible for the implementation of the course progress and intervention strategies.
L72.8.1.23	In order to ensure a learner's course progress in courses delivered, Altocap Flight School will monitor all learners' academic performance at the end of each review period in which they are enrolled.
L72.8.1.24	A review period is the equivalent of eight (8) weeks or (56 days).
L72.8.1.25	Altocap Flight School follows its procedures to assist learners in meeting their course progress requirements.
L72.8.1.26	Progress will be assessed at the end of every period (or earlier if identified as being at academic risk).
L72.8.1.27	Learners are expected to achieve the following in order to meet the satisfactory course progress requirements and be allowed to continue in the next term without restriction:
L72.8.1.27.1	An outcome of Competent in at least 50% or more of the units for which a learner is enrolled for that particular period.
L72.8.1.28	The consequences of failure to meet one or more of the requirements for satisfactory progress are as follows:
L72.8.1.29	Failure to achieve a final outcome of Competent in at least 50% or more of the units for which a learner is enrolled for that particular term:
L72.8.1.29.1	Learners who fail to achieve a final outcome of Competent in 50% or more of the units for which they are enrolled for that particular period will be deemed as not meeting course requirements and placed on Academic Intervention.
L72.8.1.29.2	Learners will be required to meet with the RTO Manager to establish a program of support for their course. It is the responsibility of the learner to maintain contact with the RTO Manager, as agreed within the Academic Intervention.
L72.8.1.30	For learners identified as being at risk of not meeting course requirements or have not met course requirements, the following support / intervention strategies will be implemented to assist the learner;
L72.8.1.30.1	English language support for verbal and written comprehension;
L72.8.1.30.2	Assistance with academic skills such as essay and report writing, meeting assessment requirements and research skills;
L72.8.1.30.3	Attending a study group;
L72.8.1.30.4	Counseling with the RTO Manager for assistance with personal issues affecting course progress;
L72.8.1.30.5	Counseling with Head of Operations for assistance with academic learning;
L72.8.1.30.6	Opportunity for reassessment;
L72.8.1.30.7	Changing courses;
L72.8.1.30.8	Mentoring by the teacher or nominated learner;
L72.8.1.30.9	Referral to external organizations for assistance;
L72.8.1.30.10	Reduction in course load; and
L72.8.1.30.11	And combination of the above.
L72.8.1.31	When an intervention strategy is implemented the learner will be required to meet the RTO

		<p>Manager on a regular basis for follow up.</p> <p>L72.8.1.32 This is to be determined as part of the intervention strategy.</p> <p>L72.8.1.33 When an international learner fails to meet the course progress requirements in two consecutive review periods they will be sent a letter warning them of intention to report them to Department of Home Affairs via PRISMS for unsatisfactory course progress.</p> <p>L72.8.1.34 The learner will be advised in writing that they have 20 working days to make an appeal in accordance with Complaints and Appeals Policy and Procedure.</p> <p>L72.8.1.35 In the event a learner lodges an appeal the learner will only be reported when the appeal process is completed.</p> <p>L72.8.1.36 Altocap Flight School will, and learners must, maintain the course enrolment during the appeal process.</p> <p>L72.8.1.37 The RTO Manager will review this policy annually in conjunction with the Principal, or in case of legislative changes requiring amendments.</p>
Critical Incidents	<p>L72.8.1.38 Altocap Flight School understands the importance of meeting the obligations of its duty of care in providing the highest possible standard of health and safety for staff, learners and visitors and other persons working at the training organisation and at Camden Airport.</p> <p>L72.8.1.39 We ensure that we are able to respond swiftly and effectively in the event of a critical incident.</p> <p>L72.8.1.40 All staff and external approved testing officers receive training on the actions that need to be undertaken following a critical incident involving the school and off site.</p> <p>L72.8.1.41 These actions include the initial response to the incident, follow-up, records of the incident and actions taken, and improvements to procedures as a consequence.</p> <p>L72.8.1.42 Altocap Flight School is compliant with relevant legislation and standards so that exposure of persons to health and safety risks arising from critical incidents, at the school or off-site is avoided or minimized and physical and psychological trauma are reduced.</p> <p>L72.8.1.43 You may request to view the Safety Management System with the safety Manager.</p> <p>L72.8.1.44 Altocap Flight School have in place a CASA approved Emergency Response Plan for Aviation related Incidents and an Emergency Response Plan for non-Aviation related incidents.</p>	
Designated Aviation Medical Examiners	<p>L72.8.1.45 DAME Medical Services (<i>male</i>):</p> <p>L72.8.1.45.1 Dr. Robin Mitchel.</p> <p>L72.8.1.45.2 Eastgardens Medical Centre.</p> <p>L72.8.1.45.3 131 Bunnerong Road Eastgardens NSW 2036.</p> <p>L72.8.1.45.4 Telephone: 61 2 9344 7122.</p> <p>L72.8.1.46 DAME Medical Services (<i>female</i>):</p> <p>L72.8.1.46.1 George Street Medical Centre.</p> <p>L72.8.1.46.2 308 George Street Sydney NSW 2000.</p> <p>L72.8.1.46.3 Telephone: 61 2 9231 3211.</p>	
Driving	<p>L72.8.1.47 If you are intending to drive a motor vehicle during your stay, please note the following points:</p> <p>L72.8.1.47.1 Contact SERVICE NSW to find out the required process & paperwork should you wish to drive in New South Wales based on your overseas driver's license.</p> <p>L72.8.1.47.2 The driving rules and environment may be quite different from those of your country.</p> <p>L72.8.1.47.3 It is recommended that you familiarize yourself with a suitably qualified driving instructor before start driving on your own.</p>	

	L72.8.1.47.4	Learners are responsible for all costs incurred whilst driving in Australia.
Employment	L72.8.1.48	Should you wish to take up a casual job, up to 20 hours per week, during your training to supplement your living cost, first consult your instructor to ensure the time and workload from the casual work does not affect your training.
	L72.8.1.49	Then you need to apply for a work permission on your Visa through Department Of Home Affairs (separate fee is payable to Department Of Home Affairs).
	L72.8.1.50	Upon completion of your training, you are expected to leave the country.
	L72.8.1.51	Altocap Flight School does not make any kind of guarantee in offering an employment nor encourage migration to Australia.
Leave of Absence	Altocap Flight School Policy	
	L72.8.1.52	Learners may be absent from Altocap Flight School during and after working hours in the following situations however a leave form must be authorised:
	L72.8.1.53	Formal Leave:
	L72.8.1.53.1	Syllabus / Curricular Leave;
	L72.8.1.53.2	Compassionate / Emergency Leave;
	L72.8.1.53.3	Sick Leave.
	L72.8.1.53.4	Holiday Leave.
	L72.8.1.54	General Leave:
	L72.8.1.54.1	Overnight Leave;
	L72.8.1.54.2	Interstate /Overseas Leave.
	Formal Leave	
	L72.8.1.55	Official or unforeseen leave directly affecting course work.
	L72.8.1.56	Syllabus or Curricular Leave:
	L72.8.1.56.1	This is planned leave, which is incorporated into the learner's training curriculum under agreement.
	L72.8.1.56.2	The following process must be adhered to:
	L72.8.1.56.2.1	Learner to complete leave form and submit to RTO Manager;
	L72.8.1.56.2.2	RTO Manager will co-ordinate with Ground Training Manager;
	L72.8.1.56.2.3	Learner notified of leave approval;
	L72.8.1.56.2.4	Once written approval given learner can then organize their leave.
	L72.8.1.57	Compassionate or Emergency Leave:
	L72.8.1.57.1	This is unplanned leave forced or caused by unexpected serious occurrences of a domestic or personal nature, which require a learner to be away from the Training organisation.
	L72.8.1.57.2	The following process must be adhered to:
	L72.8.1.57.2.1	Learner to complete leave form and submit to RTO Manager;
	L72.8.1.57.2.2	RTO Manager will co-ordinate with Ground Training Manager;

		L72.8.1.57.2.3	Learner notified of leave approval;
		L72.8.1.57.2.4	Once written approval given learner can then organize their leave.
	L72.8.1.58	Sick / Medical Leave:	
		L72.8.1.58.1	This leave is for when a learner needing time off from their course work due to an injury or illness which leaves them unable to attend classes or flying commitments.
		L72.8.1.58.2	A learner wanting Sick Leave must make arrangements to see a doctor and they must also contact their course instructor / course leader and RTO Manager.
		L72.8.1.58.3	A doctor's "Medical Certificate" must be presented to the course instructor and to the RTO Manager.
		L72.8.1.58.4	No leave form needs to be completed as the Medical Certificate accounts for a learner's time off.
	L72.8.1.59	Holiday Leave:	
		L72.8.1.59.1	Two (2) weeks cumulative personal leave will be granted in accordance with the AVI50222 Diploma of Aviation Commercial Pilot Licence Aeroplane Training & Assessment Strategy.
	General Leave		
	L72.8.1.60	Overnight Leave (or longer):	
		L72.8.1.60.1	All learners are encouraged to make full use of week-ends for recreational and other outings.
		L72.8.1.60.2	Leave applications are necessary for all overnight or longer trips.
	L72.8.1.61	Interstate / Overseas Leave:	
		L72.8.1.61.1	Learners are NOT permitted to travel interstate or overseas without approval.
		L72.8.1.61.2	A leave application must be submitted.
	Day Leave		
	L72.8.1.62	This is leave where a learner wishes to leave campus but not stay out overnight.	
	L72.8.1.63	This could range from a day out to the coast, the countryside, the city etc (but not interstate).	
	L72.8.1.64	The RTO Manager must be informed via email of learner whereabouts at least 24 hours prior to the date of leave.	
	L72.8.1.65	This allows staff access to information of your whereabouts if an emergency or crisis situation arises.	
	Medical Leave		
	L72.8.1.66	In the event of illness, learners must proceed as follows:	
	L72.8.1.67	Inform the flying/ground instructor concerned immediately by the quickest means available to ensure timely re-adjustment to the program if required.	
	L72.8.1.68	The RTO Manager must also be informed as soon as possible.	
	L72.8.1.69	If a staff member is not available, please proceed to a medical centre.	
	L72.8.1.70	Learners are to ask the Doctor for a medical certificate regardless of whether time off is required or not.	
	L72.8.1.71	A full report is to be obtained from the Doctor for any lengthy or complicated illness.	
	L72.8.1.72	All medical certificates will be passed to the RTO Manager, for retention in the learner's	

	<p>personal file.</p> <p>L72.8.1.73 Immediately on recovery from their illness, learners are to inform the concerned flying/ground staff on their availability.</p> <p>L72.8.1.74 This must be done well in time to enable lost syllabus hours to be recovered as soon as possible.</p> <p>L72.8.1.75 Should a learner not report for flying duties and not follow the procedure outlined above, without a proper reason, he/she may receive a "Fail" assessment for that exercise.</p> <p>L72.8.1.76 This punitive action will be recorded in the learners' personal file.</p> <p>L72.8.1.77 Learners may be required to obtain clearance to fly by a DAME.</p> <p>L72.8.1.78 The instructor concerned will proceed as follows:</p> <p>L72.8.1.78.1 Record a "Fail" assessment for that flight.</p> <p>L72.8.1.78.2 Inform the Head of Operations for possible disciplinary action.</p> <p>L72.8.1.79 Should a learner not report for lectures and not follow the procedure outlined above, without a proper reason, the lecturer concerned will proceed as follows:</p> <p>L72.8.1.79.1 Inform the Ground School Manager for possible disciplinary action.</p> <p>L72.8.1.79.2 In the event of a repeated offence, the Head of Operations or RTO Manager will interview the learner and then advise the Chief Executive Officer / Principal.</p> <p>L72.8.1.80 Repeated offences may warrant a letter of warning, interview by the Chief Executive Officer / Principal and in the worst case, recommendation for termination.</p>
Legal Rights	<p>L72.8.1.81 Regardless of on the rules and procedures contained with our publications and your Training Agreement, they do not remove the right to take further action under Australia's consumer protection laws.</p> <p>L72.8.1.82 Refer to the brochure: <i>"Know how to complain"</i> by Australian Competition and Consumer Commission (ACCC) for details.</p>
Lost & Found	<p>Lost Items</p> <p>L72.8.1.83 As soon as an item has been lost, the RTO Manager needs to be notified.</p> <p>L72.8.1.84 A formal notice will be posted on all notice boards and, if necessary, other publicity will be undertaken.</p> <p>L72.8.1.85 Information on all lost items will be updated from time to time.</p> <p>Found Items</p> <p>L72.8.1.86 As soon as an item has been found it must be passed to the RTO Manager.</p> <p>L72.8.1.87 The RTO Manager will determine ownership and hand over the item as soon as possible.</p> <p>L72.8.1.88 Any person returning an item will receive full credit and this will be publicised.</p>
Mail	<p>L72.8.1.89 Official Mail/Notices:</p> <p>L72.8.1.89.1 All official mail and/or notices specifically addressed to learners will be handed to the RTO Manager for dissemination.</p> <p>L72.8.1.90 Personal Mail:</p> <p>L72.8.1.90.1 Incoming mail:</p> <p>L72.8.1.90.1.1 All incoming mail is received by Administration, in the Altocap Flight School Building.</p> <p>L72.8.1.90.1.2 It is distributed once received through the RTO Manager.</p>

	L72.8.1.90.1.3	Learners are advised to include their course numbers in the addresses they give to their families and friends.
	L72.8.1.90.1.4	Large items are to be collected from Reception in the Altocap Flight School building.
	L72.8.1.90.2	Outgoing mail:
	L72.8.1.90.2.1	Learners are required to provide their own postage material.
	L72.8.1.90.2.2	Any urgent mail may be posted by Administration.
	L72.8.1.90.2.3	Alternatively, the red Australia Post box situated at Camden post Office may be used.
	L72.8.1.90.2.4	Learners are advised to buy their own stamps and if necessary use Australia Post offices for parcels or bulky letters/packages.
	L72.8.1.91	Mailing address for all learners:
	L72.8.1.91.1	(Your name).
	L72.8.1.91.2	P.O. Box 231,
	L72.8.1.91.3	Chester Hills,
	L72.8.1.91.4	New South Wales,
	L72.8.1.91.5	2162.
Personal Information	L72.8.1.92	Your personal details and learner records may be made available to:
	L72.8.1.92.1	Any Commonwealth Government agency; and
	L72.8.1.92.2	Any State Government agency.
	L72.8.1.93	Information may be shared between the above agencies for the purposes of:
	L72.8.1.93.1	Promoting compliance with the ESOS Act and the National Code;
	L72.8.1.93.2	Assisting with the regulation of providers;
	L72.8.1.93.3	Promoting compliance with the conditions of a particular learner visa or visas, or of learner visas generally; and
	L72.8.1.93.4	Facilitating the monitoring and control of immigration.
	L72.8.1.94	We are required by several Australian Laws (including the Immigration Act 1988, the ESOS Act 2000 and the National Code 2018) to tell the Department of Home Affairs about changes to your enrolment and any breach by you of your learner visa conditions relating to attendance or satisfactory academic performance.
	L72.8.1.95	You may access your Learner File by contacting the RTO Manager and asking for access.
	L72.8.1.96	Make sure that you specify what your particular interest in the documentation is so we can help you to readily access the information you want.
Personal Records Policy	L72.8.1.97	Altocap Flight School is committed to protecting an individual's right to privacy.
	L72.8.1.98	The purpose of this policy is to ensure compliance with Federal and State laws by outlining the obligation of all Altocap Flight School employees in relation to the collection, storage, accuracy, use, disclosure and retention of "personal information", which enables an individual to be identified.
	L72.8.1.99	Altocap Flight School complies with the requirements of Clause 23 of Schedule 1A of the Act and the Information Privacy Principles set out in the Privacy Act 1988 in relation to the collection of information relating to all learners.
	L72.8.1.100	Altocap Flight School will allow a Learner to apply for and receive a copy of the VET personal information that the provider holds in relation to that Learner.
	L72.8.1.101	Definitions:

	L72.8.1.101.1	The Act refers to the Higher Education Support Act 2003;
	L72.8.1.101.2	Learner/s refers to all persons enrolled with Altocap Flight School;
	L72.8.1.101.3	"Personal Information" is defined as information about an individual, which also identifies the individual:
	L72.8.1.101.3.1	It includes names, physical characteristics, and opinions about a person, e-mail addresses, diary notes and medical records among other things.
	L72.8.1.101.3.2	It may be written down, stored on a database, electronic or exist in the knowledge of the people working for an organisation.
	L72.8.1.102	Personal information will not be collected unless:
	L72.8.1.102.1	The information is collected for a purpose directly related to Learners; and
	L72.8.1.102.2	The collection of the information is necessary for or directly related to that purpose.
	L72.8.1.103	Personal information will not be collected by unlawful or unfair means.
	L72.8.1.104	Where personal information is collected for inclusion in a record or in a generally available publication Altocap Flight School will take reasonable steps to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the learner concerned is generally ware of:
	L72.8.1.105	The purpose for which the information is being collected;
	L72.8.1.105.1	If the collection of the information is authorised or required by or under law the fact that the collection of the information is so authorised or required; and
	L72.8.1.105.2	With whom the information may be shared (such as the Australian government or Tuition Protection Scheme).
	L72.8.1.106	Where Altocap Flight School solicits and collects personal information for inclusion in a record or in a generally available publication it will take reasonable steps to ensure that:
	L72.8.1.106.1	The information collected is relevant to that purpose and is up to date and complete; and
	L72.8.1.106.2	The collection of the information does not intrude to an unreasonable extent upon the personal affairs of the learner.
	L72.8.1.107	Altocap Flight School will take reasonable steps to protect the personal information from misuse and loss and from unauthorised access, modification or disclosure.
	L72.8.1.108	Altocap Flight School will retain personal information on learners for 30 years.
	L72.8.1.109	This information will not be given to third parties outside Altocap Flight School without the individual's prior written consent, and that everything reasonably within the power of Altocap Flight School will be done to prevent unauthorised use or disclosure of information contained in the record.
	L72.8.1.110	Altocap Flight School will maintain a record setting out:
	L72.8.1.110.1	The nature of the records of personal information kept by or on behalf of the record-keeper;
	L72.8.1.110.2	The purpose for which each type of record is kept;
	L72.8.1.110.3	The classes of individuals about whom records are kept;
	L72.8.1.110.4	The period for which each type of record is kept;
	L72.8.1.110.5	The persons who are entitled to have access to personal information contained in the records and the conditions under which they are entitled to have that access; and
	L72.8.1.110.6	The steps that should be taken by persons wishing to obtain access to that information.
	L72.8.1.111	Altocap Flight School will not use the information without taking reasonable steps to ensure that, having regard to the purpose for which the information is proposed to be used, the

		information is accurate, up to date and complete.
	L72.8.1.112	Altocap Flight School will not use the information except for a purpose to which the information is relevant.
Punctuality	L72.8.1.113	Punctuality is an important attribute for an airline pilot.
	L72.8.1.114	To ensure punctuality for flying and ground duties, the following procedure is to be followed:
	Flying Duties	
	L72.8.1.115	A learner must establish with his instructor what time he is required to report for briefing.
	L72.8.1.116	For flying lessons, scheduled lesson time is the engine start time. Not walking out. Not briefing.
	L72.8.1.117	If a learner fails to show for a flight, then that flight is to be graded unacceptable.
	L72.8.1.118	If a learner is late for a flight, he is to be warned and the lateness noted appropriately on his training folder.
	L72.8.1.119	For any subsequent late arrivals, the exercise is to be graded unacceptable and the matter reported to the Head of Operations.
	L72.8.1.120	The flight need not be repeated if it is flown to an acceptable standard.
	L72.8.1.121	The flight is only to be flown if it can be done so without disrupting following sorties.
	L72.8.1.122	All late and "no show" occurrences are to be reported to the Head of Operations.
	L72.8.1.123	Disciplinary action will be taken by the Head of Operations against the learner if necessary.
	L72.8.1.124	Record of unsatisfactory performance and breach of flying discipline:
	L72.8.1.125	Whenever a learner's performance is assessed as unsatisfactory or when there is a breach of flying discipline, the following procedure will be followed:
	L72.8.1.125.1	The learner's instructor is to inform the learner and the form (29 Learner Breach Notice) is to be completed and submitted to the Head of Operations for immediate action, and the Safety Manager (for breach of flying discipline cases only).
	L72.8.1.125.2	This report will be completed by the appointment holders listed and filed into the learner's record folder.
	L72.8.1.125.3	To prevent any removal, Head of Operations is to keep a record of the report issued.
	L72.8.1.125.4	If a learner's performance continued to be assessed as unsatisfactory, he will be placed on performance review.
	L72.8.1.126	Performance review procedure:
	L72.8.1.126.1	When a learner is under performance review, the following procedure will be followed:
	L72.8.1.126.2	The Chief Executive Officer / Principal, in consultation with the Head of Operations will allocate a Review Instructor (Grade 2 or above) to fly with the learner.
	L72.8.1.126.3	The Chief Executive Officer / Principal, or in his absence, the Head of Operations, will brief the Review Instructor in the learner's areas of weaknesses and the possible remedial action.
	L72.8.1.126.4	The Review Instructor will fly with the learner, ensuring that the learner is thoroughly briefed and debriefed for each flight.
	L72.8.1.126.5	The Review Instructor is to provide a thorough write-up on the learner's performance after every flight.
	L72.8.1.126.6	As a norm, 3 flights will be flown but this can be increased to 5 at the discretion of the Head of Operations or at the recommendation of the Review Instructor, but the learner must show good progress to justify the 2 additional

		flights.
	L72.8.1.126.7	After flying the 3 allocated review flights, the Review Instructor will provide a detail report on the learner's performance and an assessment of the learner's potential for further training.
	L72.8.1.126.8	The final decision to allow the learner to continue or discontinue flying training lies with the Principal.
Ground Duties		
	L72.8.1.127	If a learner is late for lectures, the matter will be reported to the Ground Training Manager who will decide if disciplinary action is required.
	L72.8.1.128	The Ground Training Manager will inform all concerned accordingly, and will record the occurrence in the learner's personal file.
	L72.8.1.129	If a learner is late for other duties, the supervisor concerned will decide what action is required. It will be recorded in the learner's Personal File.
	L72.8.1.130	Minor infringements of punctuality or lateness due to extenuating circumstances will be dealt with sympathetically by individual staff concerned.
	L72.8.1.131	Repeated lateness will obviously be very difficult to justify.
	L72.8.1.132	Being on time is extremely important.
	L72.8.1.133	Regular lateness will not be tolerated and disciplinary action will be enforced and the learner's airline will be notified.
Ramadan	Fasting, Prayer and Flying during the month of Ramadan	
	L72.8.1.134	For all Muslim learners, the Holy Month of Ramadan continues for 29 or 30 days (depending on the sighting of the moon).
	L72.8.1.135	The religious requirements applicable to those of the Islamic faith are substantial, and have the potential to seriously affect the conduct of flight operations and even flight safety.
	L72.8.1.136	This order aims to provide the Muslim learners of Altocap Flight School with operational guidance on their conduct during this period.
	Basic Requirements of Ramadan	
	L72.8.1.137	Ramadan fasting means nothing taken by mouth from sunrise to sunset.
	L72.8.1.138	This includes both food and drink of any kind.
	L72.8.1.139	Smoking is also prohibited.
	L72.8.1.140	During this month, the religious minded also apportion much of their night time to prayers and religious devotions.
	L72.8.1.141	There are, therefore, three areas of potential hazard for the learner pilot.
	L72.8.1.142	Lack of sleep, lack of food and lack of water.
	L72.8.1.143	For a short period of one or two days such fasting may not present a great hazard, but for a period as long as one month, the potential for a real deterioration in an individual's physical condition is high.
	L72.8.1.144	The article produced below is recommended reading for further reference:
	L72.8.1.144.1	"Flying and Fasting" by Col. (Dr.) Ibrahim A. Mirdad, the Director of the Royal Saudi Air Force Aeromedical Centre, Dahrn.
Basic Requirements of Altocap Flight School		

L72.8.1.145	The first and foremost requirement of Altocap Flight School is that we do nothing that results in deterioration in flight safety.												
L72.8.1.146	Secondly, all of our clients require that we meet our cost and schedule for the training of all learners.												
L72.8.1.147	Our learners are aware of the sensitivity of Altocap Flight School and its staff to all religions and cultures.												
L72.8.1.148	While ensuring we have an environment of mutual respect for religious beliefs and practices, it is not possible for Altocap Flight School to either cease operations or allow flight safety to deteriorate.												
L72.8.1.149	In considering a policy framework for this situation, the following has been kept in mind: <table border="0"> <tr> <td>L72.8.1.149.1</td><td>The Islamic Faith exempts an individual from fasting in the event of sickness, extreme hunger and thirst, and during long-distance travel.</td></tr> <tr> <td>L72.8.1.149.2</td><td>The Islamic Faith does not intend that any individual be placed at jeopardy as a result of fasting.</td></tr> </table>	L72.8.1.149.1	The Islamic Faith exempts an individual from fasting in the event of sickness, extreme hunger and thirst, and during long-distance travel.	L72.8.1.149.2	The Islamic Faith does not intend that any individual be placed at jeopardy as a result of fasting.								
L72.8.1.149.1	The Islamic Faith exempts an individual from fasting in the event of sickness, extreme hunger and thirst, and during long-distance travel.												
L72.8.1.149.2	The Islamic Faith does not intend that any individual be placed at jeopardy as a result of fasting.												
L72.8.1.150	The policy adopted by Altocap Flight School will therefore be as follows: <table border="0"> <tr> <td>L72.8.1.150.1</td><td>A learner programmed for a solo flight is not permitted to fast until the flight is completed.</td></tr> <tr> <td>L72.8.1.150.2</td><td>A learner who insists on fasting, even though programmed to fly solo, is to advise his instructor, and on receiving such advice, the instructor is to remove the learner from the program and advise the Head of Operations.</td></tr> <tr> <td>L72.8.1.150.3</td><td>All learners who are on the flying program, whether dual or solo, are to ensure that they maintain an adequate intake of fluid, particularly when flying in hot weather.</td></tr> <tr> <td>L72.8.1.150.4</td><td>Naturally, this applies to all learners, not just those of the Islamic Faith.</td></tr> <tr> <td>L72.8.1.150.5</td><td>All learners who are on the flying program, whether dual or solo, are to ensure that they have adequate rest during the previous night.</td></tr> <tr> <td>L72.8.1.150.6</td><td>This policy has been framed to protect the safety of our learners and full cooperation is expected.</td></tr> </table>	L72.8.1.150.1	A learner programmed for a solo flight is not permitted to fast until the flight is completed.	L72.8.1.150.2	A learner who insists on fasting, even though programmed to fly solo, is to advise his instructor, and on receiving such advice, the instructor is to remove the learner from the program and advise the Head of Operations.	L72.8.1.150.3	All learners who are on the flying program, whether dual or solo, are to ensure that they maintain an adequate intake of fluid, particularly when flying in hot weather.	L72.8.1.150.4	Naturally, this applies to all learners, not just those of the Islamic Faith.	L72.8.1.150.5	All learners who are on the flying program, whether dual or solo, are to ensure that they have adequate rest during the previous night.	L72.8.1.150.6	This policy has been framed to protect the safety of our learners and full cooperation is expected.
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Flying and Fasting													
L72.8.1.151	<i>The concept of Fasting should be made clear to the "Western Way" of thinking.</i>												
L72.8.1.152	<i>Fasting is prescribed by Islam and is one of its Five Pillars.</i>												
L72.8.1.153	<i>It is mandatory for all adult Muslims and is practised during the whole of the 9th month of the Lunar Calender year (Hijra).</i>												
L72.8.1.154	<i>The month is called Ramadan.</i>												
L72.8.1.155	<i>Depending on the sighting of the moon, the number of days can come out to be either 29 or 30.</i>												
L72.8.1.156	<i>Fasting engenders moral, spiritual and material self-control and urges conducting oneself with propriety and promotes cleanliness of thought, word and action.</i>												
L72.8.1.157	<i>Ramadan Fasting is not just for a day or two when temporary measures could be taken to overcome the physiological effects.</i>												
L72.8.1.158	<i>The 29 or 30-day period cannot be broken up into equal instalments.</i>												
L72.8.1.159	<i>Neither can it be postponed to take place in any month of the year convenient to an individual or group.</i>												
L72.8.1.160	<i>Putting aside the Religious connotations, beliefs and practices, and speaking mainly from a Physiological point of view, Fasting means NOTHING BY MOUTH FROM SUNRISE TO SUNSET.</i>												
L72.8.1.161	<i>Neither food, including fruits of any kind, nor fluids of any kind, by any route and in any way,</i>												

	<i>including intravenous or intramuscular injections, can be taken.</i>
L72.8.1.162	<i>During the month of Fasting, the normal diurnal rhythm of people changes for the whole period of 29 - 30 days.</i>
L72.8.1.163	<i>This means eating and taking fluid BEFORE dawn and AFTER sunset and NOTHING in between.</i>
L72.8.1.164	<i>During Summer, in the Eastern part of the World, this turns out to be from about 0330 hours (Breakfast time - sunrise) to about 1835 hours (Breaking-of-Fast Time - sunset) i.e. around 15 hours, and in the West, San Francisco for example, from about 0330 hours (sunrise) to about 2030 hours (sunset) i.e. around 17 hours.</i>
L72.8.1.165	<i>Not only do the eating habit and timings change, but the demands that Society imposes on the individual, change his social and cultural practices.</i>
L72.8.1.166	<i>This is particularly true of Middle Eastern countries/cultures where the exchange of social visits and family gatherings alter to late night parties starting perhaps at 2300 hours.</i>
L72.8.1.167	<i>The religious minded apportion most of their night time to prayers and religious devotions.</i>
L72.8.1.168	<i>Thus the Aviator does not get his essential 6 - 8 hours minimum of rejuvenating sleep to keep him alert the next day during the flying duty period.</i>
L72.8.1.169	<i>Not only the quantity but also the quality of sleep is affected.</i>
L72.8.1.170	<i>The personal life style of the individual changes drastically leading to changes in his Circadian Rhythm.</i>
L72.8.1.171	<i>But his working hours and the demands of his profession do not change.</i>
L72.8.1.172	<i>This introduces the element of Self-Imposed Fatigue to the already complex problem of maintaining flying proficiency.</i>
L72.8.1.173	<i>So the main problems facing the Aviator undertaking Flying duties whilst Fasting are:</i>
L72.8.1.173.1	<i>Self-Imposed Stress.</i>
L72.8.1.173.2	<i>Dehydration brought about by non-consumption of Food and Fluid and compounded by Heat Stress and High Humidity and leading to:</i>
L72.8.1.173.2.1	<i>Hypoglycaemia in the latter part of the day.</i>
L72.8.1.173.2.2	<i>Plus, a host of other physiological, psychological and mechanical factors.</i>
L72.8.1.174	<i>It is difficult to demarcate where the effects of one of the factors mentioned above ends and another begins.</i>
L72.8.1.175	<i>The interaction of these processes multiplies several fold, the adverse physiological effects on the Flying performance of the Aviator, be it the long duration flights in Transport Aircraft or those of short duration, and very energetic flights in fast jets.</i>
L72.8.1.176	<i>Self-Imposed Stress perse is difficult to measure quantitatively and qualitatively in the laboratory, but its adverse effect on flying performance has been experimentally well documented and proven beyond doubt by authoritative research workers.</i>
L72.8.1.177	<i>Hypoglycaemia too may be difficult to prove in the laboratory during the early part of the day i.e. before noon, especially when the Aviator has taken his breakfast before sunrise as prescribed by Tradition.</i>
L72.8.1.178	<i>All the more so because the very sight and threat of "the needle" lead to the body's adrenalin response - thus giving false results.</i>
L72.8.1.179	<i>On logistic flights when fasting, which start early in the morning and continue till late in the afternoon or evening, and cover several sectors with multiple take-offs and landings, laboratory testing of blood could possibly show hypoglycaemia.</i>
L72.8.1.180	<i>Dehydration could be a very potent and real factor in aircrew incapacitation especially when considered in conjunction with the Heat and High Humidity Stress situation which will intensify its effect - common in Saudi Arabia.</i>
L72.8.1.181	<i>Studies have shown that a rise of body temperature to only 99.1°F = 37.3°C impairs performance in several complex flying tasks although the pilot has not yet reached his physical limits.</i>

	L72.8.1.182	<i>Short term memory, such as receiving and copying a series of numbers, becomes less reliable.</i>
	L72.8.1.183	<i>With loss of 1 - 3% body weight, which usually occurs during fighter sorties in hot weather, there is significant reduction in G tolerance, and there is also an increased incidence of motion sickness.</i>
	L72.8.1.184	<i>As deep body temperature exceeds 38°C an increasing number of persons approach collapse; and at 39°C about 50% of subjects are incapacitated.</i>
	L72.8.1.185	<i>Comparable studies conducted by other Air Forces show a decrement in flying performance at an environmental/ambient air temperature of 95°F = 35°C after only 30 minutes and at cockpit temperatures of 120°F = 49°C, (very common in the climate of Saudi Arabia), the crew member's productive activity will be impaired within 15 minutes, especially if relative humidity for that day is recorded on the higher side (also a common occurrence).</i>
	L72.8.1.186	<i>The problem will be compounded if a survival situation is superimposed.</i>
	L72.8.1.187	<i>I do not have to belabour the problems of factor interaction, e.g. Dehydration + Hypoxia or Lack of Sleep + Failure of aircraft air conditioning or Variation in alertness due to sociopsychological reasons + adverse weather conditions, all of which can compound the hazards of safe flying and mission accomplishment.</i>
	L72.8.1.188	<i>Published literature proposing Fighter Index of Thermal Stress (F.I.T.S.) indicates Normal, Caution and Danger Zones for non-fasting aviators in Fighter aircraft.</i>
	L72.8.1.189	<i>What criteria should be followed when dealing with a fasting aviator? Extrapolation of F.I.T.S. to a Fasting Aviator may be appropriate.</i>
	Conclusion	
	L72.8.1.190	This presentation is making an effort to focus the attention of all concerned with the Safety aspect of Flying from an angle which has not been studied by most of the concerned research workers the world over.
Review Access Records	L72.8.1.191	A meaningful and practical solution should be aimed for, which reconciles the adverse physiological and psychological factors.
	L72.8.1.192	An individual may request access to or obtain a copy of their personal records/information or for their personal information to be amended so that it is accurate.
	L72.8.1.193	Individuals are able to access their own records by requesting in writing to the RTO Manager and providing adequate identification.
	L72.8.1.194	Records will be made available within 48 hours and the applicant will be contacted to arrange a suitable time to access their records.
	L72.8.1.195	Access to their personal information/records must be provided unless there are concerns with the identity of the individual.
	L72.8.1.196	There is no charge for an individual to access personal information that Altocap Flight School holds about them; however, Altocap Flight School may charge a fee to make a copy.
	L72.8.1.197	If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.
	L72.8.1.198	Where a record is found to be inaccurate, a correction will be made. Where an individual request that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.
	L72.8.1.199	Altocap Flight School will not disclose the information to a person, body or agency (other than the individual concerned) unless:
	L72.8.1.199.1	The individual concerned is reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency;
	L72.8.1.199.2	The individual concerned has consented to the disclosure;
	L72.8.1.199.3	Altocap Flight School believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or

		<p>health of the learner or of another person;</p> <p>L72.8.1.199.4 The disclosure is required or authorised by or under law; or</p> <p>L72.8.1.199.5 The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.</p> <p>L72.8.1.200 Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the record-keeper shall include in the record containing that information a note of the disclosure.</p> <p>L72.8.1.201 A person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.</p> <p>L72.8.1.202 Active training files for learners undertaking flying training are held in the Flight Operations Room and are accessed under the authority of the supervising trainer.</p> <p>L72.8.1.203 The authority permits the learners to access their own training file only.</p>
Safety	<p>L72.8.1.204 The Occupational Health and Safety Act is strongly enforced in Australia.</p> <p>L72.8.1.205 It means that you cannot be placed at risk through anything that you may be asked to do by Altocap Flight School.</p> <p>L72.8.1.206 Your instructors have been specially trained in the Centre's safety standards</p> <p>L72.8.1.207 Should you be asked to do anything you feel is unsafe:</p> <p>L72.8.1.207.1 Stop;</p> <p>L72.8.1.207.2 Advise the instructor of your worries and do not proceed; and</p> <p>L72.8.1.207.3 Stop anyone else with you from doing anything unsafe.</p> <p>L72.8.1.208 It is the Chief Executive Officer / Principal's responsibility to keep you in a safe working environment and he must not allow any work to be done that is unsafe.</p> <p>L72.8.1.209 Use of all tools of trade are addressed in the safety units within each course.</p> <p>L72.8.1.210 Safe Work Method Statements are also available for each physical activity within the course.</p> <p>L72.8.1.211 We are an alcohol and drugs of abuse free centre: arriving intoxicated or affected by drugs of abuse may result in suspension or termination from the course.</p> <p>L72.8.1.212 If you are caught selling or otherwise acting dishonestly, you may be reported to DEPARTMENT OF HOME AFFAIRS and the Police for appropriate action.</p> <p>L72.8.1.213 If you act unsafely, then you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.</p>	
School Aged Dependents	<p>L72.8.1.214 Dependents from age 5 through 11 are required to attend a state primary school and from age 12 through 18 are required to attend a state secondary school.</p> <p>L72.8.1.215 State run primary and secondary schools are largely government funded however you can expect school fees including materials and uniforms to cost approximately AUD\$1500 per dependent per annum.</p> <p>L72.8.1.216 Private schools are considerably more expensive and can cost many times this.</p>	
Security	<p>L72.8.1.217 Please be aware Altocap Flight School does not take responsibilities in your property loss or damage.</p> <p>L72.8.1.218 Accordingly, valuable items should not be left in the flying school unattended.</p> <p>L72.8.1.219 If you witness anyone with a suspicious behaviour, report to staff as soon as possible.</p>	
Sexual Harassment	<p>L72.8.1.220 Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned.</p>	

	L72.8.1.221	If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law says it is sexual harassment.
	L72.8.1.222	Sexual harassment can be physical, verbal or written.
	L72.8.1.223	It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, office intranets, video conference or any other means of communication.
Sick Leave	L72.8.1.224	Learners who take sick leave are to submit a medical certificate, from a registered medical provider, to Altocap Flight School.
	L72.8.1.225	Whilst sick days will be entered onto the class rolls, in the calculation of the number of absent days the school must count sick days as absent days.
Smoking, Drugs and Alcohol Policy	Smoking	
	L72.8.1.226	Altocap Flight School is a smoke-free institution; as such smoking is banned airside and inside all buildings.
	L72.8.1.227	It is illegal in Australia to smoke within 10ft of a building.
	L72.8.1.228	To provide reasonable relief to smokers the following areas have been earmarked for smoking.
	L72.8.1.228.1	In the car park area at the Airport.
	L72.8.1.229	Learners are not permitted to smoke anywhere in the operations area.
	L72.8.1.230	This is for fire safety, health and legal reasons.
	L72.8.1.231	All smokers are encouraged to quit.
	L72.8.1.232	As professional aviators they are obliged to maintain good health at all times.
	L72.8.1.233	Smoking is a serious threat to health and fitness.
	L72.8.1.234	If learners must smoke, they are to use ash-trays, not smoke in any other than the designated areas, extinguish all butts before discarding and ensure that the dangers posed by smoking do not extend to other people or premises.
	L72.8.1.235	Cigarette butts are to be placed in the receptacles provided.
	Drugs	
	L72.8.1.236	The use of, or association with illegal drugs or substances is unacceptable and against the law.
	L72.8.1.237	This will lead to immediate expulsion from Altocap Flight School and the possible involvement of the police.
	L72.8.1.238	The misuse of legal substances will not be tolerated.
	L72.8.1.238.1	Example: inhaling fuels, solvents or sprays.
	L72.8.1.239	Disciplinary action will be instigated and could lead to expulsion.
	L72.8.1.240	The use of legally prescribed drugs can only be used for the purpose for which they were intended under the instructions from a doctor, and by the person for whom they were prescribed.
	L72.8.1.241	If unsure as to what can be used, please consult the RTO Manager.
	Alcohol	
	L72.8.1.242	Alcohol may be consumed in a sociable manner in moderation.
	L72.8.1.243	Public displays of drinking in school uniform not permitted.

	L72.8.1.244	The consumption of alcohol or being under the influence of alcohol during class and especially during flying time is strictly prohibited.
	L72.8.1.245	Breaking of this rule will lead to immediate expulsion from Altocap Flight School.
	L72.8.1.246	<u>CASA states that no consumption of alcohol can occur within 8 hours of flying.</u>
	L72.8.1.247	If a learner has a concern about their ability to adhere to the above policy, they then must seek counselling from the RTO Manager so that immediate attention and management of their concern can be put in place.
	L72.8.1.248	Ignoring or deceiving management about any learner's drug or alcohol concern may lead to serious personal health issues and safety concerns for the entire campus.
	L72.8.1.249	Likewise, any learner or staff member who has a concern about another learner concerning this policy must report all details to senior management or the RTO Manager.
	L72.8.1.250	This is for the benefit of all concerned.
	L72.8.1.251	Australia has strict Driving Under the Influence of Alcohol (DUI) laws pertaining to drinking and driving.
	L72.8.1.252	Learners who are served a notice for DUI and are observed over the limit by the Law will have the action recorded in their training file.
	L72.8.1.253	Disciplinary action will also be served by the Head of Operations.
	L72.8.1.254	If learners choose to consume alcohol and commute, are to use a taxi or designate a driver who will not consume alcohol.
Learner Council	L72.8.1.255	The aims of the Learners Council are:
	L72.8.1.255.1	To provide assistance to Altocap Flight School management;
	L72.8.1.255.2	To provide assistance to learners in managing their environment and after hours' activities;
	L72.8.1.255.3	To provide learners an opportunity for personal development; and
	L72.8.1.255.4	It is important that all learners be represented on the council.
	L72.8.1.256	The council comprises the following portfolios:
	L72.8.1.256.1	President;
	L72.8.1.256.2	Vice President;
	L72.8.1.256.3	Entertainment Member;
	L72.8.1.256.4	Sports Member; and
	L72.8.1.256.5	Assistant appointments are also created by the President and Vice President in consultation with RTO Manager.
	Learner Council Duties	
	L72.8.1.257	The Council is responsible to, and overseen by, the RTO Manager.
	L72.8.1.258	The duties of the Council are:
	L72.8.1.259	President:
	L72.8.1.259.1	Administer campus management, laying down guidelines and coordinating and controlling accordingly;
	L72.8.1.259.2	Call Council Meetings to deal with urgent and routine matters;
	L72.8.1.259.3	Monitor Campus discipline, standard of dress and general learner behaviour and advise RTO Manager accordingly;
	L72.8.1.259.4	Assist with the learners' Lost and Found procedures duties;
	L72.8.1.259.5	Represent the learner body at the Training organisation's monthly staff meetings;

	L72.8.1.259.6	Meet with the Principal quarterly to provide feedback on the learner body matters and concerns; and
	L72.8.1.259.7	Represent the learner body at formal and informal functions when required by the Principal.
L72.8.1.260	Vice President:	
	L72.8.1.260.1	Act as Deputy to President;
	L72.8.1.260.2	Assist President in his duties;
	L72.8.1.260.3	Assist in maintaining presentation of the Campus;
	L72.8.1.260.4	Assist other Committee Members in their duties;
	L72.8.1.260.5	Assist with the Learners' Lost and Found procedures duties; and
	L72.8.1.260.6	Monitor Learner Discipline, dress standard, behaviour and advise RTO Manager.
L72.8.1.261	Entertainment Member:	
	L72.8.1.261.1	Responsible to the President;
	L72.8.1.261.2	Organise parties, barbecues, etc, at the Training organisation;
	L72.8.1.261.3	Organise outings for learners, such as picnics, tours and visits;
	L72.8.1.261.4	Advise on indoor entertainment for the campus;
	L72.8.1.261.5	Prepare entertainment proposals for consideration by the Campus Committee; and
	L72.8.1.261.6	Tidy up the premises after functions.
L72.8.1.262	Sports Member:	
	L72.8.1.262.1	Organise routine sports activity; and
	L72.8.1.262.2	Organise sports competitions, both in-house and with outside teams.
L72.8.1.263	General:	
L72.8.1.264	All members of the Campus Committee, except the President and Vice President, will have Assistant Members appointed to help in proper discharge of the portfolio responsibilities.	
L72.8.1.265	All Campus Committee Members and their Assistants will wear insignia's (badges) attached to their right pocket buttons.	
L72.8.1.266	These insignias are intended to assist in identification, and are also a mark of respect and honour for having qualified for selection to the Committee.	
L72.8.1.267	The President and Vice President are appointed by the RTO Manager under advice from senior out-going Committee Members.	
L72.8.1.268	The nominees' agreement is taken and their appointments are then approved by the Principal.	
L72.8.1.269	Thereafter, the President and Vice President nominate the rest of the Committee and the RTO Manager approve/vet the final list for ratification by the Principal.	
	Committees are normally re-shuffled only when there is a change of the President or Vice President.	
L72.8.1.270	Normally, once appointed, a learner retains his/her portfolio until he/she graduates.	
L72.8.1.271	However, continued suitability and good work is rewarded by a higher appointment in subsequent committees.	
L72.8.1.272	Also, unsuitability or lack of effort or enthusiasm may require a Member or Assistant Member to be replaced.	
L72.8.1.273	Learners Council Committee Members are required to put in extra work in addition to their normal curricular duties, their efforts are compensated, rewarded and acknowledged as shown:	
	L72.8.1.273.1	Recognition:

	L72.8.1.273.1.1	On Graduation, deserving learners will receive a Certificate of Merit as part of the Graduation Ceremony.
	L72.8.1.273.2	Final Reports:
	L72.8.1.273.2.1	The Training organisation will reflect favourably, in their final report, on all good work put in by Members of the Committee.
	L72.8.1.273.2.2	Such reports may affect, positively, the final order of merit of the graduating class.
	L72.8.1.273.3	Special Considerations:
	L72.8.1.273.3.1	Committee Members are generally chosen from those learners who are strong in their studies and flying.
	L72.8.1.273.3.2	However, should they suffer a setback they will receive consideration and support to avoid termination from training.
	L72.8.1.273.4	Intrinsic Importance:
	L72.8.1.273.4.1	Committee Members enjoy prestige and authority over their peers.
	L72.8.1.273.4.2	In addition, they are provided an opportunity for personal development in a managerial capacity, which will stand them in good stead in their future airline careers.
	L72.8.1.274	The Campus Committee will meet regularly at an agreed time to discuss and decide on various matters as determined by the RTO Manager or President.
What You Can and Cannot Do	L72.8.1.275	To ensure you gain the maximum benefit from your time at Altocap Flight School, we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour.
	L72.8.1.276	Such behaviour will not be tolerated and, if a second episode occurs, then you may be asked to leave the course with notification submitted to the Department of Home Affairs.
	L72.8.1.277	You must comply with all of your Visa requirements as outlined in this handbook and as updated by the Department of Home Affairs from time to time.
	L72.8.1.278	This is particularly important for attendance and successful academic performance.
	L72.8.1.279	In addition to meeting the requirements of your Visa, there are a large number of laws that apply to you as a learner visiting Australia.
	L72.8.1.280	The impact of these is discussed elsewhere in this Handbook.
	L72.8.1.281	Basically, you must be of good behaviour and recognise the rights of others.
	L72.8.1.282	If you want to look up specific details of the appropriate laws, talk to your trainer.
	L72.8.1.283	They will be able to provide you with a list of the laws and regulations that apply.
	L72.8.1.284	Working with others is not a function of the Law but is considered cooperative and inclusive within a free and amiable study environment.
	L72.8.1.285	This requires maturity and at times, understanding.
	L72.8.1.286	If you have any concerns about how you should act, speak with the RTO Manager.
	L72.8.1.287	Remember though that if you break a law, you may be charged for that breach which will affect your stay in Australia.
	L72.8.1.288	<i>Unacceptable behaviour may include:</i>
	L72.8.1.288.1	Continuous interruptions to the trainer whilst delivering the course content;
	L72.8.1.288.2	Smoking in non-smoking areas;
	L72.8.1.288.3	Being disrespectful to other participants;
	L72.8.1.288.4	Harassment by using offensive language;
	L72.8.1.288.5	Sexual harassment;

	L72.8.1.288.6	Acting in an unsafe manner that places you or others at risk;		
	L72.8.1.288.7	Refusing to participate when required in group activities;		
	L72.8.1.288.8	Continued absence at required times;		
	L72.8.1.288.9	Being under the influence of alcohol or illegal drugs;		
	L72.8.1.288.10	Lack of personal hygiene; and		
	L72.8.1.288.11	Other objectionable behaviour.		
	L72.8.1.289	<i>You have the following rights once you have enrolled:</i>		
	L72.8.1.289.1	To be treated with respect by others, to be treated fairly and without discrimination;		
	L72.8.1.289.2	To be free from all forms of intimidation;		
	L72.8.1.289.3	To study in a safe, clean, orderly and cooperative environment;		
	L72.8.1.289.4	To have personal property and your property protected from damage or misuse;		
	L72.8.1.289.5	To have any disputes settled in a fair and rational manner;		
	L72.8.1.289.6	To work and learn in a supportive environment without interference; and		
	L72.8.1.289.7	To express and share ideas and to ask questions.		
	L72.8.1.290	For non-compliance with our rules, the following applies:		
	L72.8.1.290.1	Your RTO Manager will contact you to discuss the issue or behaviour and to determine how the issue might be rectified.		
	L72.8.1.290.2	This will be documented, signed by all parties and included on your personal file.		
	L72.8.1.290.3	If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the RTO Manager to discuss this issue further and to make you aware of our complaints procedure that is available to you.		
	L72.8.1.290.4	This meeting and its outcomes will be documented, signed by all parties and included on your personal file.		
	L72.8.1.290.5	Should the issue or behaviour continue, you will be provided with a final warning in writing & a time frame in which to rectify the issue.		
Your Responsibilities	L72.8.1.290.6	A copy of this letter will be included on your personal file.		
	L72.8.1.290.7	Should the issue or behaviour continue, training services will be withdrawn and you will be notified in writing that your enrolment has been terminated with advice being given to DEPARTMENT OF HOME AFFAIRS and The Department of Education, Skills and Employment.		
	L72.8.1.291	Whilst we hope that this situation does not happen, Altocap Flight School are committed to a transparent process to ensure that all parties are satisfied with the final resolution.		
	L72.8.1.292	As an overseas learner on a learner visa, you have responsibilities to:		
	L72.8.1.292.1	Satisfy your learner visa conditions;		
	L72.8.1.292.2	Maintain your overseas learner health cover (OSHC) for the period of your stay;		
	L72.8.1.292.3	Meet the terms of the written agreement with your education provider;		
	L72.8.1.292.4	Inform your provider if you change your address;		
	L72.8.1.292.5	Maintain satisfactory course progress; and		
	L72.8.1.292.6	If attendance is recorded for your course, follow your provider's attendance policy.		
	<table border="1"> <thead> <tr> <th>Who?</th> <th>Why?</th> <th>How?</th> </tr> </thead> </table>		Who?	Why?
Who?	Why?	How?		

	Your provider	For policies and procedures that affect you	Speak with your provider Go to your provider's website.
	Australian Education International	For your ESOS rights and responsibilities	https://internationaleducation.gov.au ESOS Helpline +61 2 6240 5069
	Department of Home Affairs	For Visa matters	https://www.homeaffairs.gov.au

CHAPTER 9 –VISA REQUIREMENTS

General	Monitoring Overseas Student Progress, Attendance and Course Duration	
	L72.9.1.1	Altocap Flight School will monitor overseas students’ course progress and, where applicable, attendance for each course in which the overseas student is enrolled.
	L72.9.1.2	The expected duration of study specified in the overseas student’s CoE must not exceed the CRICOS registered duration.
	L72.9.1.3	Altocap Flight School will monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student’s CoE.
	L72.9.1.4	Altocap Flight School has documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student’s assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.
	L72.9.1.5	Altocap Flight School will clearly outline and inform an overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.
	L72.9.1.6	Altocap Flight School has a documented policy and process for monitoring and recording course progress for the overseas student, specifying:
	L72.9.1.6.1	Requirements for achieving satisfactory course progress for the course;
	L72.9.1.6.2	Processes for recording and assessing course progress;
	L72.9.1.6.3	Details of Altocap Flight School intervention strategy to identify, notify and assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress; and
	L72.9.1.6.4	Processes for determining the point at which the student has failed to meet satisfactory course progress.
	Course Progress and Attendance Requirements	
	L72.9.1.7	Altocap Flight School has implemented a documented policy and process for assessing course progress that includes:
	L72.9.1.7.1	Requirements for achieving satisfactory course progress, including policies that promote and uphold the academic integrity of the registered course and meet the training package requirements, and processes to address misconduct and allegations of misconduct;
	L72.9.1.7.2	Processes for recording and assessing course progress requirements;
	L72.9.1.7.3	Processes to identify overseas students at risk of unsatisfactory course progress;
	L72.9.1.7.4	Details of Altocap Flight School intervention strategy to assist overseas students at risk of not meeting course progress requirements in sufficient time for those overseas students to achieve satisfactory course progress;
L72.9.1.7.5	Processes for determining the point at which the overseas student has	

		failed to meet satisfactory course progress.
	L72.9.1.8	Altocap Flight School has implemented a documented policy and process for monitoring the attendance of overseas students:
	L72.9.1.8.1	The minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course.
	L72.9.1.9	In monitoring overseas student attendance, Altocap Flight School has implemented a documented policy and process for monitoring and recording attendance of the overseas student, specifying:
	L72.9.1.9.1	The method for working out minimum attendance under this standard;
	L72.9.1.9.2	Processes for recording course attendance;
	L72.9.1.9.3	Details of the registered provider's intervention strategy to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 per cent; and
	L72.9.1.9.4	Processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.
	Reporting Unsatisfactory Course Progress or Unsatisfactory Course Attendance	
	L72.9.1.10	Where Altocap Flight School has assessed an overseas student as not meeting course progress or attendance requirements, the Altocap Flight School will give the overseas student a written notice as soon as practicable which:
	L72.9.1.10.1	Notifies the overseas student that the registered provider intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance;
	L72.9.1.10.2	Informs the overseas student of the reasons for the intention to report;
	L72.9.1.10.3	Advises the overseas student of their right to access Altocap Flight School complaints and appeals process, in accordance with Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Complaints and appeals), within 20 working days.
	L72.9.1.11	Altocap Flight School must only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:
	L72.9.1.11.1	The internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
	L72.9.1.11.2	The overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
	L72.9.1.11.3	The overseas student has chosen not to access the external complaints and appeals process; or
	L72.9.1.11.4	The overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
	L72.9.1.12	Altocap Flight School may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and the student is maintaining satisfactory course progress.

Allowable Extensions of Course Duration	
L72.9.1.13	Altocap Flight School must not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:
L72.9.1.13.1	There are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence; or
L72.9.1.13.2	Altocap Flight School has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements; or
L72.9.1.13.3	An approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Deferring, suspending or cancelling the overseas student's enrolment).
L72.9.1.14	If Altocap Flight School extends the duration of the student's enrolment, Altocap Flight School must advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.
Modes of Delivery	
L72.9.1.15	Note:
L72.9.1.15.1	Online learning is study where the teacher and overseas student primarily communicate through digital media, technology-based tools and IT networks and does not require the overseas student to attend scheduled classes or maintain contact hours. For the purposes of the ESOS framework, online learning does not include the provision of online lectures, tuition or other resources that supplement scheduled classes or contact hours.
L72.9.1.15.2	Distance learning is any learning that an overseas student undertakes off campus and does not require an overseas student on a student visa to physically attend regular tuition for the course on campus at the provider's registered location.
L72.9.1.16	Altocap Flight School will not deliver a course exclusively by online or distance learning to an overseas student.
L72.9.1.17	Altocap Flight School will not deliver more than one-third of the units (or equivalent) of a VET course by online or distance learning to an overseas student.
L72.9.1.18	Altocap Flight School must ensure that in each compulsory study period for a course, the overseas student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.
Online or Distance Learning	
L72.9.1.19	Altocap Flight School must take all reasonable steps to support overseas students who may be disadvantaged by:
L72.9.1.19.1	Additional costs or other requirements, including for overseas students with special needs, from undertaking online or distance learning; and
L72.9.1.19.2	Inability to access the resources and community offered by Altocap Flight School, or opportunities for engaging with other overseas students while

		undertaking online or distance learning.
Attendance	L72.9.1.20	You will be rostered for a minimum 20 hours face-to-face theory knowledge training or practical flying training weekly.
	L72.9.1.21	Your weekly schedule will be issued the week prior.
	L72.9.1.22	Your course is delivered in person with face to face tuition.
	L72.9.1.23	Distance education or self-paced learning is not available.
	L72.9.1.24	You are required to attend a minimum 80% of the scheduled classes unless you and have a medical certificate signed by a registered doctor.
	L72.9.1.25	If you are absent for more than 3 days, the RTO Manager will contact you to find out where you are and why you are not attending.
	L72.9.1.26	You are required to sign in and out of class.
	L72.9.1.27	If your attendance rate falls below 80%, and Altocap Flight School calculates that your rate for a particular study period will not average 80%, you will be counselled about your attendance rate.
	L72.9.1.28	If your attendance rate reaches 80% or less, and you are not making satisfactory academic progress, you may be in breach of your Visa conditions.
Breach of Conditions	L72.9.1.29	If the learner is in danger of being in breach of Visa conditions the Head of Operations will contact the learner to determine the cause.
	L72.9.1.30	The Learner may bring an independent representative to that meeting.
	L72.9.1.31	The meeting will address Visa requirements and ascertain the cause of the approaching breach.
	L72.9.1.32	The Head of Operations and learner will agree on an individual program that will promote attendance requirements and performance.
	L72.9.1.33	Learners who fail to meet their defined visa obligations will be breached through PRISMS.
	L72.9.1.34	This means the Department of Home Affairs will be advised while at the same time the learner is advised that they are considered to be in breach.
	L72.9.1.35	Reporting via PRISMS is mandatory for Altocap Flight School.
	L72.9.1.36	Information included in the breach notice:
	L72.9.1.36.1	The particulars of the breach including the learner has failed or is deemed not yet competent in 50% or more of the units attempted in any study period;
	L72.9.1.36.2	The learner is required to attend the meeting within 5 working days in order to explain the breach;
	L72.9.1.36.3	Photographic identification is required at the meeting;
	L72.9.1.36.4	The intention of Altocap Flight School to report the learner to Department of Home Affairs for not achieving satisfactory course outcomes;
	L72.9.1.36.5	The learner has access to the Complaints and Appeals procedure as published in this Learner Handbook and available for download from www.altocap.com.au ; and
	L72.9.1.36.6	The learner has 20 working days from the date of the intervention meeting to activate the complaints and appeals procedure.
	L72.9.1.37	Learners will be advised that they are in breach by phone where possible and thereafter in

		<p>writing.</p> <p>L72.9.1.38 The forms used to advise the learner are (29 Learner Breach Notice – Attendance or Breach Notice Performance) and these are completed for each learner for each breach and sent to the last known address of the learner by mail or by courier.</p> <p>L72.9.1.39 The issue of a Breach Notice moves the responsibility and the decision making process from the Flying School to Department of Home Affairs from this point on.</p> <p>L72.9.1.40 Each breach notice requires the learner to attend a meeting with Department of Home Affairs Officers within a prescribed time frame.</p> <p>L72.9.1.41 The learner is to be contacted and advised of the meeting location, time and date and encouraged to attend.</p> <p>L72.9.1.42 Non-attendance will result in termination of the Learner Visa.</p>
Change of Address	<p>L72.9.1.43 Unless you are staying at Altocap Flight School arranged accommodation in Camden Airport, upon arriving in Australia you are required to advise us of your residential address and telephone number and of any subsequent changes to your residential address.</p> <p>L72.9.1.44 It is your responsibility to ensure that you always update your address details to ensure you receive important information about your course, fee receipts and any other important information.</p>	
Dependents	<p>L72.9.1.45 Dependents of persons holding a learner visa are required to attend school and to pay full fees in any school that they enrol in whilst in Australia.</p>	
General Requirements	<p>L72.9.1.46 To be granted a learner visa, you must provide evidence that satisfies the entry requirements applicable to you and your country of origin.</p> <p>L72.9.1.47 Assessment factors include whether you have sufficient financial resources, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application.</p> <p>L72.9.1.48 You will be required to also show that you meet the selection requirements for our courses that you are enrolling in.</p> <p>L72.9.1.49 These responsibilities must be maintained after your arrival in Australia but it is a requirement that you are aware of these before you sign your enrolment form.</p>	
Overseas Learner Health Cover	<p>L72.9.1.50 Australia has a very modern and efficient health care system.</p> <p>L72.9.1.51 It is subsidised by the Australian Government.</p> <p>L72.9.1.52 Overseas Learner Health Cover (OSHC) is an insurance that allows you to use the Australian healthcare system and it covers the costs of any medical or hospital care which you may need while studying in Australia.</p> <p>L72.9.1.53 If you are an international learner studying in Australia, you must maintain an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds -- before applying for your visa.</p> <p>L72.9.1.54 Altocap Flight School will arrange OSHC before you come to Australia to cover you from when you arrive.</p> <p>L72.9.1.55 You are required to maintain OSHC throughout your stay in Australia.</p> <p>L72.9.1.56 You can find out more about purchasing Overseas Learner Health Cover at the website http://www.health.gov.au/privatehealth/osfaq/.</p>	

Working Australia	in	L72.9.1.57	Learner Visa holders are permitted to work a maximum of 20 hours a week.
		L72.9.1.58	Altocap Flight School courses do not include any work as part of the course.

CHAPTER 10 – ACCOMMODATION & LIVING IN SYDNEY

Accommodation Locations	L72.10.1.1	Accommodation on Camden Airport, provided by a third party, can be arranged by Altocap Flight School prior to your arrival.
	L72.10.1.2	The accommodation is within walking distance of the school and aircraft parking area.
Accommodation Rules	L72.10.1.3	Listed below are rules and regulations for on-airport accommodation:
	L72.10.1.3.1	Keep the area CLEAN.
	L72.10.1.3.2	Place trash in designated containers.
	L72.10.1.3.3	Make your beds and arrange area neatly when arising in the morning.
	L72.10.1.3.4	Respect others while they are resting - DAY or NIGHT!
	L72.10.1.3.5	Anyone dressing before lights on should do so in a manner that does not disturb others.
	L72.10.1.3.6	All dorm residents are expected to maintain quiet and courteous behaviour at all times.
	L72.10.1.3.7	“Quiet Hours” for the dormitories are between 10:00 PM and 8:00 AM.
	L72.10.1.3.8	Members of the opposite sex are not permitted in the bedrooms.
	L72.10.1.3.9	Learners are not to enter the room of another person unless invited by them.
	L72.10.1.3.10	All outside visitors (including family members) must have permission before visiting the dormitories.
	L72.10.1.3.11	All learners are expected to cooperate with the Supervisory Staff.
	L72.10.1.3.12	Learners will be expected to follow instructions and behave in a courteous and respectful manner.
	L72.10.1.3.13	All injuries and illness must be reported immediately to a staff member.
	L72.10.1.3.14	Learners are housed 2 to each room.
	L72.10.1.3.15	Rooms must be maintained to a minimum level of cleanliness, as well as the living room, dining/kitchen area.
	L72.10.1.3.16	Rooms are to be cleaned prior to departure.
	L72.10.1.3.17	No smoking rules apply inside the houses/dormitories, in compliance with fire codes.
	L72.10.1.3.18	The burning of incense, use of firearms, fireworks explosives, or any other flammables is not permitted.
	L72.10.1.3.19	No cooking or cooking appliances are allowed in the rooms.
	L72.10.1.3.20	The use of drugs is strictly prohibited for anyone staying in the houses/dormitories (except prescribed medications).
	L72.10.1.3.21	For health reasons, no dogs or pets are permitted in the houses/dormitories.
	L72.10.1.3.22	Learners agree to be fully responsible and liable for any damages that may occur to the assigned property during their residency.

	L72.10.1.3.23	Both occupants of each damaged room will be equally responsible for the costs of repairs.
	L72.10.1.3.24	Residents are also responsible for insuring their own personal property against loss due to fire or theft.
	L72.10.1.3.25	Learners are strongly encouraged to not bring items of value.
	L72.10.1.3.26	WARNING: There will be a replacement charge for each key not returned.
	L72.10.1.3.27	Learners must perform the checkout procedure before moving out of the dormitory.
	L72.10.1.3.28	When checking-out, learners are required to remove all their personal belongings and the garbage and restore the room to its original condition.
	L72.10.1.3.29	Otherwise, handling fees will be charged, whose amounts are to be defined by the third party provider.
	L72.10.1.3.30	Learners must use the facilities and equipment reasonably, carefully and economically. Learners should fill out a requisition form for maintenance / repairs and return to the Altocap Flight School Administration office, when any dormitory facilities or equipment need repair.
	L72.10.1.3.31	Learners must not cause any damages to dormitory public facilities or the appearance (exterior and interior) and integrity of the dormitory rooms (including but not limited to dirtying, writing, drawing, drilling holes, putting nail or posting any items on the wall) or altering their functions.
	L72.10.1.3.32	The Supervisory Staff have the right to check the public facilities and rooms of learner dormitories in order to have an understanding of the conditions of facilities and equipment and to execute the stipulations as stated in the rules.
	L72.10.1.3.33	Any dormitory residents who damage or lose any dormitory facilities or equipment during their stay, or damage the appearance (exterior and interior) and integrity of the dormitory rooms, or alter their functions, must make restitution to the third party provider
	L72.10.1.3.34	The amount of restitution is to be defined in accordance with the actual situation.
	L72.10.1.4	Learners are not to have telephone landlines installed in the residential units.
	L72.10.1.5	If learners are unable to use their mobile telephones they should seek assistance from one of the administration staff to use one of the office landlines.
Expenses	L72.10.1.6	If you wish to provide for your own accommodation we have collected some information to give you an idea of what it is like to live in Sydney.
	L72.10.1.7	If you're thinking of living in Sydney you may need to know what it will cost to support yourself.
	L72.10.1.8	Obvious things that come to mind are accommodation, food, clothes and child care and schooling for school age dependents
	L72.10.1.9	We estimate that an international learner requires a minimum of \$23,000 to \$26,000 for living expenses for each academic year.
	L72.10.1.10	Initial establishment costs for a shared apartment, such as rental bonds for accommodation, electricity, gas and telephone, could add up to at least \$1,500.
	L72.10.1.11	See the list below for more detailed information
	L72.10.1.12	Estimates of Rental Accommodation:

	L72.10.1.12.1	These rental averages are per week:
	L72.10.1.13	Boarding Houses:
	L72.10.1.13.1	Boarding houses range from fairly large commercial properties to average sized houses run by private citizens.
	L72.10.1.13.2	Full board, room with use of facilities, or room only are available.
	L72.10.1.13.3	You can expect to pay about \$220 per week for a single or shared room in a boarding house.
	Apartments	
	1 bedroom	\$550
	2 bedroom	\$700
	House	
	2/3 bedrooms	\$1000
	Utilities	
	L72.10.1.14	Please take account of the extra cost of the use of electricity, the telephone and gas on top of your rent. The initial cost of connecting these basics are as follows:
Incidents within the Local Community	Connection of Gas	\$150
	Connection of Electricity	\$150
	Connection of Telephone	\$50
	L72.10.1.15	The local people within the Camden Airport community can be expected to be friendly and will assist you if you request their assistance.
	L72.10.1.16	Sadly, exceptions to this do occur on occasion within Australia, although rarely in the Camden Airport community.
	L72.10.1.17	Under no circumstances are you to ignore situations where you feel offended or believe that you have been the target of any form of verbal or physical attack.
	L72.10.1.18	If intentional or malicious, such actions are do not reflect Australian community standards and warrant some action by Altocap Flight School.
	L72.10.1.19	In some cases they may be as a result of cultural misunderstanding.
	L72.10.1.20	This is not to be assumed and should be at least discussed with a senior Altocap Flight School staff member to remove any doubt.
	L72.10.1.21	While some incidents may be a source of embarrassment, they can become a source of ongoing concern which may adversely affect your training.
	L72.10.1.22	Accordingly, we encourage you to inform Altocap Flight School of all incidents no matter how trivial, so that we support you to the limit of our ability.
	L72.10.1.23	In particular, we strongly encourage you to report to any of the following to a senior Altocap Flight School staff member as soon as practical:
	L72.10.1.23.1	Incidents that result in a police presence;
	L72.10.1.23.2	Any incident of circumstance where medical treatment in a hospital is necessary; and Incidents resulting in damage or destruction of property.

General Information	Climate	
	L72.10.1.24	Sydney has a moderate oceanic climate with four seasons.
	L72.10.1.25	Its elevation, at 30 metres above sea level, causes its mean monthly temperatures to tend on average 18-28 degrees celcius.
	L72.10.1.26	The mean annual rainfall is 695 millimetres (27.75 in), with August being the wettest month (77 mm/3.0 in).
	L72.10.1.27	There is an average of 198 rain-free days per year.
	L72.10.1.28	In winter light snowfall may be present in the mountains to the west of Sydney.
	L72.10.1.29	Widespread frosts and fog are also common in and around the city during the cooler months.
	Cost of Living	
	L72.10.1.30	The cost of living in Australia compares favourably with most industrialised countries.
	L72.10.1.31	Sydney is one of the more expensive cities in Australia, but still very reasonable by world standards.
	L72.10.1.32	Using a universal measure, a McDonald's hamburger costs around AUD\$7.00.
	L72.10.1.33	Shopping facilities are excellent catering for virtually all consumer tastes and needs catered for.
	L72.10.1.34	There are Saturday and Sunday markets all year round at various locations throughout the city as well as "trash/treasure" markets for bargain hunters.
	L72.10.1.35	All city and country shopping outlets have friendly, good-natured staff and most business is conducted in a relaxed, cooperative atmosphere.
	Entertainment	
	L72.10.1.36	All forms of entertainment enjoyed by any capital city are available in Sydney. Music, the arts, theatre, cinema etc. all receive healthy patronage.
	L72.10.1.37	There is also a strong tourist element to Sydney and adjacent areas, with sightseeing tours, bush-walking, sports and entertainment.
	L72.10.1.38	Other indoor and outdoor activities present a wide range of options and provide relief from curricular pressures.
	Swimming	
	L72.10.1.39	The Sydney Aquatic Centre plus gym facilities are situated in the city.
	L72.10.1.40	There is a 25 metre heated pool with 8 lanes and other spa facilities.
	L72.10.1.41	There is no shortage of world class beaches available by public transport.
	Transport	
	L72.10.1.42	Public transport to and from the city is convenient and inexpensive.
	L72.10.1.43	The Camden train station is 10 minutes by bus from the accommodations area.

	L72.10.1.44	Full travel information, time schedules, tickets etc. are available on their website.
	Friendships / Relationships	
	L72.10.1.45	Altocap Flight School has a unique mix of well-selected aviation learners from all over the world.
	L72.10.1.46	This blend is in itself an excellent opportunity to forge professional as well as personal friendships across the globe.
	L72.10.1.47	As for relationships, Altocap Flight School respects learner's privacy and fosters a post-graduate spirit of mature, decent behaviour that does not offend others of different cultures, faiths and social morals.
	L72.10.1.48	With regard to relationships therefore, while tolerance and understanding are promoted, caution is also advised.
	L72.10.1.49	All distractions from the main aim of success through what is an extremely tough course must be eliminated.
	L72.10.1.50	Altocap Flight School staff are not permitted to form personal relationships with the learner population, nor socialise with learners outside of work hours or visit learner accommodation on non Altocap Flight School business.
	Bicycle Riding	
	L72.10.1.51	These rules (laws) must be followed as they in Australia.
	L72.10.1.52	Please read and follow the following rules.
	L72.10.1.53	This will help to keep you safe on the roads.
	L72.10.1.54	Riding at night:
	L72.10.1.54.1	Riding at night is illegal unless the bicycle or the rider has a white light (flashing or steady) on the front, a red light (flashing or steady) at the back and a red reflector at the back.
	L72.10.1.54.2	Altocap Flight School require all learners to wear their high visibility vest when riding.
	L72.10.1.55	Bicycle Helmets:
	L72.10.1.55.1	Riders of bicycles and their passengers must wear an Australian Standards approved bicycle helmet securely fitted and fastened on their head.
	L72.10.1.55.2	This rule applies when riding on roads and road-related areas like bike paths, bike lanes, shared and separated footpaths. ^[1]
	L72.10.1.55.3	To ensure the helmet is approved, it must have a sticker showing it meets the Australian Standard AS 2063, AS/NZS 2063
	L72.10.1.55.4	If the helmet is manufactured or imported from 1 July 2012, it must be marked with the symbol of a body accredited by the Joint Accreditation System of Australia and New Zealand (JAS-ANZ)*, certifying compliance with AS2063 or AS/NZS2063 *.
	L72.10.1.56	Obeying traffic signals, stop signs and give way signs Under the Road Rules, bicycles are considered to be vehicles and riders must obey traffic signals, stop signs and give way signs.
	L72.10.1.57	Cyclists must stop at red traffic signals.
	L72.10.1.58	A cyclist who is approaching a set of traffic lights showing red or who is at a red traffic light,

		and is travelling in the direction indicated by the light, must stop at the intersection.
	L72.10.1.59	A cyclist who is approaching a set of traffic arrows showing red or who is at a red traffic arrow, and is turning in the direction indicated by the arrow, must stop at the intersection.
	L72.10.1.60	A cyclist who is approaching or who is at a place with a stop sign must stop and give way to any vehicle or pedestrian at, or near, the stop sign.
	L72.10.1.61	A cyclist who is at an intersection with a give way sign must give way to any vehicle in, entering or approaching the intersection.
	L72.10.1.62	The cyclist must also give way to pedestrian at, or near, the intersection.
	L72.10.1.63	Bicycle lanes: L72.10.1.63.1 A cyclist must use the bicycle lane if there is a bicycle lane on a length of road in the same direction as they are riding, unless it is impracticable to do so.
Maintenance	L72.10.1.64	If you would like to report issues with the accommodation or building maintenance, please contact the RTO Manager.
Overnight Guests	L72.10.1.65	Learners are not permitted to have overnight guests at arranged airport residential units.
	L72.10.1.66	In certain cases, if unavoidable circumstances require special consideration, learners may seek the approval from the RTO Manager for overnight guests.
	L72.10.1.67	It is unlikely that friends or acquaintances will be approved for routine, overnight stays.
	L72.10.1.68	Alternative outside accommodation arrangements will need to be made.
	L72.10.1.69	The intent of this instruction is to avoid having learners distracted from their training and studies, and that the learner has private accommodation premises.
Physical Education and Sporting Facilities	L72.10.1.70	We expect their learners to maintain a high level of physical fitness.
	L72.10.1.71	There are commercial facilities for indoor/outdoor basketball, volleyball, soccer, swimming pools tennis courts etc in the Camden vicinity.
	L72.10.1.72	Learners are responsible for their own personal safety and well-being while undergoing their training at Altocap Flight School.
	L72.10.1.73	Any non-training related activity that can affect the ability to complete the contracted training must be avoided at all cost.
	L72.10.1.74	Written approval must be obtained before involving in any non-training related activities.
	L72.10.1.75	Learners are expected to display initiative and interest in their individual sports and fitness programmes.



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CHAPTER 12 – RECEIPT

Receipt

I herewith confirm that I have read this Learner Handbook and understand the contents.

I agree that I will follow the rules and requirements that are listed here and will at all times work to improve the way the RTO works.

I have been given orientation training that explains the requirements under the National Training Packages, information on adjusting to study and life in Australia, and the course requirements including further study options.

I have had the attendance and performance criteria specified within Learner Visas highlighted to me as well as the accommodation options.

I will strive to meet the visa requirements in particular.

Name:

Signature:

Course:

Induction Date:



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