



Professional Pilot Training

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STUDENT HANDBOOK FORM DF12.4C038

**THIS HANDBOOK ALSO INCLUDES STUDENTS ON THE TRAINING 407
AND STUDENT 500 VISA'S.**



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Robert Loretan
Chief Executive Officer
Chief Flying Instructor

Welcome

Welcome to Professional Pilot Training (PPT) Pty Ltd. We are a long standing, innovative Flying Training School focusing on the delivery of quality training for our students. We try very hard to get everything right and trust that you enjoy your time with us.

This handbook contains all that we think you need to know about how we conduct business. If you do not understand anything in this handbook please phone or email PPT, if you are presently under training please speak to your Instructor or myself and we will clarify the information.

Professional Pilot Training enjoys a convenient location of Coffs Harbour NSW Australia we are equipped with a modern, purpose-built building and accommodation located the Coffs Harbour Airport, with air-conditioned classrooms to ensure that the training is both enjoyable and effective.

Your learning can be accomplished over a period of time but you must meet the progress requirements of the timetable and you must also keep passing assessments.

The staff will structure the practical flying and theory to suit your learning style. If your English is not strong enough, we can organise additional courses for you to improve.

Aviation is an exciting modern industry that is at the cutting edge of human performance and you're performance must be at the front edge of a human's ability so this course will be exciting and precise. We look forward to helping you progress and taking you to the front of human skills as a Professional Pilot, with hard work you will enjoy your studies and fellowship at PPT.

PPT looks forward to taking you forward.

Robert Loretan
Chief Executive Officer
Chief Flying Instructor

E-mail: chiefpilot@ppt.net.au

Skype: Robert Loretan - [skype@ppt.net.au](https://www.skype.com/people/skype@ppt.net.au)



DEFINITIONS AND ACRONYMS

ABN – Australian Business Number

Access and Equity — is ensuring fair treatment and equal benefits and opportunities for staff and students. PPT provides and maintains training services that reflect fair and reasonable opportunity and consideration for all students and staff, regardless of race, colour, religion, socio-economic status, disability and gender.

ASQA – Australian Skills Quality Authority

CAO – Compliance Administration Officer

CAN – Commonwealth Assistance Notices

CEO – Chief Executive Officer

CFI – Chief Flying Instructor

CPL – Commercial Pilot Licence

CT – (Credit Transfer), the acceptance of courses or units completed at other RTOs in the granting of exemptions from part of a course.

CRICOS – Commonwealth Register of Institution and Course for Overseas Students

DAMP – Drug and Alcohol Management Plan

DET – Department of Education and Training

DIBP - Department of Immigration, Border Protection

EAT – Electronic Aptitude Test

eCOE – Electronic Confirmation of Enrolment

ESOS – Education Service for Overseas Students Legislative Framework

FAO – Finance Administration Officer

FFS – Fee For Service

HELP – Higher Education Loan Program

HITS – H.(Higher Education Loan Program) Information Technology System

IELTS – International English Language Testing System

MOS – Manual of Standards



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National Recognition — is the acceptance of valid qualifications issued by other RTOs in a state or territory of Australia.

NVR – National Vocational Education and Training Regulator Act 2011 (NVR Act)

PPL – Private Pilot Licence

PPT – Professional Pilot Training

PRISMS – Provider Registration and International Student Management System

RPL - Recognition of Prior Learning, the recognition of skills and knowledge acquired through formal education courses, on the job training and work or life experience and demonstrated through the provision of appropriate evidence.

RTO – Registered Training Organisation

SBI – Senior Base Instructor

Student — an individual who enters into an agreement with Professional Pilot Training, and notionally pays for the work Professional Pilot Training performs, to derive benefit from our training program.

SCU – Southern Cross University

SOA – Statement Of Attainment

SWO – Student Welfare Officer

The CASA – The Civil Aviation and Safety Authority

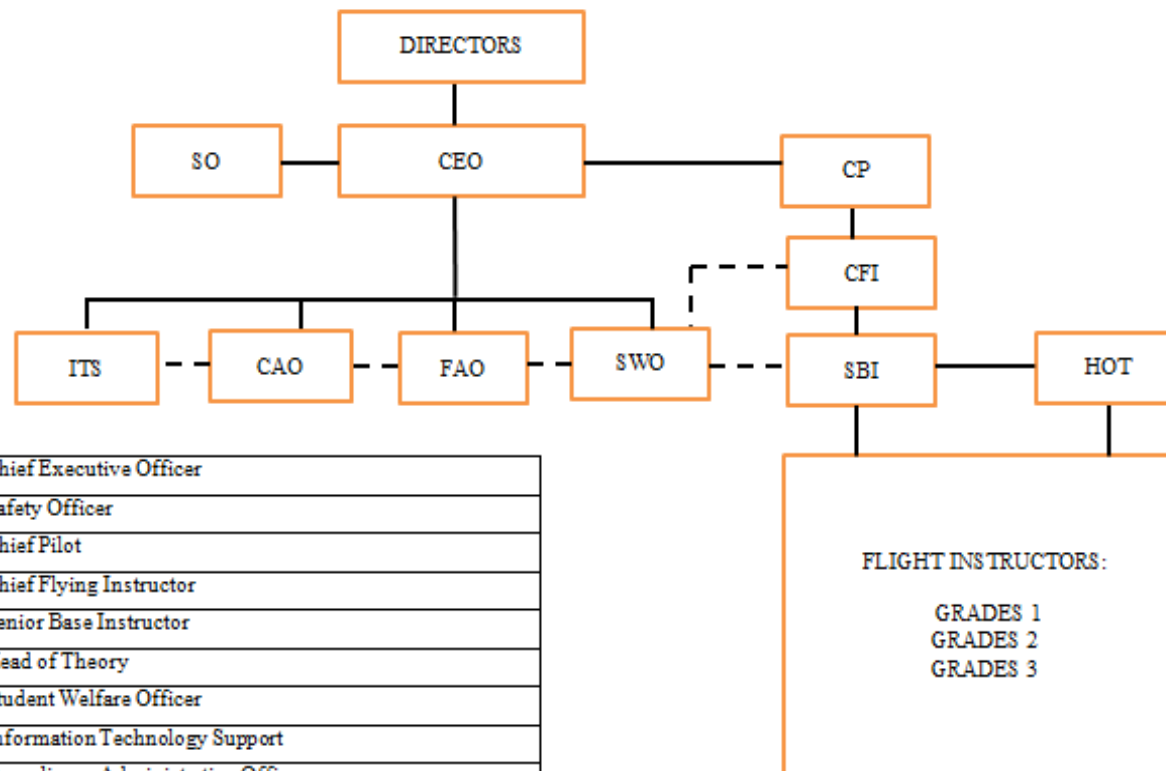
T & A – Training and Assessment

WHS – Workplace Health and Safety



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PPT Organisational Chart



Abbreviations

CEO	Chief Executive Officer
SO	Safety Officer
CP	Chief Pilot
CFI	Chief Flying Instructor
SBI	Senior Base Instructor
HOT	Head of Theory
SWO	Student Welfare Officer
ITS	Information Technology Support
CAO	Compliance Administration Officer
FAO	Financial Administration Officer

Legend:

Reporting Line ———
Liaising Line - - - - -



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General Information

Facilities, Equipment and Learning Resources

No human was born with the ability to fly an aircraft - flying is a learned skill that is unnatural to a human's basic characteristics and physiology. A person can learn to be an excellent pilot, or they can learn to be an unemployable pilot. At Professional Pilot Training we say the difference is in the training.



Professional Pilot Training considers that students must know more than how to fly a light aircraft, they must also be educated as a company employee, as an aircraft commander, as a pilot and as a citizen. Professional Pilot Training's objective is to provide an excellent "finishing school" for students and future leaders. Our facilities, equipment and learning resources support this philosophy.

Training Concepts

Professional Pilot Training's objective is to train and educate a finished airline pilot who is confident because they have excellent manipulative skills and an in-depth academic understanding of theory. Theory and practical flying are integrated with leadership and personal development while using proven techniques that educate the pilot with leadership and crew-man-ship, while at the same accurate manipulative skills are imprinted as the first priority.

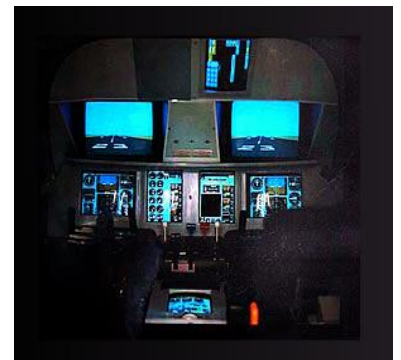
The Fleet

Professional Pilot Training has Piper Warrior and Beechcraft Duchess Aircraft for training and assessment purposes.

Synthetic Flight Trainer

Professional Pilot Training operates a full cockpit Hawker Pilot Trainer (HPT). The HPT is a synthetic flight trainer that has a full cockpit environment it is used for procedural activities and instrument flying. Flying Instructors also use it to help integrate theory and practical flying skills.

Students are permitted an unlimited amount of solo practice in the HPT. The syllabus contains the minimum hours required for dual flight training. However, students who actively use the HPT for solo practice achieve much higher standards than those who do not.



"Our Flying Classroom"

Professional Pilot Training has developed what we call a "Flying Classroom". This training aid projects images of a visual flight simulator around the class room. From an internet connection real time actual weather air traffic is integrated into the display. This device is then used to "fly the lessons" and replace overhead projectors and white boards with a modern state of the art electronic instructional aid. Everything including visual flight manoeuvres, landings, ATC procedures, navigation, instrument approaches and circling approaches can be taught in a realistic "flying classroom" environment.



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Approaches can be taught in a realistic “flying classroom” environment. This level of realism in the classroom has a powerful effect on the pilots understanding of three dimensional movement and situation awareness.

Purpose of the Student Handbook

The Student Handbook is intended to be used in the following ways:

- To provide information to applicants that will enable them to make informed decisions about studying in Australia and at PPT.
- To provide a reference for enrolled students about PPT’s policies and processes and their rights and obligations.

PPT’s entry requirements and procedures, as well as all matters to do with student visa conditions are set out in this Student Handbook under relevant sections. Please read carefully through the information material and links provided before making a decision about study. If you have any questions please contact:

Compliance Administration Officer: Isabel Brien

Email: cao@ppt.net.au

Phone: +61 2 66515199



Statement of Quality Assurance

PPT is a Registered Training Organisation (RTO) with National Provider Code 45143 and approved to offer certain courses under the Australian Qualifications Framework PPT is also approved to offer the same courses to overseas students studying on a student visa. CRICOS is a register of approved providers that can offer courses to overseas students. PPT's CRICOS code is 03599F, visa subclass 500 - Vocational Education and Training (VET): <http://cricos.education.gov.au/>

As a registered provider PPT must meet the following requirements:

- Be compliant with all components of the Vocational Education and Training (VET) Quality Framework which includes, but not limited to, the Standards for NVR Registered Training Organisation 2012, as set out by ASQA.
- Be compliant with The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students Act 2007 (ESOS). The National Code is a set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Being a flying school PPT also has to follow the Civil Aviation Safety Authority's regulations, Regulations include standards for aircraft operation, aircraft maintenance and syllabus content.

At the successful completion of the ground theory and flight training phases, students will be recommended for external CASA theory exams and flying tests, after which the relevant aviation regulator will issue students with a flight crew licence.

PPT will issue students with a certificate or statement of attainment at the successful completion of their studies, which will be accepted by other RTOs nationwide.

PPT publish maximum course fees on <http://www.myskills.gov.au/> and information about course dates and schedule of fees on our website at www.ppt.net.au



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Studying in Australia

Australia has the third largest number of international students in the English-speaking world, but in many countries Australia is a student's first choice for international study. This is because the Australian Education System has a standardised system of qualifications which means that all institutions offering nationally recognised qualifications must be registered with the Australian Government and meet very strict Australian registration conditions. This ensures that courses are of high standards ethically and together with world-class facilities, professional, experienced teachers, great support services and international recognition, graduates will have little difficulty finding jobs worldwide. In addition, students are often readily accepted for postgraduate studies internationally.

Australia has a lower cost of living in comparison with the United States and the United Kingdom. The lower tuition fees and high standard of living are appealing for many students. International students and their dependents in Australia can work up to 20 hours per week whilst studying, allowing them to earn extra money, gain useful work experience in a foreign country and meet a variety of new people. During holiday periods they may work full-time.

You will find a wide range of cultural diversity in Australia with more than 20 per cent of Australians being born in other countries. Australians are generally welcoming, friendly and understanding of cultural differences. You will find Australia to be a safe and sophisticated society in which students can learn and travel.

Training VISA (subclass 407)

The Training visa (subclass 407) is for people who want to come to Australia on a temporary basis to participate in occupational training or professional development. This visa allows you to:

- take part in workplace-based training to enhance your skills in your current occupation, area of tertiary study, field of expertise
- participate in a professional development training programme in Australia.

Professional Pilot Training has an approved sponsoring organisation to the 407 subclass Training visa. If you meet the entry criteria level and have aptitude ability and the financial funds to support your living expenses and tuition fees, you may be eligible to be nominated by PPT and complete the Airline Pilot Course under the 407 Subclass Training visa.

Student VISA (subclass 500)

Overseas students studying in Australia require a student visa from the Australian Department of Immigration and Border Protection. For more information visit <http://www.border.gov.au/> or contact the nearest Australian Embassy or Consulate. Students will need a medical examination by an immigration approved doctor before a student visa will be approved. The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007. As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth



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Register of Institutions and Courses for Overseas Students (CRICOS) at
<http://cricos.education.gov.au/>

Please review the ESOS framework at <https://internationaleducation.gov.au> If you have any questions, please contact PPT directly.

Work Permission

Generally, students and their dependants are allowed to work 20 hours per week while the course or training is in session. Students may work full-time during holiday periods. Always check this with the DIBP.

Dependants of International Tertiary Students

If you are an international student studying an award course in a NSW tertiary education institution, you may choose to enrol your school-aged dependants in a NSW government school for the duration of your visa. A school-aged dependant of an international student must be between 5 and 18 years of age and unmarried at the time of application. School fees apply and are subject to change without notice. Please visit <http://www.studyinaustralia.gov.au/global/australian-education/bringing-your-children> for further information on children or international tertiary students. You are also required to pay materials and services charges set by the local school at which your child will be attending. These charges will vary from school to school, depending on the level of services used. Any clarification regarding school charges must be made directly to the school.

Studying in Coffs Harbour

Coffs Harbour is located at the Northern end of New South Wales where the Great Dividing Range meets the Australian East Coast. Offshore, are the Solitary Islands where the warm tropical currents meet the temperate waters from the South. The city is a popular holiday destination for Australian Nationals and international visitors alike.

To get a great view of Coffs Harbour you can climb to the Sealy Lookout, only 12 minutes' drive from the city centre. Here, the Tall Flooded Gums, tree ferns and dense foliage frame the picture of a country town laid out below. Past the town, you can see Coffs Harbour's beaches.

At the Coffs Harbour Jetty, visitors and locals stroll the marina boardwalk past new yachts and weathered fishing boats to Muttonbird Island Nature Reserve. At dawn and dusk, thousands of wedge-tailed shearwaters (muttonbirds) flock around the island, their home from September to April.

Between June and November you can take a whale-watching cruise from the marina to see mighty Humpback whales or enjoy wild dolphins which regularly accompany the cruise boats all year round.

For those who enjoy the ocean or being entertained there's surfing and swimming, fishing from the jetty, go-karting, see the dolphin and seal show, taste carob 'chocolate' and get photographed at the Big Banana.

Eateries and restaurants are plentiful. Clubs and pubs with counter meals and entertainment; from the popular Indian, Thai and Chinese to fresh creative cuisine, coffee and cakes from cafés and restaurants.



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You can visit The Big Banana; be kissed by seals at the Dolphin Marine Magic learn about the life-cycle of butterflies at Butterfly House; get a birds-eye view of the local area in a helicopter; race around the go-kart track, or challenge your friends at a round of paintball.

For something less hectic, browse the local arts and crafts galleries and hinterland markets or do a spot of shopping, play a round of golf, hire a bicycle and explore the area on two wheels.

Campus Location

Professional Pilot Training (PPT) conducts all operations from its facilities on the Coffs Harbour Aerodrome. Coffs Harbour is a beautiful coastal city on the Mid North Coast of New South Wales in Australia. Explore this pocket of paradise mid-way between Sydney and Brisbane on the North Coast of NSW. Visit <http://www.coffsc coast.com.au>

Your Health

Overseas Student Health Cover

Australia has a very modern and efficient health care system. It is subsidised by the Australian Government. Overseas Student Health Cover (OSHC) is a type of insurance that allows you to use the Australian healthcare system and it covers the costs for any medical or hospital care which you may need while studying in Australia. It will also pay for some prescription drugs and emergency ambulance transport. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia.

It is a requirement of DIBP that the student visa holders or a training visa holder must have Overseas Health Cover. The OSHC current premiums from vary but for example from BUPA for Essentials Visitors Cover for a single person are \$135.50 per month or \$1650.00 per year. (As at July 2017)

You can find out more about Overseas Student Health Cover at the website

<http://www.health.gov.au/internet/main/publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1>

Doctor's Visits

If you get sick, you may have to go and see a doctor. In Australia, you do not go to a hospital unless you are seriously ill. You go to your local doctor who will have a surgery near your house. Surgery hours usually start from 9:00 am and the surgery may be open all day. When you arrive, the receptionist will ask you for your health cover membership card. Don't forget to take your private membership card when you go to the doctor's surgery. If you cannot leave the house, you can ring the Doctor's receptionist and make an appointment for the doctor to visit you, which will be more expensive.

If you cannot come to the Flying School, the doctor will give you a medical certificate that describes what is wrong with you and says how many days you may stay at home. Don't forget to give your medical certificate to the CAO when you return to class. You keep the original certificate and we will place a copy on your file.



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In Australia, you only have to pay 15% of the cost of a visit to your local doctor if you are a citizen, and if you are in a public hospital you do not have to pay at all. International students must pay full fee. You may have to pay more to see a specialist or if you are in a private hospital. When you get a bill or receipt for medical service, take it with your medical card to the health cover office and apply for a refund.

Hospitals

Under OSHC you are covered for accommodation and/or treatment in public hospitals. This applies whether you need to stay in hospital or are a patient at the hospital's outpatient clinic or emergency department. Public hospitals throughout Australia have emergency clinics where you can go at any time of the day or night in an emergency. Doctors at the hospital will attend to you.

Emergencies

For all emergencies that are life threatening, dial 000 from your telephone (or 112 from your mobile phone) to be attended by the emergency service departments. This includes Fire, Police and Ambulance services, operating 24 hours a day. Please follow the steps below to get assistance as soon as possible.

- Ask the operator for the service you need
- Wait to be connected
- Describe the problem
- Be aware of your address or be ready to describe your location as clearly as possible.
- Listen to any instructions given by the operator.
- Do not hang up until asked to

Dialing 000 (or 112 from mobiles) is a free call. For general police enquiries please contact a local police station.

NOTE: dialing 000 (or 112 from your mobile) as a prank call or for non serious events is an offence and you may be in trouble with the police if you do it.

Ambulance Service

Your Overseas Student Health Cover (OSHC) will cover costs for ambulance only when it is used in a state of emergency where medical attention is needed immediately. The costs for an ambulance used for non-emergency medical transport is not covered by OSHC.

Non – Urgent First Aid/Medical

If a student is ill or injured and needs help please contact any member of the Flying School staff, as First-Aid cabinets are available on the premises. The Flying School is not permitted to provide or administer medication to any students.



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Students must report all injuries, accidents and near misses to their Instructor or a staff member. Students who suffer from a serious illness or allergies or who are required to take medication daily should advise the Student Welfare Officer for any assistance or special arrangements.

Legal Aid

Legal aid was established in New South Wales to provide legal assistance and other legal services to socially and economically disadvantaged Australian citizens to ensure they understand and protect their rights. For people who meet Legal Aid's means and merit tests, legal representation may be provided at minimal cost. Where legal advice and minor assistance is required, these services may be provided for free. Contact legal aid for more detailed information.

Legal Aid – 02 6651 7899

Community Justice Centre

Community Justice Centers provide mediation services to the community to help people resolve their own disputes. Their service is located throughout NSW and is free, confidential, voluntary, timely and easy to use.

Telephone: 1800 990 777

Website: <http://www.cjc.justice.nsw.gov.au/>

Emergency Contacts

24 hour Crisis Emergency Contacts

Lifeline - 131 114 website: <https://www.lifeline.org.au/get-help/get-help-home?gclid=CKLU5dX6v88CFZYAvAoddpAMRQ>

Police: a free call – 000 website: <http://www.police.nsw.gov.au/>

Salvation Army Care Line - 1800283424 website <https://salvos.org.au/need-help/>

Sexual Assault

NSW Rape Crisis Centre - 1800 424 017 website: <http://www.nswrapecrisis.com.au/>

Alcohol and Drug Counselling

Alcoholics Anonymous (24 hours) - 66580366

Interpreting Service

Phone: 1800131450 website: <https://www.tisnational.gov.au>



Renewing Your Visa

You are responsible for renewing your visa prior to its expiry if you are self-referred. Please look at the DIBP website at <https://www.border.gov.au/Trav/Stud/More/Extending-Your-Stay> for more information.

Privacy - Personal Information and Privacy Policy

PPT is committed to protecting the privacy of personal information. Personal information is information or an opinion about students or staff that allows Professional Pilot Training (PPT) to identify students or staff. This Privacy Policy advises how PPT manages personal information.

Purpose and Scope of Personal Information and Privacy Policy

The purpose of this policy is to provide information about:

- a) The personal information that PPT collects
- b) How PPT handles that information
- c) How you can access your personal information or make a complaint about the handling of the information.

This policy sets out how PPT complies with the obligations under the *Privacy Act 1988* (Privacy Act). PPT is bound by the Australian Privacy Principles which regulate how agencies may collect, store, use and disclose personal information, and how individuals may access and correct information held about them. 'Personal information' is defined in the Privacy Act as:

Information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- a) Whether the information or opinion is true or not
- b) Whether the information or opinion is recorded in a material form or not.

The Privacy Act only applies to the collection of personal information by PPT for inclusion in a document, in an electronic or other device, or in a generally available publication.

What Personal Information Does PPT Collect?

The types of personal information that PPT may collect are set out below:

- a) For trial flights, PPT collects names, email addresses and phone numbers.
- b) Personal information such as passport ID or birth certificate, drivers licence number for identification purposes.
- c) PPT will collect a unique student identifier (USI) from relevant students and staff regarding nationally recognised training, as required by the Australian Government unless an exemption applies under the Student Identifiers Act 2014.



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- d) PPT has access to the Assessment Services Ltd website to book CASA exams for students. The flight school is required to create a personal login on behalf of the student to book exams.
- e) Students who provide PPT with feedback about its service, PPT will collect the personal information that the student provides.
- f) If students or a staff uses social media to interact with PPT, we will collect user names and any information that will allow the social media site to share, such as profile pictures and posts.
- g) Registration details needed to attend seminars and external training.
- h) Applicants for a position: PPT will generally collect the personal information that is included in the application, such as contact details, career history and education details. The Flight school may also collect sensitive information from students or staff, for example, medical information or criminal history, if it is relevant to the role applied for PPT may also obtain personal information from third parties, for example, from previous employers or nominated referees.

PPT only collects personal information that is reasonably necessary for, or directly related to, one or more of its services or activities.

- a) To provide all flight training services.
- b) To handle reports of misconduct lodged with PPT, monitor compliance with the laws it administers, and identify, investigate and take enforcement action in relation to contraventions of those laws.
- c) To enable PPT to consult with stakeholders and consider and determine policy.
- d) To cooperate with foreign regulators and law enforcement agencies.
- e) To deal with and assess complaints about PPT's conducted.
- f) To manage employees, contractors and service providers.
- g) To enable users to access online tools and systems.
- h) To provide access to the PPT site.
- i) To celebrate certain milestones in your career with PPT, we may ask students to take part in other photographic opportunities for company literature.

Consent

PPT will assume that, unless advised otherwise, staff and students consent to the collection of the information that they provide to PPT (either directly or indirectly) for the use and disclosure by PPT in accordance with this Privacy Policy.

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



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How PPT Collects Information

PPT collects personal information from individuals, or their authorised representatives. In some circumstances it may collect personal information about individuals from third parties. These include:

- a) Personal information collected from third parties about individuals who are the subject of reports of misconduct made to PPT.
- b) Personal information collected from third parties about individuals in the course of its compliance.
- c) Personal information collected from an airline about individuals enrolled.
- d) Information provided to PPT in the course of its registration, licensing and other statutory functions may contain personal information about individuals other documents provided, such as tender documents and resumes may contain personal information about individuals.

The Australian privacy principles place a general obligation on agencies to inform individuals when they collect personal information about them from third parties. However, in many cases where PPT collects information from third parties, it does not inform the individuals because one of the following exceptions applies:

- a) PPT expects that the individual would have consented to collecting the information.
- b) PPT required or authorised to collect the personal information from third parties by law.
- c) It would not be reasonable for the individual to know that PPT has collected the information because, for example, it may relate to the individual's course report.

Anonymity

The Australian privacy principles require Australian government agencies to allow individuals the option of not identifying themselves, or using a pseudonym when dealing with the agency when it is lawful and practicable to do so.

PPT generally provides individuals with the option of not identifying themselves or using a pseudonym. However, on many occasions it will not be able to do this. Examples include:

- a) PPT will need your name and address in order to confirm you have an aviation reference number, student pilot licence and aviation security identification card.
- b) PPT will require the individual to provide results from the Class 1 or 2 Medical;
- c) Course enrolment forms.
- d) Government funding entitlements.
- e) Pilot licences
- f) Student training records and assessments
- g) Personal log books



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Consequences of Not Providing Information

If PPT asks an individual to voluntarily provide personal information there are no punitive consequences if they do not provide any or all of the information. However, there may be other consequences, for example:

- a) They may not be able to make the most of PPT services.
- b) An application for a licence will not be able to be processed.
- c) PPT may not be able to properly investigate or resolve a report of misconduct made by the individual.
- d) PPT may issue a compulsory notice seeking the information.

Use of Information

PPT only uses personal information that it has collected for the purpose for which it was collected, but may disclose personal information if one of the following applies:

- a) The individual consents to PPT using, or would reasonably expect PPT to use, the information for a different purpose.
- b) PPT is required or authorised by law to use the information.
- c) PPT reasonably believes that the use or disclosure is necessary for enforcement activities.

Disclosure to Other Bodies

8.8.1 The types of bodies or persons to which PPT usually discloses personal information collected include the following:

- a) Financial sponsors
- b) Law enforcement agencies (such as the Australian Federal Police)
- c) Other Australian government agencies (such as the Australian Taxation Office)
- d) Department of Immigration, Border Protection (DIBP)
- e) Hospitals and Health Clinics
- f) Applicants under the Freedom of Information Act 1982.
- g) The CASA
- h) ASQA
- i) NCVER

Storage and Security of Information

PPT stores personal information in both electronic IT systems and paper files.

PPT takes steps to protect the personal information it holds against loss, unauthorised access, use, modification or disclosure, and against other misuse. These steps include password protection and access privileges for accessing the IT systems and physical access restrictions.



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When no longer required, personal information is destroyed in a secure manner after it has met the destruction date identified in the records management system.

Visiting PPT's Website

When a person browses PPT's website, the service provider logs the following information for statistical purposes: your server address, top level domain name (e.g. .com, .gov, .au, .uk), the date and time of your visit, the pages accessed, documents downloaded, the previous site visited and the type of browser used.

PPT does not identify users or their browsing activities except in the event of an investigation where a law enforcement agency may be entitled to inspect the service provider's logs.

From time to time PPT may use cookies on its website to help them carry out online surveys.

Cookies are small pieces of information exchanged between your web browser and a website server. Where it uses an external survey provider, that provider could use cookies on their website. If this is the case you will be directed to information on the provider's website explaining the use of cookies.

Access and Correction

The Privacy Act allows individuals to seek access to and request correction of records containing their personal information. The *Freedom of Information Act 1982* also sets out the process by which you can access, change or annotate records held by PPT, which contains personal information.

Students may release their information for publicity or marketing by signing the Release of Information (Form 42).

Staff are required to sign the Staff Confidentiality Agreement (Form SF20.9A010).

Unique Student Identifier

As of 1 January 2015, if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). A USI gives you access to your online USI account that contains your nationally recognised training records and results from 1 January 2015 onwards. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime. It is free and easy for to create your own USI online; please follow the link <http://www.usi.gov.au> Please provide a USI on your PPT enrolment form.

Formal Communications with Students

PPT uses email as the primary method of written communication with students and providing them with formal information. Students provide contact details, including address, phone numbers and email address on their enrolment form, which will be used by all departments for student training and administration. PPT establishes an internal email address for students and this will be the email address used for PPT communications.



Tuition Fee Policy

Course Fees for Airline Pilot Course

The schedule of Course fees is published in the Airline Pilot Course Flyer (DA12.4C026.407) located on PPT's website and in the Airline Pilot Course Training and Fees Agreement (DF12.4C046.407 CPL IR Contract) for the following qualifications:

- Commercial Pilot Licence (CPL)- Aeroplane and Multi Engine Rating
- Multi Engine Instrument Rating - Aeroplane

Nationally Accredited Training Course Fees

A schedule of VET tuition Fees is published on PPT's website for the following qualifications:

- AVI50519 Diploma of Aviation (Instrument Rating)
- AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)

Potential Fee Changes

Fees and charges are reviewed during PPT's normal business processes and may change if significant cost increases that directly affect a student's training. For example; fuel costs, if fees must change during a student's enrolment a notice period of 5 weeks will apply and a new enrolment and fees agreement will be executed.

Full Time Training

Students are expected to pay for their training. Individuals will have their individual contract payment plan in their Enrolment and Fees Agreement (Form SF20.9A043). Students sponsored by an airline will have their fees stipulated in the sponsoring companies' Airline Agreement (Form SF20.9A062).

Part Time Training

The student will pay an hourly rate for all flights prior to the start of each flight.

Protection of Fees

PPT will ensure that the course fees paid in advance will be protected for training courses and services we provide. Refer to Statement of VET Tuition Assurance (Attachment SA20.9A017) for more information.

The Enrolment and Fees Agreement (Form SF20.9A043) and the Schedule of VET Tuition Fees (Form SF20.9A030) will include an itemised list of all fees and charges including course tuition fees.

PPT has VET tuition assurance in place to ensure students are protected in case their course of study is no longer available at PPT or PPT ceases to exist. All national students enrolled in a VET course of study are protected under Australian Student Tuition Assurance Scheme (ASTAS). All international students enrolled in a VET course of study are protected under the Tuition Protection Service (TPS).



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International self-funded students

The Tuition Protection Service (TPS) is a placement and refund service for international students. The TPS replaces the Tuition Assurance Scheme and the ESOS Assurance fund. Visit the TPS website for more information.

External Funding

Where a prospective student is likely to be eligible for fees assistance from external sources, they will be advised to consider this option.

Refunds

A student may be eligible for a fee refund if they withdraw or cease training with PPT. Refer to the withdrawal and refunds policy section for more information.

Course Deferment and Cancellation

In the event PPT does not start a student's course on the scheduled date or is unable to deliver a course in full for any reason, the student will be offered a refund of 100% of tuition fees paid for that part of the course which PPT has not delivered.

Complaints and Appeals

Where a student is aggrieved by the application of this policy, they should first talk to the Compliance Administration Officer and attempt to resolve the issue.

Southern Cross University

A Pathway to a Bachelor of Business at Southern Cross University

Completion of the Commercial Pilots Licence and multi-engine instrument rating qualifies PPT graduates for a grant of one year of advanced standing into the SCU Bachelor of Business. For more information please contact PPT use this link <http://courses.scu.edu.au/courses/bachelor-of-business/2016>



A pilot with a Management / Aviation Degree is a great asset to any aviation operator as it provides them with a broader dimension of employability in different roles. For the pilots a management degree provides a second career option if they want to diversify later in their life.

The SCU Bachelor of Business can be completed via distance education or on campus at Coffs Harbour.



Accident and Injury Reporting

First Aid Kits

PPT has qualified first aid officers and a first aid kit is located in the kitchen area.

Flight Safety

Your instructor will explain the flight safety management system to students during induction. PPT places flight safety as the highest priority. We have a no blame reporting system, which means any staff or student who submits a safety report involving a genuine human error will in no way be blamed. PPT also maintains a 'whistle blower' policy, which means if anyone sees or hears of a colleague or fellow student conducting an unsafe act or practice, the reporter will be guaranteed absolute anonymity and confidentiality.

Any accident or incident involving a company aircraft is considered a 'reportable incident'. An incident or accident report is intended to bring to the attention of the CEO anything that affected the safety of PPT staff, students or visitors. The report is submitted to the CEO and can be done anonymously. The report will be shared with the rest of the management team.

Critical Incidents including accidents and injuries

A critical incident is any traumatic event or threat of such (within or outside Australia) which causes extreme stress, fear or injury. Critical incidents may include (but are not limited to) events such as:

- missing students;
- severe verbal or psychological aggression;
- death/ suicide, serious injury, violence or any threat of these;
- widespread infection/ contamination or the threat of these;
- natural disaster;
- substantial damage to facilities;
- deprivation of liberty and/ or civil unrest;
- matters of high risk to personal safety;
- issues such as domestic violence, sexual assault, drug or alcohol abuse
- natural disaster; and
- Publicity with the potential to significantly damage/ disrupt the reputation or operations of The Professional Pilot Training.

Note: Non-life threatening events could still qualify as critical incidents.

Procedures to cope with an incident ONSHORE

The following steps are to be followed in the event of critical incident occurring on the grounds of the Flying School:

- (a) The staff member on the scene of the incident, or the first one there, is to assess the situation whilst being mindful of their own safety.
- (b) Emergency services are contacted by dialing 000.
- (c) As soon as possible, the first staff member on scene will prepare an initial incident report, using the Accident and Injury Report Form (Form SF20.9A002).



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- (d) If the incident is critical, the most senior member of staff present on the campus is informed and, on arrival, assumes responsibility and informs the Critical Incident Team.
- (e) The Critical Incident Team will meet to review the situation and allocate tasks and responsibilities involved in responding to the incident.
- (f) In line with our Continuous Improvement procedure, the Critical Incident Team will organise de-briefing to evaluate response procedures and make recommendations for handling future critical incidents.
- (g) If the event is related to aviation the Chief Executive Officer enter information into the "[Aviation accident or incident notification form](#)" and submitted to the Australian Transport and Safety Bureau.

Procedures to Cope With an Incident Offshore

The following steps are to be followed in the event of critical incident occurring outside Australia but that impact on the students (e.g. a critical incident in the student's country of origin):

- a) A critical incident is identified through any means (e.g. news report, letter, email, telephone call) by any person associated with Aerospace Aviation (staff member, student, and or stakeholder) and notified to the Flying School.
- b) Relevant information is provided to the Student Welfare Officer who reviews student lists and identifies those who may be impacted (e.g. students from the local area in which the critical incident has occurred)
- c) The Student Welfare Officer contacts the affected students to determine what, if any assistance they require.
- d) A Student Training Review and Counselling Form (Form F.01) located in the student records, should be completed for each student requiring assistance.
- e) The Student Welfare Officer provides a written report of the incident and follow-up to the Chief Executive Officer within 5 working days.

Follow up

- a) After the critical incident has occurred, then the Chief Executive Officer shall bring together all relevant staff members.
- b) These members shall be required to prepare a report of their impressions and the outcomes of the critical incident.
- c) Any corrective action shall be conducted using the PPT Quality Policy but the person identifying the problems shall not be penalised for bringing them to the attention of management.
- d) All aviation incidents, discussions and reports shall be integrated into "[Aviation accident or incident notification form](#)" and submitted to the Australian Transport and Safety Bureau.



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The Civil Aviation Authority

The CASA is primary responsible for maintenance, enhancement and promotion of safety for civil aviation in Australia. CASA develops civil aviation legislation and standards and grants permission for aviation activities. CASA audits aviation operators and takes any necessary enforcement action. CASA have outsourced the delivery of exams to Assessment Services Pty Ltd (ASL). Their web site is: <https://www.aslexam.com/tol/default.aspx>. For more information on CASA and their fees please go to their website www.casa.gov.au.

Leave and Breaks

All training is delivered on campus as face to face training. Students are required to attend all timetabled theory and practical classes. Students are expected to attend the Flying School full time.

Course breaks are set at the beginning of the course. Students requesting extra leave should fill out the Student Request for Leave Form – SF20.9A049.

Students who have been ill must supply a medical certificate on their return for all absences.

Managing Poor Attendance

Student's performance management will occur if a student has missed more than 5 consecutive days or have attended less than 80% of scheduled course hours. Poor attendance must be reported for International students as this affects your VISA conditions.

Where the Professional Pilot Training has assessed the student as not achieving satisfactory attendance for the courses the Compliance Administration Officer will notify the student in writing using Warning Letter One Student Attendance (Form SF20.9A066) of an interview with the Chief Flying Instructor to establish the basis for the absence. The student will also be informed of the organisation's intention to report the student for not achieving satisfactory attendance.

The written notice will inform the student that he or she is able to access the complaints and appeals process as listed in the Student Handbook (Form SF20.9A038) and that the student has 20 working days in which to do so. At this meeting adjustments to the course duration or schedule may occur. If this affects the duration of the study period this will be formalised on the student file and report any changes on PRISMS and / or issue a new eCOE if the duration is changed. Note that the duration should not exceed the CRICOS registered course duration unless there are the following reasons from standard 9.2 and 13 of the National Code – refer to the code for more detail ;

- Compassionate or compelling circumstances (9.2)
- Due to the implementation of an intervention strategy for a student at risk of not meeting satisfactory course progress (9.2)
- Suspension, deferring or cancellation of enrolment (13)

If the student does not attend the meeting and returns to training and where the student has chosen not to access the complaints and appeals processes within the 20 working day period they will be



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sent a form letter – Warning Letter Two Student attendance (Form SF20.9A067) which explains the mandatory reporting that will take place. If the student withdraws from the intervention process, or the process is completed and results in a decision supporting the Chief Flying Instructor, Professional Pilot Training must report International students to DIBP through PRISMS that the student is not achieving satisfactory course progress as soon as practicable – within 28 days. Reporting via PRISMS will instigate DIBP considering cancellation and they may send a Notice of Intention to Consider Cancellation (NOICC) to the student. Students will be given the opportunity to respond to the notice and explain their situation.

Dress Code

As part of the professional culture at PPT students are required to wear a standard uniform while studying. Uniforms are from PPT as part of your enrolment incidental fees.

Your uniform consists of:

- White shirt short or long sleeve shirt
- Navy trousers
- Navy tie to wear with long sleeves only
- Navy jumper or jacket
- Black socks and shoes
- Epaulettes

*Please note: PPT staff organise and order the uniforms and the costs are also included in the incidental fees.

Personal Mail

All students may use PPT's postal service for personal mail. Mail will be sent to and from the reception area in the administration building. Individuals are responsible for the postage cost of outgoing mail, which can be paid at reception. Incoming mail for students will be kept with the Finance Administration Officer. Parcels can be collected from reception. Please use the following address for incoming mail:

Your full name and course number

PO Box 160

Coffs Harbour, NSW, 2450

Australia (if sent from overseas)



Course Information

Outline

The majority of students at PPT will be completing the Airline Pilot Course over 52 weeks made up of the CASA Commercial Pilots Licence, Multi – Engine & Instrument Rating. They may also be concurrently enrolled in two nationally accredited Diplomas that are registered and nationally recognised training by ASQA and The CASA as follows;

- AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)
- AVI50519 Diploma of Aviation (Instrument Rating)

CASA Qualifications Embedded in the Airline Pilot Course

The qualifications that may be completed during the Airline Pilot Course are listed below;

Under CASR Part 61;

- A Recreational Pilot Licence (Phase 1)
- A Single Engine Class Rating (Phase 1)
- A Private Pilot Licence (Phases 1 -2)
- A Commercial Pilot Licence (Phases 1 -3)
- A Multi-Engine Class Rating (Phase 4)
- A Multi Engine Instrument Rating (Phases 4 -5)

Commercial Pilot Licence (CPL) - Aeroplane and Multi Engine Rating

This course is delivered over 42 weeks with a minimum face to face classroom instruction time of 20 hours per week over a five day week. The course includes 170 hours total of single engine dual (70) flying instruction and solo flight (100), plus 20 hours of dual multi engine flying instruction and 10 hours of dual synthetic flight training. Plus face to face theory instruction for all subjects for the CASA CPL examinations. For the final assessment Students will be tested for the Australian Commercial Pilot License which is issued by the Australian Civil Aviation Safety Authority (CASA). Please note that as relevant sections of the course are completed and when recommended by the Chief Flying Instructor (CFI) Students may sit for the Australian Private Pilot Licence Flight Test.

The Multi Engine Instrument Rating

This course is delivered over 14 weeks with a minimum face to face classroom instruction time of 20 hours per week over a five day week for all subject areas required for the CASA Instrument Rating Theory Examination. The course includes; 40 hours of dual multi-engine flying instruction and test time; 25 hours of dual synthetic flight training. Students who complete their training will be eligible to sit the CASA Instrument Rating Theory Examination (IREX) and the Multi Engine Instrument Rating Flight Test.



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Nationally Accredited Training



AVI50219 - Diploma of Aviation (Commercial Pilot Licence - Aeroplane)

This qualification authorises you to conduct both private and commercial operations under the Visual Flight Rules (VFR). This licence also allows you to act as a co-pilot in any aeroplane and to become the pilot-in-command for aeroplanes under 5,700 Kg.

This course is delivered over 42 weeks with a minimum face to face classroom instruction time of 20 hours per week over a five day week. The course includes 170 hours total of single engine dual (70) flying instruction and solo flight (100), plus 30 hours of dual multi engine flying instruction and 15 hours of synthetic flight training. Plus face to face theory instruction for all subjects for the CASA CPL examinations. Students should anticipate at least 20 hours private study to maintain the minimum learning rate.

The following units of competency will be delivered and assessed;

*Maintain aircraft radio communications *Implement aviation risk management processes *Implement aviation fatigue risk management processes *Implement threat and error management strategies
*Manage safe flight operations *Manage aircraft passengers and cargo *Manage human factors in aviation operations *Plan a flight under visual flight rules *Navigate aircraft under visual flight rules
*Licence to operate a commercial aeroplane *Manage disruptive behaviour and unlawful interference with aviation *Manage pre- and post-flight actions *Operate and manage aircraft systems *Operate aircraft using aircraft flight instruments * Operate in controlled airspace *Operate in Class G airspace
*Operate at non-towered aerodromes *Operate at a controlled aerodrome *Apply aeronautical knowledge to aviation operations *Apply the principles of civil air law to aviation operations *Execute advanced aeroplane manoeuvres and procedures *Manage abnormal aeroplane flight situations
*Control aeroplane on the ground *Take off aeroplane *Control aeroplane in normal flight *Land aeroplane *Manage aircraft fuel * Manage situational awareness in aircraft flight *Operate aircraft in the traffic pattern at night.

AVI50519 - Diploma of Aviation (Instrument Rating)

This qualification allows you to fly under the Instrument Flight Rules (IFR). This rating is a must for any Commercial Pilot seeking to work in the modern aviation industry. Flying under the IFR provides you with the flexibility and skills to depart and arrive at aerodromes when the weather conditions are less than those required for operations under the Visual Flight Rules (VFR).

This course is delivered over 14 weeks with a minimum face to face classroom instruction time of 20 hours per week over a five day week for all subject areas required for the CASA Instrument Rating Theory Examination. The course includes; 50 hours of dual multi-engine flying instruction and test time; 40 hours of synthetic flight training. Students should anticipate at least 20 hours private study to maintain the minimum learning rate.



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Students who complete their training will be eligible to sit the CASA Instrument Rating Theory Examination (IREX) and the Multi Engine Instrument Rating Flight Test.

The following units of competency are included in the qualification;

* Implement threat and error management strategies * Manage safe flight operations * Plan a flight under instrument flight rules * Navigate aircraft under instrument flight rules * Operate and manage aircraft systems * Operate aircraft using aircraft flight instruments * Conduct a 2D instrument approach * Perform instrument arrival and standard arrival route procedures * Operate aircraft in the traffic pattern at night * Perform non published instrument departure procedures * Perform published instrument departure procedures * Perform visual circling approach * Operate a multi-engine aeroplane * Conduct a 2D non-directional beacon instrument approach * Conduct a 2D very high frequency omni-directional radio range instrument approach * Conduct a 3D instrument landing system instrument approach * Conduct a 2D distance measuring equipment global navigation satellite system instrument approach * Conduct a 2D distance measuring equipment global navigation satellite system instrument approach * Conduct a 2D global navigation satellite system non-precision instrument approach

Delivery and Assessment Overview

The Airline Pilot Course is divided into five phases and includes several licences, ratings and flight activities that are organised into an integrated holistic training package. A student's training may progress through all phases and include all qualifications or a student may complete only some of the phases and finish with a limited set of qualifications. Students who have been assessed in units of this course may be granted credits against their prior learning.

Formative assessments are completed at regular intervals however the holistic nature of piloting an aeroplane means that the final the flight test for a qualification is a holistic (summative) assessment of all the units of the qualifications, consequently the units only assessed as competent after passing the flight test for the qualification.

The Phase Structure of the Airline Pilot Course

The Airline Training Course is divided into five integrated phases as follows;

- | | |
|---------|---|
| Phase 1 | Training from start to the RPL |
| Phase 2 | Aerobatic (This subject incurs an extra fee and is not an essential component of the accredited Diplomas), GF, BIF and Navigation up to the PPL |
| Phase 3 | Night Circuits and SE CPL Training |
| Phase 4 | MEA Class Rating and MEA CPL Training |
| Phase 5 | MEA Instrument Rating Training |



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Student Recruitment and Enrolment

PPT has designed its intake requirements to ensure that there is a formal assessment of a prospective student's ability to complete the training and any supports that may be required.

CASA and PPT pilot training requirements

The most important recruitment gateway is that the applicant meets all the CASA pilot training requirements. They are detailed on the Student Enrolment application (Form SF20.9A041) and include;

- be medically fit;
- be willing to complete a Federal Police check in Australia;
- have access to finances to complete the course and live in Australia;
- be older than 18 years of age: we cannot support you as required under Australian Laws if you are younger than this;
- have completed schooling that meets Year 12 of NSW High school standard or its equivalent – unless you are a mature age entrant or;
- have an IELTS of 5.5 or its equivalent
- have the aptitude, drive and attitude to complete the training. The Chief Pilot will interview all prospective students. Electronic aptitude testing is completed after the initial application is accepted.
- Consent to mandatory drug and alcohol testing under the CASR Part 99 – Drug and Alcohol Plans (DAMPS) and Testing legislation.

Airline Recruitment Process

Airline cadets are selected and supported by their sponsoring airline (in accordance with the clauses in the relevant contract). This may include PPT instructor/s travelling to the airline to assist with recruitment including the aptitude testing. Successful applicants are then incorporated into the PPT airline pilot course/s.

Specific Eligibility and Enrolment Requirements

Students will be informed of their specific requirements via information on the website and in the student handbook. They will need to be able to fulfil the specific requirements in order to progress to formal enrolment.

Overseas applicants only

Overseas applicants will either be self-funded or sponsored by a parent or airline. They will need to be able to study a full time course and support themselves and their children in Australia in order to meet VISA conditions. Overseas students studying in Australia require a student visa from the Australian Department of Immigration and Border Protection.

Sponsoring airlines will usually assist with VISA processing after enrolment is confirmed. For more information visit: <http://www.border.gov.au/> or the countries' nearest Australian Embassy or Consulate.



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Students will need a medical examination by an immigration approved doctor before a student visa will be approved. The sponsoring airline is to ensure that all cadets have valid travel documents acceptable to the DIPB and have medical certificates as required by the CASA.

The application for the CASA Aviation Reference Number (ARN) is to be made by cadets prior to departure of their home country. PPT will assist with this process.

Quality education and consumer protection for overseas students is protected via the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007, which can be accessed via the PPT website.

Funding

Enrolment is offered only after the Compliance Administration Officer confirms that the course is able to be funded. In some cases there will be more applicants than places for funded programs. In this case the Chief Pilot will make the final decision as to who is offered enrolment.

Identification of Student Training Needs

Professional Pilot Training ensures that the needs of students are identified and documented to ensure proper adaptation in delivering training and/or assessment. The purpose of this procedure is to ensure individual needs such as learning needs and the needs of diverse range of individual are accurately captured and to apply those identified needs to the delivery and assessment process.

Professional Pilot Training identifies the Student learning needs from the declaration on the enrolment form and also from the initial intake interview with the Chief Pilot or via the cadet recruitment process.

The Electronic Aptitude Test (EAT) results will also inform the instructor on the candidate's areas of strength and weakness.

The level of English is assessed prior to the departure from the home country and/or a copy of the English assessment sent in with the student application. Where the assessment does not correlate with the recorded English level of the student, or where the student appears to have language difficulties then we refer the student for reassessment by SCU. Where the reassessment indicates that there is a need for additional training in English, then the student shall be referred to an appropriate Institute for remedial English classes. The referral is provided without cost to the student. If necessary, the duration of the student visa may be extended to allow the student time to improve their English skill and to ensure the vocational skills are achieved within a reasonable timeframe.

Recognition of Prior Learning/ Credit Transfer

Prospective students will be given detailed course information including how to apply for any recognition of prior learning or credit transfer using the RPL Kits provided. The Application for RPL /Credit Transfer (Form SF20.9A022) should be submitted with the enrolment form. The recognition process will occur after enrolment and will incur a fee. The RPL and credit transfer granted by PPT will be taken into account when developing the students' course program and fees.



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The Australian Qualifications Framework Certificates and Statements of Attainment are recognised at enrolment through the Recognition of Prior Learning process. Qualifications issued overseas are required to be assessed by the Australian Government approved assessment authorities.

Recognition will only be granted for whole units of competence.

The return of a Recognition of Prior Learning Application / Credit Transfer (Form SF20.9A022) with all supporting documentation triggers assessment overseen by the Chief Flying Instructor.

Professional Pilot Training recognises relevant existing qualifications issued by a bona-fide RTO. An application for Credit Transfer of an existing qualification is checked by the Chief Flying Instructor to ensure that:

- (a) The qualification has been issued by a bona fide RTO (where possible);
- (b) The applicant has been enrolled in that RTO; and
- (c) The applicant did achieve competency in the course or unit concerned.

The Chief Flying Instructor checks existing qualifications against the current National Training Package, to determine whether the applicant's skills, as represented by the Certificates and/ or Statements of Attainment, match the units of competency and critical evidence of the proposed course.

RPL For Private Pilot Licence

If the Australian Private Pilot Licence was issued within the 24 months of the course start date, the following rules apply:

The PPL licence will be used as the instrument to award RPL for flying experience. The student will just need to meet the remaining CPL aeronautical experience and training requirements, the following rules apply:

- The student will have to complete an assessment flight prior to commencement of training to ensure currency of knowledge and skills.
- The training must complete the remaining CPL hourly aeronautical experience and training requirements.

RPL for Flying Experience Without Holding A Licence

Students selected for enrolment will have to complete an assessment flight prior to commencement of training to ensure currency of knowledge and skills. Following the assessment flight, the CFI will determine how many flying hours, (if any) are offered as RPL.

RPL for Theory Credits

PPT will grant full RPL for the CASA theory examinations passed within 12 months of the course start date.



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Students will be required to demonstrate their flying skills to allow for mapping of their competencies against the training matrix (Reference and link). Evidence of practical skills will be mapped by the Chief Flying Instructor.

Where any competency is found to be lacking recognition and approval for exemption from course work will not take place. Further training and/ or assessment is required to gain full recognition.

The student's study plan and course costing may be adjusted to reflect the units granted.

For recognition where life's experiences provide the skills, the validated resume demonstrates that those experiences reflect the performance criteria and elements of the unit of competency the training package lists.

When students lodge a Recognition of Prior Learning Application, the Chief Flying Instructor is available to provide input into the process.

In the case of a CRICOS student if the course credit is provided before the student visa is issued, then the net period of the course duration must be documented and placed with the relevant documents on the student file.

Where the course credit is approved after the student visa has been issued, and then if there is a change of course duration it will be advised through PRISMS and a record placed on the student file of the process and outcomes.

The student shall be advised of the outcomes of the request for course credit in writing and within 10 days of the application.

Accepting Transferring Students From Other RTO's Or Flight Schools

Students may wish to transfer to PPT from another flight school (non RTO) or RTO / flight school. In these cases the candidate must comply with PPT's entry requirements and provide their flight log book and training records and certificate of attainments to the Chief Pilot.

The Chief Pilot will contact the flight school to verify the training before accepting enrolment. In some cases acceptance will be conditional upon completing gap training in order to meet PPT entry standards.

Professional Pilot Training will provide a letter of offer within 10 days of initial contact if:

- (a) the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered, the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her course.
- (b) the original registered provider will provide a written letter of release,



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NOTE: A letter of release can only be issued once Professional Pilot Training has issued a letter of offer to the intending student.

- (c) any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

The basis for acceptance of a transferring student is recorded in the student file.

The student is advised to contact DIPB to ensure that their visa remains valid or have a new visa issued where required.

The record of the Letter of Offer for Transferring Students (Form SF20.9A045) must be retained along with all other records on the student file.

When is enrolment complete?

Students have to be formally enrolled in a course of study before the course start day. Enrolment is complete when a person has:

- Been found academically suited to a course via the pre-enrolment selection program.
- Completed the application process for recognised prior learning and accepted the outcome of PPT's assessment by signing the training contract.
- Provided PPT with personal and other information via a signed and dated enrolment application form and
- Indicated a decision to commit to a course of study by signing an enrolment and fees agreement form which is the training contract.

Course Induction

All students will attend a compulsory induction which aims to welcome, settle and orientate students to the PPT training facility and to the Coffs Harbour area. It is compulsory to attend induction as it covers important information about safety and VET provider regulations.

Students will meet key personnel such as the Chief Flying Instructor, Instructors, Compliance Administration Officer and the Student Welfare Officer and will work through the Student Handbook and the student records and be issued course materials, text books and equipment e.g. – headsets, iPads

The following subjects are covered during induction:

- ✓ iPad use, computer use (refer Policy and Procedures Manual 1.5 Acceptable use of computers)
- ✓ Taxi
- ✓ Emergency phone calls
- ✓ Accommodation use
- ✓ Coffs Harbour Area
- ✓ DAMP – Drug and Alcohol Management Plan
- ✓ Water safety at the beach



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- ✓ Issued with equipment and materials as per H-01 Checklist Arrival
- ✓ Flight program and CBT login details
- ✓ Flight safety briefing
- ✓ Workplace Health and Safety (WHS) briefing: incident/hazard reporting
- ✓ Introduction to training staff
- ✓ Timetable/schedule information
- ✓ Tour of the college: facilities and resources
- ✓ Quality Management
- ✓ Finding resources, documents and forms on the system
- ✓ Student support services: who can I talk to about problems?
- ✓ Emergency and health services
- ✓ Students' legal rights and obligations
- ✓ Complaints, grievances and appeals
- ✓ Student visa conditions (international students)
- ✓ Answers to students' questions

Support Services

The Student Welfare Officer for Professional Pilot Training is charged with the responsibility for the care and maintenance of student welfare and the effective implementation of the organisation's obligations under the ESOS framework. This includes being a part of the Critical Incident Team. These support services are provided without cost to the students.

The Student Welfare Officer has the responsibility to make decisions regarding student welfare requirements in:

- | | | |
|-----------------------|----------------------------|------------------------------|
| • Attendance | • Financial concerns | • Shopping |
| • Accommodation | • Furniture | • Student health |
| • Assault | • Harassment | • Study difficulties |
| • Bullying | • Health | • Telephones & communication |
| • Absenteeism | • Racism | • Transport |
| • Utility Connections | • Relationships | • Visa & immigration issues |
| • Family matters | • Sexual harassment | • Critical Incidents |
| • Legal assistance | • Course information | • Complaints and appeals |
| • Attendance | • Facilities and resources | |



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The Student Welfare Officer also has the authority to refer the student to the CEO, CFI or instructors regarding the following student support services:

- Assessment failures
- English comprehension
- Intellectual challenges
- Learning difficulties
- Performance and course progression
- Reasonable adjustment
- Study habits and problems

In each matter, the student shall be encouraged to meet with the Student Welfare Officer.

The Chief Flying Instructor, through the Student Welfare Officer will be charged with providing supportive, empathetic and proactive environment in which the student problems are identified by appropriate persons, equipped to work with the student to obtain a satisfactory outcome.

Student Exit Procedures

Students are required to go through an exit clearance process at the end of their training to ensure all financial matters are settled and equipment is returned, including iPads and headsets loans. Students have to meet with the Student Welfare Officer near the end of their training for advice on the departure process.

Student's Rights and Obligations

CASR Part 99 - Drug and Alcohol Management Plans and Testing

This legislation establishes a framework for the development of drug and alcohol management plans (DAMPs) covering persons involved in safety sensitive aviation activities (SSAAs). It also allows for random drug and alcohol tests conducted by or on behalf of CASA.

What this means is that Professional Pilot Training is required to introduce minimum standards of drug and alcohol testing, education and support for safety sensitive personnel. This includes flight instructors, aircraft maintenance and repair personnel, aviation security personnel including security screeners and all other personnel with airside access. Professional Pilot Training is including in this list all student pilots.



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Professional Pilot Training applies a zero tolerance for alcohol and drugs on the premises. Students reasonably suspected to be under the influence of drugs and/ or alcohol will be referred immediately to the Aviation Medical Examiner at Coffs Harbour Airport for assessment.

Students flying whilst under the influence of alcohol or drugs will have their enrolment terminated immediately.

Withdrawals and Refunds Policy

Students will receive a refund for any up-front tuition fee payment on or before the census date for the specified unit of study from which they are withdrawing. Please note that application fees, medicals and uniforms are not refundable.

Students will not be charged an additional penalty or fee to allow them to withdraw from a VET unit of study.

Professional Pilot Training defaults if the course they offer does not commence or is cancelled.

Where the student defers, suspends or cancels the course the student will need to submit the Student Withdrawal and Refund Form – Form SF20.9A015 to the Compliance Administration Officer ASAP.

The cut-off date for withdrawals and refunds for all students is 20% into a course phase.

If a student visa holder wishes to cancel their enrolment to go to another education provider, they have to follow the procedures of Standard 7 of the National Code. PPT will notify immigration via PRISMS that the student's enrolment has been cancelled.

Students who choose to withdraw from a course will receive a refund for tuition fees paid upfront to the value of the operating costs of the flying hour's not undertaken and ground theory not delivered at the date of withdrawal. This is calculated via the students' progress against the PPT Course Progress Chart (Refer: OF66.5D010 Course Progress Chart)

Refund payments are processed within 14 days of approvals.

Deferring and Suspending Enrolment

At the instigation of the student

- a) If a student wishes to defer, temporarily suspend their enrolment, they need to contact the Compliance Administration Officer at Professional Pilot Training and inform them of the reasons for deferment or suspension of enrolment.
- b) The Training Admin Officer informs the Chief Flying Instructor who assesses the student's request.
- c) A student may be granted deferment or temporary suspension from their studies on compassionate grounds or due to compelling circumstances (e.g. where a medical certificate states that a student is unable to attend classes or fly).
- d) If deferment or temporary suspension is granted, the Compliance Administration Officer will:
 - i. inform the student in writing that the request has been successful; and inform the student in writing that their change in enrolment status may affect their visa; and



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- ii. record the details of the request and result on the student's file; and
- iii. notify immigration via PRISMS that the student's enrolment has been deferred or temporarily suspended.

At the instigation of Professional Pilot Training

- a) The Chief Executive Officer may make the decision to cancel a student's enrolment, based on information received from the staff of Professional Pilot Training.
- b) If Professional Pilot Training chooses to defer, temporarily suspend or cancel a student's enrolment, then the Compliance Administration Officer will
 - i. inform the student of the School's intention; and
 - ii. inform the student in writing that the change in enrolment status may affect their visa; and
 - iii. inform the student that they have 20 working days to access the complaints and appeals process outlined in *4.1 PPT Quality Policy*; and
 - iv. record the details on the student's file.
- c) If the student does not access Professional Pilot Training's complaints and appeals process, then the Compliance Administration Officer will:
 - i. notify the Secretary of DET via PRISMS that the student's enrolment has been deferred, temporarily suspended or cancelled; and
 - ii. record the details on the student's file.
- d) Should the student decide to access the complaints and appeals process, the suspension or cancellation will not take effect until the process is completed.

Releasing and Transferring Between Training Providers

If a student wishes to be released from their studies at Professional Pilot Training, and transfer to another registered provider less than 6 months after commencing their principal course of study then the student must:

- (a) Obtain a letter of offer from the other provider; and
- (b) Inform the Compliance Administration Officer of their intention to transfer at least 14 days prior to the move.

Within the first 6 months of enrolment transfer of a student to another registered training organisation shall be considered following a formal application by the student using Application to Transfer Provider Form (Form SF20.9A059). Such application should only occur following implementation of the Complaints and Appeals process.

An application for a letter of release shall be accepted in the following circumstances:

- (a) The course of enrolment is unsuitable for a student enrolled in our Flying School – for example, where a student is better suited to a different learning environment or the course does not meet their educational or developmental needs or their career aspirations; or
- (b) Compassionate or compelling reasons for the transfer exist



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An application for a letter of release shall be refused when:

- (a) A letter of offer from another RTO has not been presented;
- (b) When there are personality issues between an instructor and the student or between students that may be resolved by mediation;
- (c) The student has conducted themselves with unacceptable physical or verbal aggression;
- (d) When there are outstanding fees due for education training already received;
- (e) When the student has not completed required assessments and is looking to have a statement of attainment issued. The complaints process has not been completed and the appeals process has not been commenced;
- (f) Poor or unacceptable performance by the student;
- (g) Poor or unacceptable attendance by the student;
- (h) Breaking of any common law (in which case the visa shall be terminated); and
- (i) other exceptional circumstances.

A Letter of Release for Transferring Students (Form SF20.9A044) will be provided within 10 working days where it is agreed between Professional Pilot Training and the student and evidence is available that the student does not fall into any of the categories in 30.4. This is provided without cost to the student.

After 6 months attendance at the Flying School, the student may move to another Flying School without a letter of release.

Where an application for transfer is rejected, the basis for the rejection of the application shall be documented and the student advised within 10 days that they may commence action under the Flying School's complaints and appeals procedure.

Records of all applications of letters of release shall be recorded on a Register of Letters of Release (Form SF20.9A063) and records shall be retained in the student files.

Complaints and Appeals

Internal Matters

Professional Pilot Training maintains a supportive and fair environment, which allows students to appeal their assessment decisions or other non – academic matters. Academic matters include student progress, assessment, curriculum, and awards in a VET course and non – academic matters such as harassment, discrimination, payments, privacy, or financial matters for example. Complaints and appeals are ideally resolved as amicably as possible using this formal process.

Complaints and appeals are an opportunity to improve the quality of services at PPT and will be also recorded and examined in the quality system.

The PPT process is:



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- well publicised and explained;
- accessible so you can lodge complaints and appeals by phone, electronically or in writing;
- fair and will protect your rights;
- free so you can lodge a complaint or appeal without charge;
- handled in a manner that protects your privacy;
- transparent, equitable, objective and unbiased;
- comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct etc.;
- implemented effectively and efficiently to ensure complaints and appeals are resolved within an acceptable timeframe;
- monitored, recorded and reported to the appropriate people; and
- an input or trigger point to our quality process.

Step One

The student will first discuss the problem informally with the most appropriate staff member, for example their flight instructor, the student welfare officer or the compliance administration officer. Both the student and PPT should put all effort into resolving the problem. If the problem is resolved and does not require changes to PPT systems then it only needs to be a notation on the student's file.

Step Two

If the problem has not been resolved then a staff member will document the complaint using the Appeals and Complaints Form (Form SF20.9A006). Students are expected to continue their training while the process is underway, unless PPT has determined that the complaints and appeals process will have a negative effect on their training from a quality or safety perspective. Professional Pilot Training will commence the complaints process within 10 working days of a formal lodgement of the complaint and supporting information. The form will be submitted to the Student Welfare Officer who will advocate on the students behalf and report the complaint or appeal to the CEO. Professional Pilot Training will implement the complaints process within 10 working days of a formal lodgement of the complaint and supporting information. The CEO will formally acknowledge the complaint / appeal via email and record this on the students file. The CEO will allocate a staff member to resolve the complaint. The Student Welfare Officer also records the complaint onto the Change Request or Suggestion Form (Form SF20.9A013) to inform the quality system and will also need to follow the steps in the quality manual. If the complaint or appeal is with regard to course progress, training quality or curriculum issues PPT or the student can initiate a training review and counselling process – refer to Student Review and Counselling Record (Form F.01) located in the Student Records, for further information and instructions. If the complaint or appeal is with regards to a VET FEE HELP decision refer to the Request for Review (Form SF20.9A071)

Step Three

If the student remains dissatisfied with the proposed solution of the complaint, they can appeal to an external independent mediator within 10 working days of when the complaint written report was received. PPT has nominated the Community Justice Centre of NSW as the external appeals agent.

Cost: Free service

Phone: 1800990777



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Website: www.cjc.justice.nsw.gov.au

Email: cjc_info@justice.nsw.gov.au

Post: Community Justice Centres

Locked Bag 5111

PARRAMATTA, NSW, 2124

Step Four

The submission and the final outcome of the appeal is recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal and the reasons for the decisions made. A copy of the communication is placed in the student file. No further appeal mechanism exists beyond this point in the process.

- ❖ Note: if a student is not comfortable in addressing a concern or issue that they have, they can anonymously complete the Complaints and Appeals Information form (SF20.9A006) and can place under a Company Directors or Administration Officers Door.

External Theory Examinations

All final assessments to determine competency outcomes are external theory and flying examinations. Students dissatisfied with any matters concerning an external CASA theory examination should lodge a complaint via <https://www.casa.gov.au/standardpage/post-exam-comment>

External Flight Examinations

Flight tests at PPT are conducted by CASA flight examiners or delegated CASA flight examiners. Both civil aviation regulators make it very clear in their manual of standards that students have the right to lodge a written appeal against the conduct of flight test within 14 days, but the result of the test will not be reversed. Students will usually be given the opportunity to re-sit the flight test. PPT flight examiners will inform students of the appeal process as part of the examination procedure.

Fair Treatment and Equal Opportunity Policy

PPT strives to meet the needs of individuals through fair treatment and equal benefits and opportunities for staff and students. Operational areas include enrolment, participation, curriculum development, training delivery and assessment, student support services, and include elimination of harassment and victimisation. This policy is based on providing and maintaining training services that reflect fair and reasonable opportunity and consideration for all students and staff, regardless of race, colour, religion, socio-economic status, disabled pilots and gender. To ensure that the student recruitment and admission process is bias-free and non-discriminatory, PPT:

- Provides applicants with adequate information and support to enable them to select the most suitable program for their needs.
- Assesses and processes all applications and enrolments into a VET course of study at PPT equitably and with transparency.



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- c) Treats applicants with fairness and courtesy and will keep applicants informed of their application and enrolment.
- d) Bases admission on courses and programs solely on availability of places and the applicant satisfying course entry and regulatory requirements.

To ensure that the learning environment is free from harassment, discrimination and victimisation, PPT specifies standards of behaviour expected from students and staff in its Code of Conduct and the Student Handbook, and has policies in place for preventing harassment and discrimination.

PPT provides an assessment process that is fair, valid, reliable and consistent through:

- a) Recognition of previously acquired skills and knowledge;
- b) Adequate information on course and subject assessment prior to enrolment in the course;
- c) Giving students the right to appeal an assessment or recognition decision; and
- d) Giving all students an equal opportunity to demonstrate competence.

PPT is committed to providing a fair environment for all students, with due consideration to the context of the circumstances applicable to that individual. PPT will consider each application on a case by case basis and will not apply policies that prevent suitable applicants from having their application to enrol in the VET unit of study being considered. It must be noted that all students must meet all legislative and regulatory requirements such as, but not limited to, a CASA Class 1 or 2 medical certificate, ability to obtain an Aviation Security Identity Card (ASIC) card and any other such legislative requirements, regardless of any disadvantages.

PPT is committed to providing support services and equal access for students and will always respect a student's right to privacy and confidentiality in relation to their disability and be sensitive to the needs of students with a disability.

The Selection Process is defined in the student recruitment and enrolment section of this document.



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Student Code of Conduct

01 Introduction

- 1.1 Students must read and sign the student Handbook, an extract of important sections relating to conduct is copied to this document. This document is also to be added as Appendix C to the training and fees agreement and must be read and signed before attaching to the Agreement.

02 Residential Rooms and Area

- 2.1 Students must keep their residential area clean and tidy, report any damages, damages not due to fair wear and tear will be charged back to the student. If the student's accommodation is observed to be dirty the student will be given 24 hours to clean the room, if that does not occur a cleaner will be contracted to clean the room and the costs plus a PPT administration fee of \$200 will be charged to the student account.
- 2.2 The communal areas in and around the accommodation and in the operations room are to be kept clean and tidy by the students generally.
- 2.3 Students will be required to assist in cleaning aeroplanes in keeping with a commercial pilot's normal duties.
- 2.4 Students may not smoke in any of the residential rooms, the common rooms or the operational work area, classrooms and offices. If students smoke in the residential rooms a professional cleaner will be contracted to clean the room the cost of cleaning plus an administration fee of \$200 will be charged to the student.

03 Consumption of Alcohol and non-prescription drugs

- 3.1 The consumption of alcohol and non-prescription drugs on any airfield including the PPT accommodation operations and accommodation complex is not permitted under the PPT Drug and Alcohol Management Plan (DAMP) it is an offence to consume alcohol and non-prescription drugs on an aerodrome.
- 3.2 PPT does not permit students to consume any alcohol in the first six months of training, but considers that student pilots should learn how to conduct themselves responsibly within a modern society. After six months students may consume alcohol provided their blood alcohol content does not exceed the legal limit for driving a motor vehicle at any time and they also obey aviation laws regarding the use of alcohol and drugs.
- 3.3 The student agrees that in addition to the random alcohol and drugs blood tests conducted by the CASA, PPT may conduct random or targets drug and alcohol tests on students at any time or day.



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04 Normal Residential Curfews

- 4.1 Unless released in writing students must be in the training complex or their rooms not later than 11 Sunday to Thursday nights on Friday and Saturday nights not later than 12pm
Student agrees not
- 4.2 Student are to return to their own room each night by the stated time unless they have written permission to be absent.

05 Dress Code

- 5.1 As part of the professional culture at PPT students are required to wear a standard uniform while studying. Uniforms are from PPT as part of your enrolment incidental fees.
- 5.2 Your uniform consists of:
- White shirt short or long sleeve shirt
 - Navy trousers
 - Navy tie to wear with long sleeves only
 - Navy jumper or jacket
 - Black socks and shoes
 - Epaulettes

06 Residential Units

- 6.1 Each Cadet has a private ensuite and air conditioned bedroom with a large study table. There are four single rooms in each accommodation block. Each block has a communal kitchen suitable for preparing light meals. This area is large enough to function as a lounge dining room. A communal laundry and barbecue area is located within the accommodation.

Campus Rules

- 6.2 Behaviour in the accommodation is monitored by PPT. Guests are not permitted to stay overnight and alcohol is not permitted in the residential or working area.

Cleaning

- 6.3 Cadets are responsible for their own cleaning of the units and communal areas.

Room Inspections

- 6.4 Room inspections will be carried out fortnightly by the CAO. An inventory of the room will be checked as a part of your exit procedure from the college.

Maintenance Requests

- 6.5 Any maintenance requests should be emailed to the CAO at cao@ppt.net.au.



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- 6.6 Urgent repairs such as water leaks, plumbing or electrical problems please call the CEO Rob Loretan directly on 0428 194519.

07 Student Behaviour

To ensure a student gains the maximum benefit from their time with us, we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second event occurs, then a student may be required to leave the accommodation or the course. A notification will be submitted to DIBP for International students which will affect their VISA.

- 7.1 Students must comply with all of the course requirements, as outlined in the Student Handbook and the Code of Conduct as updated by DIBP from time to time. This is particularly important for successful performance as an airline cadet.
- 7.2 There are a large number of laws that apply to you as a student visiting Australia. Basically, a student must be of good behaviour and recognise the rights of others.
- 7.3 Working with others within the Flying School is not a function of the Law but rather as a function of living and working in a free and amiable study environment. This requires maturity and at times, understanding. If you have any concerns about how you should act, speak with your Instructor or the Student Welfare Officer. Remember if a person breaks a law, they may be charged for that breach which will affect their stay in Australia

08 Unacceptable Behaviour

8.1 Unacceptable Behaviour Is:

- Not complying with this code of conduct or the Training and fees agreement and the PPT operations manual and operating procedures
- Continuous interruptions to the Instructor whilst delivering the course content
- Smoking in non-smoking areas
- Being disrespectful to other participants
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places you or others at risk
- Refusing to participate when required in group activities
- Continued absence at required times
- Being under the influence of alcohol or illegal drugs
- Lack of personal hygiene
- Other objectionable behaviour
- Viewing pornography



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09 Student's Rights

9.1 A student has the right to:

- be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- be free from all forms of intimidation;
- work in a safe, clean, orderly and cooperative environment;
- have personal property (including computer files and your work) and the Flying School's property protected from damage or other misuse;
- have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure);
- learn in an environment that is conducive to success;
- work and learn in a supportive environment without interference from others;
- apply to have existing skills and knowledge recognised;
- privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);
- be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- appeal within twenty one days of receiving notification of any decision made about late or missed assessment;
- lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- express and share ideas and to ask questions

10 Student Responsibilities

10.1 A student has the responsibility to:

- Treat staff and fellow students with respect and fairness. This includes but is not limited to:
 - following reasonable directions from a member of staff;
 - not behaving in any way that may offend, embarrass or threaten others;
 - not harassing fellow students or staff by for example using offensive language or making unwanted sexual advances;
 - taking care of facilities by not damaging, stealing, modifying or misusing property; and
 - acting in a safe manner that does not place you or others at risk.
- ensure personal details are current and correct;
- pay all student fees in accordance with the fee schedule;
- participate in all assessment tasks as scheduled, honestly and to the best of your ability;
- not smoke in non-smoking areas;
- not be under the influence of alcohol or illegal drugs; and
- follow normal safety practices.



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11 Misconduct

11.1 Procedures for Termination of a Training Contract

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

- Engage in theft, cheating, fraud or assault
- Are intoxicated (under the influence of illicit drugs/alcohol) during training or in the residential area
- Refuse to carry out a lawful and reasonable instruction that is consistent with their training contract

11.3 Students may appeal the decision using the complaints, appeals and grievance procedures within 20 working days from receiving PPT's letter of intention to cancel enrolment. This does not mean the appeals process needs to be completed within 20 working days.

12 Recovery of Costs for Investigating Misconduct

12.1 When a student breaches this Code of Conduct or company operating rules, and it is determined that the breach was intentional; it is agreed that Professional Pilot Training may charge the student's account for any costs incurred in the investigation. For example: a Directors time may be charged at \$150.00 per hour, costs of repairs, cleaning or special courses required to correct the students behaviour (Drug and Alcohol Management courses etc). An administrative fee between \$200 and \$500 may also be charged.



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Extension of Course Duration

The following procedure would be followed for all students for consistency; however reporting to PRISM's is only a requirement of CRICOS International students.

Professional Pilot Training will extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's eCoE, as the result of:

- (a) compassionate or compelling circumstances
- (b) PPT has implemented its intervention strategy for students who were at risk of not meeting satisfactory course progress, or
- (c) an approved deferment or suspension of study has been granted under Standard 13 of the National Code.

To extend a student's course duration, the student must apply for the extension in writing to Chief Executive Officer explaining the justification to their application. All records of the consideration and approval or rejection of the application to extend the course duration are to be retained on the student file.

The Chief Executive Officer shall review the application along with Instructors and other relevant members of staff and make an informed decision. Rejection of the application shall be discussed with the student and where appropriate, the student may appeal the decision as defined in our complaints and appeals policy.

The Student shall be advised of the outcome in writing.

Where a student's course duration is deferred or temporarily suspended, DIPB will be notified via PRISMS of the extension. The extended duration shall not exceed the CRICOS registered course duration.

Issuing of Certificates and Statements of Attainment

After all assessment requirements of a qualification or a set of units are met the instructor will collate a student's training and assessment records. The applicable Student Assessment Record form for the student's course of study is the key control point where PPT instructors will concur that all of the evidence requirements have been met to be able to award a qualification. This evidence is also checked by the Senior Base Instructor and noted on the record form.

Issue Date

The date that the Instructor and Senior Base Instructor sign off that all evidence requirements have been met will be the PPT issue date of a qualification.



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Re- Issue of Qualifications and Statements of Attainment

A student wanting to request a duplicate Testamur/ Statement of Attainment (SOA) should send an application in writing to the CAO. PPT will ask for identification as a part of this process.

Prior to re-issue, all duplicate Testamur/ Statements of Attainment must be approved by the CEO. All duplicates are to be issued within 2 weeks from receipt of payment of \$25 re-issue fee per SOA/ testamur.

Campus Information

Accommodation and Meals on Campus

PPT provides a living environment that is safe and free from social distractions, we monitor student behaviour in the accommodation and in the community. The accommodation is located on the airfield and meals are provided to ensure that a suitable diet is consumed.

Just across the road from the accommodation the Coffs Harbour Aero Club maintains a recreational facility and bar. Cadets join the aero club and can enter as social members. PPT has made arrangements with the management of the aero club to monitor the behaviour of the cadets and report to PPT any anti-social behaviour; we are not experiencing any problems.

Allowances

Cadets who are funded by airlines or a financial sponsor may have organised an allowance to be paid via PPT. This would be arranged upon enrolment. Non – sponsored cadets will need to make arrangements to have enough funds to cover personal expenditure.

Residential Rules and Requirements

Each Cadet has a private ensuite and air conditioned bedroom with a large study table. There are four single rooms in each accommodation block. Each block has a communal kitchen suitable for preparing light meals. This area is large enough to function as a lounge dining room. A communal laundry and barbecue area is located within the accommodation. A Security Bond of \$500 is charged separately to the course fees second payment instalments. This is a security deposit toward any damages caused to property by misconduct or unacceptable behaviours from a student. At the end of the course the bond is returned to the student after the exit procedure is conducted from Professional Pilot Training.

Campus Behaviour

Behaviour in the accommodation is monitored by PPT. Guests are not permitted to stay overnight and alcohol is not permitted in the residential or working area.

Normal Residential Curfews

Unless released in writing students must be in the training complex or their rooms not later than 11 Sunday to Thursday nights on Friday and Saturday nights not later than 12pm.



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Cleaning

Cadets are responsible for their own cleaning of the units and communal areas. Students must keep their residential area clean and tidy, report any damages, damages not due to fair wear and tear will be charged back to the student. The communal areas in and around the accommodation and in the operations room are to be kept clean and tidy by the students generally. Students will also be required to assist in cleaning aeroplanes in keeping with a commercial pilot's normal duties

Room Inspections

Room inspections will be carried out fortnightly by the CAO. If the student's accommodation is observed to be dirty the student will be given 24 hours to clean the room, if that does not occur a cleaner will be contracted to clean the room and the costs plus a PPT administration fee of \$200 will be charged to the student account. An inventory of the room will be checked as a part of your exit procedure from the college.

Maintenance Requests

Any maintenance requests should be emailed to the CAO at cao@ppt.net.au. If required you can complete a Student Accommodation Maintenance Form DF12.4C043 located in the Student Forms file on the server and email it to the CAO.

Urgent repairs such as water leaks, plumbing or electrical problems please call the CEO Rob Loretan directly on 0428 194519.

Consumption of Alcohol and non-prescription drugs

The consumption of alcohol and non-prescription drugs on any airfield including the PPT accommodation operations and accommodation complex is not permitted under the PPT Drug and Alcohol Management Plan (CASR Part 99 DAMP and page 33 and PPT Code of Conduct page 40-45) it is an offence to consume alcohol and non-prescription drugs on an aerodrome.

Living in Coffs Harbour

Share accommodation in the General Community

This usually involves the payment of bond (commonly 2 or 4 weeks rent), which is refundable if the room is left in good condition. Telephone, gas and electricity are additional costs shared between the tenants. Prices can vary between AU\$50 and AU\$180 per week depending on size, location and facilities. Notice boards and newspapers (online or print) are generally the most common places to find share accommodation.

Rental Accommodation

Rental properties involve signing of a lease contract and paying a 4 week government held bond, which is refundable if the dwelling is clean and in left in good condition. Lease contracts are typically 12 months or six months in length. Single room units can be as cheap as AU\$250. Multi room units and houses can be anything from AU\$150 - AU\$600 or more per week depending on the size and location to the city.



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Homestay Accommodation

Homestay accommodation is popular among International students and involves living with an Australian family in a shared or private room. Homestay accommodation is often arranged by the educational institution or privately by the student. Homestay can cost anywhere between A\$135 and A\$240 per week inclusive of most meals.

Budget Hotels and Guesthouses

Budget hotels and guesthouses typically involve accommodation in a dormitory or a private room excluding meals. Costs vary between AU\$35 to AU\$70 per day. Electricity and gas are usually included.

Cost of Utilities

There are of course other costs associated with living in Australia. Please take these into account. For example, the extra cost of the use of electricity, the telephone and gas on top of your rent. The initial cost of connecting these basic services are as follows (please note that connection costs are approximate only – you must check current costs with the relevant service provider):

Weather

The weather in the Coffs Harbour region is best described as mild. There are four distinct seasons where summers (December, January and February) are warm and dry, temperatures range between 10 degrees and 40 degrees Celsius. Winters (June, July, and August) are generally wet and at times windy, temperatures range between 5 and 15 degrees. Spring (September, October, and November) and Autumn (March, April, and May) are mild and comfortable. It is suggested that Coffs Harbour weather remains near-perfect for most of the year. Through each season there are localised variations to weather that provide relief from extreme conditions.

Cost of Living

The cost of living in Australia compares favourably with most industrialised countries. Coffs Harbour is less expensive than most other cities in Australia (using that universal measure). Below is a list of average costs for general grocery items:

- Loaf of bread – from A\$2.50
- Two litres of milk – from A\$2.20
- Newspaper – from A\$1.50
- Breakfast cereal – from A\$3.00
- Jar of instant coffee – from A\$3.00
- Bottle of soft drink – from A\$1.50
- Shampoo – from A\$2.50
- Soap – from A\$1.50
- Apple – from 50c
- Beef (500g) – from A\$7.00
- Chicken – from A\$7.00 for 600g
- McDonald's hamburger - from A\$6.95



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Shopping facilities are excellent, catering for virtually all consumer tastes and needs. Shopping centres and department stores are normally open 7 days a week with some open for late night shopping closing around 9:00pm. There are Saturday and Sunday markets all year round at various locations throughout the city as well as 'trash/treasure' markets for bargain hunters. All city and country shopping outlets have friendly, good-natured staff and most businesses are conducted in a relaxed, cooperative atmosphere.

Bargaining

Bargaining is not generally used in Australian shops. The prices are marked on the items. It is advisable to shop around though as the prices can vary from shop to shop. Usually Australians will bargain for items such as a car, or anything that is expensive.

Time Zone

Coffs Harbour is +10 hours GMT and +11 hours GMT during daylight savings time (summer time). For example 12-15 hours ahead of the United States and 10-11 hours ahead of the United Kingdom and Europe.

What to bring

If bringing electrical goods, please be aware that the standard voltage in Australia is 240 volts and plugs have three flat pins/prongs (the third prong is used as an earth). Electrical goods from other countries usually need a conversion adaptor. Personal belongings that you have owned for the last 12 months or more can be brought into Australia without attracting any duty/sales tax i.e., laptop computers, other electronic equipment, provided DIBP is satisfied that these items are intended to be taken home with you. Items that are less than 12 months old must not exceed a combined value of AU\$1,000. This is your duty free allowance. Think carefully about what you pack. If you exceed the airline limit you may want to send any excess luggage as unaccompanied baggage. Please check with your travel agent or airline that you are travelling with. Please visit the DIPB website for information on Australian customs and quarantine laws and what you can bring into Australia and what you cannot bring into Australia at <https://www.border.gov.au/Trav/Ente/Brin>

Driving in Australia

Once you arrive in Australia, driving can make getting around a lot easier, especially if you live in a non-metropolitan area where public transport might not be as frequent. You may also find that driving gives you more freedom and a greater sense of safety, allowing you to stay late at friends' houses without worrying about how you will get home, work evening shifts or organise road trips to explore different parts of Australia.

Licencing

You must have a valid driver's licence to drive in Australia and carry it with you at all times while driving. International students are regarded as temporary residents, which mean that you are able to drive in Australia using your licence from your home country as long as it is current and valid. If your licence is not written in English, you must also carry a certified translation in English or apply for an International Driving Permit from your home country. If you don't have an overseas licence and want to apply for a licence in Australia, you will need to apply through your state or territory motor registry. If you gain Permanent Residency in Australia, you will need to apply for an Australian licence within



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three months. For further information visit the NSW Roads and Maritime Services on arrival or go to their web site <http://www.rms.nsw.gov.au/roads/licence/moving-to-nsw.html#Internationaldriversandrider>

Renting a Car

Australians drive on the left hand side of the road. Minor roads in towns and cities are usually either 50km/h or 60km/h (35 mph) with an increasing number of towns adopting the lower speed limit and on country roads and highways, 100km/h (62mph) - 110 km/h (68 mph) unless signs indicate otherwise. Seat belts must be worn by drivers and passengers at all times. It is illegal to talk on a mobile phone while driving. You must not park facing oncoming traffic. All Australian states enforce strict drink and drug driving laws and the Police are entitled to stop drivers on a random basis for tests. These operations are often referred to as a 'random breath test' or 'RBT'. In most states the legal limit is 0.05, however in encouraging responsible driving abstinence is recommended. If you do purchase a car it is strongly advisable to purchase car insurance as well.

Car rental companies with branches nationwide are generally the most expensive although these companies do offer advantages such as airport pick-up and drop-off points, frequent flyer points and long-distance one-way rentals. The standard insurance cover that comes with most car rental companies requires that you pay an excess of around \$2000 before the insurance company pays out. Rental car companies will try and sell you insurance to cover this excess, but at around \$20 a day this is overpriced and can substantially increase the cost of your car rental. A much better idea is to take out travel insurance that covers this excess or arrange rental car excess insurance before leaving home. This works out a lot cheaper than paying the excess cover that rental car companies charge. It is virtually impossible to rent a car without a credit card.

Student Course Feedback

PPT will provide students with at least one survey during their training to record feedback into the Quality System using the Student Course feedback Form (Form SF20.9A056). Information gained from this survey is treated as confidential and is intended to help improve services to customers.

Graduations

The training of students is usually concluded with a graduation ceremony to celebrate. The date and type of function is decided each year at PPT and often involves the airline/s of the graduating cadets.



Student Handbook – Form DF12.4C038

Appendix 1: Acknowledgement Declaration

(Detach this page at Induction)

I confirm that I received and read the contents of this handbook prior to enrolling in the course.

I understand and agree to comply with the PPT Dress Code, Student Code of Conduct and Misconduct (pg 40-45). If I am residing on PPT Residential I agree to comply and abide with the Residential Rules and Requirements (pg 46-47).

Student Name: _____

Student Signature: _____

I completely understand the contents of this Student Handbook, which outlines the conditions and my rights and responsibilities as a student of Professional Pilot Training's training program and that I have also received induction into my training program.

Student Name: _____

Student Signature: _____

Instructor Name: _____

Instructor Signature: _____

Date: _____

A reminder ...

This information is vital for your ongoing study and Professional Pilot Training so please read it carefully. You must notify our office of any change in address, personal situation or any problems as soon as you know there is a change.

It is **your** responsibility to keep **us** informed of any changes to your circumstances.

It is **our** responsibility to let the DIBP know through our computer system PRISMS should you:

- default in any aspect of your Visa provisions
- do not achieve appropriate course progress
- fail subjects more than once
- not make your fee payments