

# International Student-Handbook 2024

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## Introduction

Welcome to Aeropower.

Aeropower is dedicated to maintaining the highest professional standards in design, marketing and delivery of aviation training, providing effective, efficient training services to its students, and safeguarding and perpetuating the high standards of the aviation industry.

This Manual has been prepared to help you to understand what you can expect from Aeropower and what Aeropower expects from you. You are required to abide by the policies in this Manual, although they may not form part of your student contract. In addition, information in the Manual will serve as a handy reference during your studies with Aeropower.

Staff and Instructors of Aeropower aim to provide a facility and a learning environment that is both interesting and enjoyable, and conducive to the success of each individual student.

The level of satisfaction and achievement you gain from your studies will depend on how much you put into them. If you are only prepared to put in half the effort, you need to accept that you will only achieve half the results. If you are willing to invest time, effort and concentration into your studies, we will support you in fulfilling your ambitions.

If you have any questions or problems, please speak to your Instructor, the Student Welfare Officer, or the Deputy HOO / Base Manager.

Enjoy the journey!



Adam Roy  
Chief Commercial Officer

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## Aeropower

Aeropower Pty Ltd is a safety focused and performance based organisation that strives to create and deliver outcomes that our customers value.

Aeropower Pty Ltd is a leader in the provision of aviation services to the utility sector, specialising in the aerial patrol, surveillance, inspection and maintenance of electrical transmission line infrastructure and associated Asset Management Support services.

As a pioneer in the use of helicopters for the patrol and maintenance of electrical infrastructure, Aeropower has over 30 years' experience in Australia and internationally including the provision of services such as:

- Airborne patrol and inspection of electrical transmission and distribution lines
  - Methodical Inspection and defect capture and management
  - Infra-Red and Corona Inspections
  - LiDAR
- Airborne maintenance and project services within a live line environment
  - Aerial platform live line service
  - Insulator washing
  - Insulator Voltage Testing and String Replacement
  - Ohmstik full tension joint inspection
  - Damper replacement
  - Full tensions compression splicing
- Construction of tower and electrical infrastructure
  - wire stringing
  - long lining
  - installation of fibre optic earthing wire on towers
- Easement Assessment, Tower Transfer and Ferrying.

Aeropower has conducted more than 150,000 hours of aviation operations for Utilities in Australia, South Africa, Papua New Guinea, New Zealand, Hong Kong / China and Israel.

Aeropower is an experienced Electrical Contractor (Licensed in Queensland, Australia for the Performance of Electric Line Work) and has developed comprehensive Work Instructions / Safe Work Methods for all aspects of transmission line patrol, inspection, washing, maintenance and construction. These have been developed and refined over 3 decades in the industry and are maintained under ISO 9001 (Quality Management Systems) and ISO 45001 Occupational Health and Safety Management Systems).

The Cabri G2, Robinson R44 are the aircraft primarily used to provide flight training. Given the size and diversity of our fleet, we have a team of experienced full-time engineers on staff. What this means to you as a student is that aircraft are maintained at our training base and any maintenance requirements are immediately dealt with onsite.

Aeropower Flight School is located 30 minutes north of Brisbane at Redcliffe Aerodrome. Flight training is conducted in a scenic area of South East Queensland, encompassing the Sunshine Coast,

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Glass House Mountains and the shores of Bribie Island. Our geographical location allows you exposure and ease of access to the various types of airspace that you will encounter during your flight training without lengthy flying times and minimal landing fees.

Aeropower also has a secondary base located at Bankstown Aerodrome in Inner Western Sydney. This location provides students with the opportunity to train out of one of the busiest Aerodromes in Australia. Training in Sydney also allows students to live and study in one of the most popular cities for international students in the world.

With Aeropower's strong international base and combined experience of our flight instructors the company maintains an excellent reputation with its flying school. Involved in a breadth of operations, Aeropower not only offers the prospective student the highest standard of training, but also an insight into and involvement in a commercial and highly professional operation.

### Locations

Hangar 32, Nathan Rd, Rothwell QLD 4022 (Brisbane)

109 Drover Rd, Bankstown Aerodrome NSW 2198 (Sydney)

### Approvals

CASR Part 141 Flight Training Organisation

ASQA Registered Training Organisation no: 2912

CRICOS Registered Training Provider no: 03250B

### Fleet

The full fleet of Aeropower extends to 17 aircraft – this offers the flexibility to offer flying training in any of the following types depending on any specific experience desired by customers.

- Guimbal Cabri G2
- Robinson R44 Raven II
- McDonnell Douglas MD500E
- AS350 Squirrel

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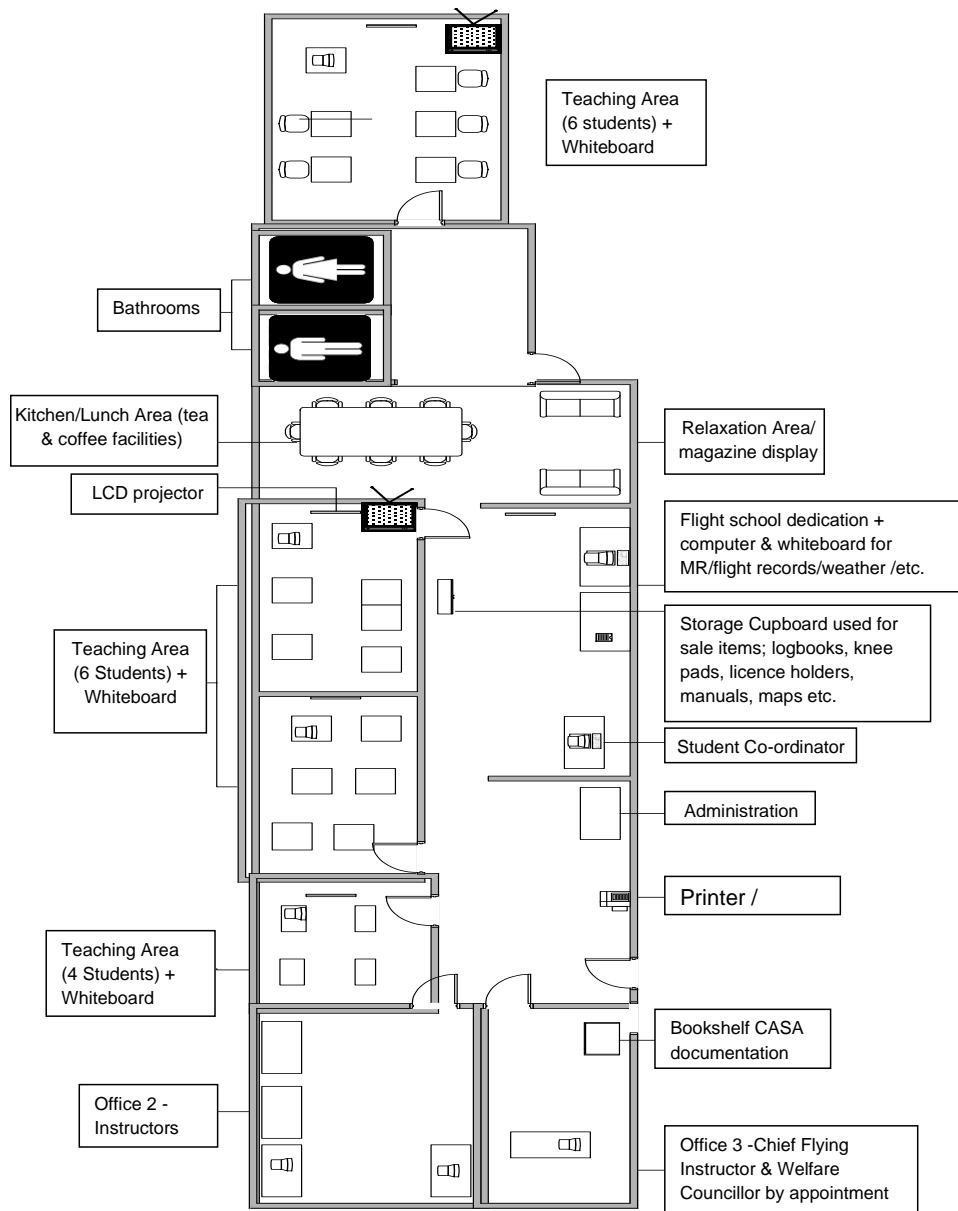
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**Floor plan (Redcliffe)**

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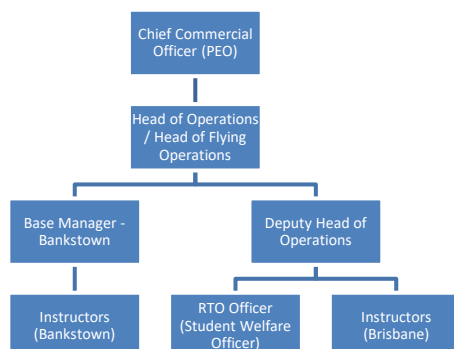
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## Floor plan (Bankstown)

TBA

## Organisational Chart



### Chief Commercial Officer (CCO)

The CCO is the senior most manager at Aeropower Flight School and is responsible to the CEO & board for the appropriate conduct of the organisation. Students will not generally interface with the CCO during their study.

### Head of Operations / Head of Flying Operations (HOO/HOFO)

The HOO/HOFO is the senior most flight instructor and pilot at Aeropower and is responsible to the CCO, CEO CASA, and ASQA for the safe and compliant operation of the Aeropower flight school, passenger transport operation, and aerial work operation. Students can make an appointment to see the HOO during their study but should discuss their issues with an instructor, the Student Welfare Officer or Deputy HOO / Base Manager (depending on their base of study) first. Students will not generally interface with the HOO/HOFO on a day-to-day basis.

### Deputy Head of Operations (HOO)

The Deputy HOO is responsible to the HOO/HOFO for the safe and compliant day-to-day management of the Aeropower flight school and oversees flight training at Aeropower's Brisbane campus. Students can make an appointment to see the Deputy HOO during their study and will generally interface with them on a day-to-day basis.

### Base Manager - Bankstown

The Base Manager - Bankstown oversees flight training at Aeropower's Sydney campus. Students can make an appointment to see the Base Manager - Bankstown during their study and will generally interface with them on a day-to-day basis.

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### RTO Officer

The RTO Officer is responsible to the HOO for the conduct of RTO & CRICOS related flight training activity. Additionally, the RTO Officer is the Student Welfare Officer – available for students to discuss any welfare-related issues with by appointment throughout their training. Students will have quite a bit of interaction with the RTO Officer during their training.

### Instructors

Instructors are responsible to the HOO for the safe and compliant delivery of flight training at Aeropower. Students will interface with instructors on a day-to-day basis for theory and flight support and lesson delivery.

## Programme

**AVI503122 – Diploma of Aviation (Commercial Pilot Licence – Helicopter) – CRICOS Code 116446F**

The Aeropower Diploma of Aviation programme provides training from beginner level or with recognition for prior learning / aeronautical experience where relevant to CASA Commercial Pilot Licence (CPL) level. A CPL is required to work as a professional pilot and entitles pilots to fly aircraft for commercial purposes such as carrying freight or paying passengers.

The standard syllabus for this programme will usually include approximately 105hrs flight time, plus 52 hrs briefing time, plus relevant flight tests. Other programmes may include more hours however the total indicative programme hours for the course enrolled in will be made clear in the letter of offer and student agreement.

### Prerequisites

Students are required to demonstrate completion of IELTS to level 5.5 or higher with no individual band scoring below 5 (or recognised equivalent). Students who have completed high school in the English language in certain countries may not be required to meet this requirement – this will be discussed on a case-by-case basis with applicants.

### Course Content and Assessment Procedures

Student training and progress is to Industry Specific Standards incorporating the CASA syllabus and the Aviation Training Package, which specify the competencies a pilot must achieve at various stages before a final assessment and the issue of a flight crew licence.

### Delivery Methods

The two delivery modes used for this course are:

1. **Ground theory:** This involves CASA endorsed Flight Instructor supervised and supported, self-study.
2. **Practical in-flight training:** One on one instruction in-flight supports and confirms the assimilation of relevant knowledge and skills theory.

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Aspects of the course require determination of underpinning knowledge through written assessments, observation of in-flight skills and the practical demonstration of appropriate flying skills assessment is competency based and in accordance with the National Assessment Principle incorporating the standards of the Australian Quality Training Framework. An emphasis is placed on the student to consistently achieve a competency.

Formative assessment is conducted to determine whether the student can demonstrate the target competencies at each stage of flying training. Student pilots who are unable to demonstrate competency at a given time or who successfully appeal assessment results will be re-trained before being reassessed at a later date.

#### Assessment Methods

- **Observation** – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed lesson plan for each flight sequence.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or paragraph.
- **Online exams** administered for CASA by an approved testing centre

**Written tests** are for:-

- Radio telephone Operator
- Pre-solo Air Law
- Pre-Area solo
- Basic Aeronautical Knowledge

**Computer Based Exams** set and marked by CASA are for:

- Meteorology
- Flight rules and air law
- Navigation
- Aircraft general knowledge
- Aerodynamics
- Operations, performance and planning
- Human performance

**Practical Flight Tests** are conducted by CASA Approved Testing Officers / Flight Examiners. In this programme, the CPL Flight Test is conducted in this manner.

#### Practical Units

- Pre-flight preparation
- Elementary handling
- Hover / Taxi
- Transitions
- Circuits

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- Autorotation
- Emergencies
- Practice forced landing
- Theory for solo
- Solo
- Limited Power
- Advanced transitions
- Slope landings
- Confined areas
- Jammed controls
- Navigation
- Pinnacles and ridgeline operations
- Low level flight
- CPL flight test

#### Theory Units

- Meteorology
- Flight rules and air law
- Navigation
- Aircraft general knowledge
- Aerodynamics
- Operations, performance and planning
- Human performance

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### Unit of Competency Outcomes

Completing the above Aeropower syllabus, will see students achieve the following units of competency:

- AVIE0006 Maintain aircraft radio communications
- AVIF0026 Implement aviation risk management processes
- AVIF0027 Implement aviation fatigue risk management processes
- AVIF0029 Implement threat and error management strategies
- AVIF0030 Manage safe flight operations
- AVIF0033 Manage aircraft passengers and cargo
- AVIF0035 Manage human factors in aviation operations
- AVIH0010 Plan a flight under visual flight rules
- AVIH4014 Navigate aircraft under visual flight rules
- AVILIC0004 Licence to operate a commercial helicopter
- AVIO0017 Manage disruptive behaviour and unlawful interference with aviation
- AVIW0029 Manage pre- and post-flight actions
- AVIW0032 Operate and manage aircraft systems
- AVIY0034 Operate in controlled airspace
- AVIY0035 Operate in Class G airspace
- AVIY0036 Operate at non-towered aerodromes
- AVIY0037 Operate at a controlled aerodrome
- AVIY0040 Apply aeronautical knowledge to aviation operations
- AVIY0041 Apply the principles of civil air law to aviation operations
- AVIY0048 Taxi helicopter
- AVIY0058 Manage aircraft fuel
- AVIY0059 Control helicopter on the ground
- AVIY0060 Control helicopter in hovering flight
- AVIY0061 Take off helicopter and approach to hover
- AVIY0062 Control helicopter in normal flight
- AVIY0063 Execute advanced helicopter manoeuvres and procedures
- AVIY0064 Manage abnormal and emergency helicopter flight situations
- AVIZ0006 Manage situational awareness in aircraft flight
- AVIY0049 Operate helicopter at low level

### Programme Price

The price of Aeropower's standard Diploma of Aviation programme outlined herein is estimated to be AUD ~~\$104,539.30~~1.00 (Brisbane) and ~~\$104,539.43~~0.00 (Sydney). The exact prices will be determined at the time that the lesson occurs based on various inputs such as fuel, landing fees and insurance. All time duration is determined by the instructor for charging purposes. -This process can be explained in detail by Aeropower staff to ensure transparency. Where students elect to undertake add programme inclusions, the estimated price will increase. This will be made clear in your letter of offer and student agreement.

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## Inclusions and Exclusions

The price outlined in this programme includes the following:

- Supervised theory self-study
- Aircraft hire
- Instructor hire
- Aeropower tuition materials relevant to the programme
- Fuel and other direct operational costs at the price applicable at time of calculation
- One landing fee per flight - landing fees for landing at Redcliffe and Bankstown have been included
- Training facilities
- Operational support and oversight
- Aircraft insurance and maintenance support

The additional items which students will need to provide for include the following:

- An ASIC
- Fuel above the costs included in the programme
- Air navigation charges as applicable
- Landing fees above those included in the programme if applicable
- Headset, and any other personal material such as personal charts & maps, electronic devices such as iPads & software that the student may require or utilise
- Textbooks and other external study materials
- Additional flights and briefings above those included in the programme
- Flight Examiner and other regulatory costs associated with testing
- Licence application fee, medical and other external costs to meet the pre-requisite requirement of the programme
- Accommodation, living and travel expenses

## Study Assistance Programs

As per the above course information, Aeropower's training programme must align to the stringent requirements of both the Australian Qualifications Framework and the Civil Aviation Safety Authority. Students will be provided with ongoing feedback on their training progress via:

- Practice exams during their theory subjects
- Detailed knowledge deficiency reports where a CASA theory module is failed
- Access to Aeropower's full training program (broken down by lesson) outlining learning objectives and competency requirements for each
- A pre flight briefing prior to each lesson by the supervising flight instructor outlining the expectations and learning objectives for the flight lesson
- A post flight brief after each lesson by the supervising flight instructor against competency standards for the lesson the student has undertaken
- Access to their complete training record (which includes all post flight briefings)

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Through the above feedback mechanisms, Aeropower and students will have a clear idea at all times how students are progressing against their syllabus. Where students are achieving competency at a higher or lower rate than is set out in the program, lessons will be adjusted to accommodate this. Where students are progressing at a slower rate, this may mean additional costs will apply in order to be able to bring the student to an acceptable standard (either via additional instructor ground time or via additional supervised flight time) – this will be made clear to the student where required.

Aeropower instructors are available to students on a daily basis to assist with issues (within reason) that they are experiencing relating to the course content. Per the above, should these issues be material by nature, a more formal remediation program may need to be devised and extra costs incurred.

## General Student Information

### Support Services – General / adjusting to life in Australia

Australia offers many support services for international students. This includes services provided by education providers and student associations, as well as local, state, territory and federal governments. Aeropower's student welfare officer is available to students for assistance with adjusting to life in Australia, including by assisting students to make connections through social and cultural clubs and societies (which Aeropower encourages). In addition to this, there are various other services Students may wish to access.

- Study Australia – <https://www.studyaustralia.gov.au/>
- Study Queensland – <https://www.studyqueensland.qld.gov.au/>
- Study NSW – <https://www.study.nsw.gov.au/>
- Student associations:
  - Council of International Students Australia (CISA) – <https://www.cisa.edu.au/>
  - Australian Federation of International Students (AFIS) – <https://www.afis.org.au/>
  - In addition to the above there are various local associations – Aeropower can assist students in locating one upon request

### Employment Rights and Conditions

International students have the same workplace rights and protections as anyone else working in Australia. Students who suspect they are subject to breach/es of their rights at work can contact the student welfare officer who will be able to help the student access resources and services which may be able to assist. Alternatively, there is information available on the international student information page of Australia's Department of Education website - <https://www.education.gov.au/international-education/rights-international-students-work>

### Legal Services

Legal services are available in Brisbane for matters including but not limited to; disputes (including those relating to residence leases), support for alleged criminal or civil offences, and visa/migration issues. Students can find legal services to aid in these circumstances using the local telephone

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directory or a search engine. Additionally, Aeropower's student welfare officer is available to assist students to procure legal assistance for these types of issues and more.

### Emergency and Health Services

Emergency health services are available at most public hospitals in Brisbane and Sydney, and medical assistance is available by appointment with a general practitioner. The student welfare officer is available to assist students in procuring general health care. Alternatively, students can seek details of these using the local telephone directory or a search engine.

The closest public hospital with an emergency department to Aeropower is:

Redcliffe Hospital  
Anzac Ave, Redcliffe QLD 4020  
(07) 3883 7777

Or

Bankstown-Lidcombe Hospital  
Eldridge Rd, Bankstown NSW 2200  
(02) 9722 8000

Emergencies requiring immediate and/or desperate assistance from police, fire fighters, or paramedics should be sought by dialling 000.

Your mental and physical health is an important part of your life as a student. Aeropower's and welfare officer can help you with issues such as bullying, advocacy, sexual health, financial assistance, legal advice and student conflicts.

There are also community support options, including online and phone-based mental health resources.

#### Websites:

- Headspace - the National Youth Mental Foundation that provides mental health services to 12-25 year olds
- ReachOut - online mental health service for your people and their parents
- Head to Health - Australian Government service that provides a wide range of digital mental health resources

#### Phone:

- Lifeline on 13 11 14
- MensLine Australia on 1300 789 978
- Suicide Call Back Service on 1300 659 467
- SANE Australia on 1800 187 263
- Beyond Blue on 1300 224 636
- Headspace on 1800 650 890

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- OLife on 1800 184 527
- Care Leavers Australasia Network (CLAN) on 1800 008 774
- 1800RESPECT on 1800 737 732

**LGBTIQ+ community support options include:**

- Olife - Australia's first nationally-oriented counselling and referral service for people who are LGBTIQ+
- Organisation Intersex International Australia - a national body by and for people with intersex variations, promoting humans rights and bodily autonomy for intersex people and providing information, education and peer support.
- National LGBTI Health Alliance - The national peak health organisation in Australia for organisations and individuals that provide health-related programs, services and research focused on LGBTI and other sexuality, gender, and bodily diverse people and communities-

### Travel Arrangements

It is your responsibility to make your own travel arrangements. The commencement date offered to you is the date when you are required to start your first training session at the College. Please make sure you arrive in Australia at least one week before this date. The nearest Airport to Aeropower Redcliffe is Brisbane Airport. The nearest Airport to Aeropower Bankstown is Sydney International Airport (Kingsford Smith).

### Student Accommodation in Brisbane and Sydney

Aeropower can assist you to find suitable accommodation close by, by providing you with a list of our preferred student accommodation providers.- In addition, we can arrange a “homestay” experience with a local family. Details of student accommodation can be sought by emailing the Student Co-Coordinator and requesting further information at [flightschool@aeropower.com.au](mailto:flightschool@aeropower.com.au)

### Public Holidays in Queensland

Queensland observes several public holidays throughout the year. A detailed list of them can be found here - <https://www.qld.gov.au/recreation/travel/holidays/public>

### Public Holidays in New South Wales

New South Wales observes several public holidays throughout the year. A detailed list of them can be found here - <https://www.publicholidaynsw.com.au/>

### Australia’s International Student Regulatory Framework

The Australian Student Visa and the Australian Government ESOS Act – Providing Quality Education and Protecting your Rights and your Fees

If you hold an Australian Student Visa, you must study with an education provider that is listed in the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS Register).

Aeropower is shown on this list of registered institutions, which can be found at

<https://cricos.education.gov.au/>. CRICOS registration guarantees that the course and the education

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provider meet the high standards necessary for Australia's overseas students' program. Please check carefully that the details of your course, including its location, match the information shown on the CRICOS site.

The Australian Government wants Australia to be 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 (Education Services for Overseas Students) framework, and they include the (ESOS) Act 2000 and the National Code of Practice.

### Your Rights under the ESOS Act

The ESOS Act protects your rights, including your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. You should keep a copy of this information in your possession.

### Safety for your Tuition Fees

The ESOS Act includes consumer protection that enables you to receive a refund or to be placed in another course if your provider is unable to teach your course for any reason. This is something unique to Australia. You have a right to know:

- how to use your provider's support services;
- when, or if your enrolment can be deferred, suspended or cancelled;
- what your provider's requirements are for satisfactory progress in the courses you study;
- your obligations regarding course attendance;
- what will happen if you want to change providers; and
- how to use your provider's complaints and appeals process.

### Your Responsibilities

As a student on an Australian Student Visa, you have a responsibility to:

- satisfy your student visa conditions;
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay (Australian Student Visas only).
- meet the terms of the written agreement with the College;
- inform the College if you change your address in Australia;
- maintain satisfactory course progress, and
- follow the College's attendance policy (80% attendance required).

### Address and Contact Details

While you are in Australia, you must advise Aeropower if you change your local address, mobile telephone number or email address at any time **within 7 days of the change**. Immigration Department may wish to contact you directly for an interview and if you do not attend this interview, your visa may be cancelled and you may be deported from Australia.

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Aeropower also requires students to provide details on who to contact in emergency situations – this is requested via the enrolment form.

#### Contact Details ESOS Framework

WHO	WHY	HOW
Aeropower	For policies and procedures that affect you	Email us at: <a href="mailto:flightschool@aeropower.com.au">flightschool@aeropower.com.au</a> or visit our website at <a href="http://www.aeropowerflightschool.com.au">www.aeropowerflightschool.com.au</a>
Australian Education International	For your ESOS rights and responsibilities	<a href="https://www.education.gov.au/international-education">https://www.education.gov.au/international-education</a>
Department of Education (Tuition Protection Service)	The Tuition Protection Service (TPS) may assist students to either continue their studies through another course or different provider, or by being provided a refund or loan re-credit for education and training they paid for but did not receive.	<a href="https://tps.gov.au/StaticContent/Get/StudentInformation">https://tps.gov.au/StaticContent/Get/StudentInformation</a>
Department of Home Affairs	For visa matters	<a href="http://www.immi.gov.au">www.immi.gov.au</a> Phone 131 881 in Australia Contact the Immigration office in your country.

#### Important Note for Australian Student Visa Holders

Please note that school-age dependents of Student Visa holders who accompany them to Australia will be required to attend school here and may incur full school fees. English language entry requirements will also apply.

#### What happens if Aeropower cannot deliver the Course in which you have enrolled?

In the unlikely event that Aeropower cannot provide the course which you have enrolled in and paid for, Aeropower will refund all fees paid, (including the Enrolment Fee and any Homestay

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Arrangement Fee), within two (2) weeks of the day that the course ceased. Under the provisions of the ESOS Act, Aeropower is also a member of the Tuition Protection Scheme (TPS).

This means that if Aeropower is at any time unable to refund course money, or offer you a place in an alternative course, the TPS Fund Manager will place you in a suitable course with another registered provider at no cost to you. If the TPS Fund Manager cannot find a suitable course or provider to place you with, the Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

This means that if you are studying on an Australian Student Visa, your course money is safe and, in all circumstances, you are assured of either getting the course you paid for, or a refund of your fees.

### Provision of Language Assistance to Students who are falling behind in their Studies

While Aeropower has strict English language entry requirements for Vocational courses, it recognises the possibility of differences in the English competence of individual students. Students' needs are determined at the initial student interview and reviewed throughout the length of the program of study. If you feel you need additional help with English at any time during your vocational course, please tell your instructor or make contact with the student welfare officer who will then arrange appropriate support. This may consist of additional self-learning programs using our English Language resources, or English coaching. English coaching may attract additional fees depending on how much help is required. Vocational students who are found to have seriously inadequate English skills and who can't be helped in this way may not be allowed to continue in the program and may have to undertake a full-time refresher English course at an English language school. This will attract additional fees.

## Enrolment & Admission

### Enrolment Process

Upon showing interest in a course at Aeropower, students are directed to the website to review the company's offerings and enrolment assessment procedures. Any questions arising from this can be directed back to Aeropower staff.

When a student is satisfied that they wish to proceed with enrolment, they are provided with an enrolment form to complete and return.

Any incoming enrolment forms are to be forwarded to the RTO Officer for processing as per the following procedure:

1. ensure that all international candidates seeking to enrol with Aeropower are checked as per Student Transfer Procedures.
2. Review enrolment form for completeness and rectify in consultation with candidate  
*NB: candidates are to apply for, and receive, a USI prior to submitting their enrolment form*
3. Identify any RPL or credit recognition requirements for action should the applicant be offered a position on course

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4. Identify any candidate special needs and forward them to the HOO for consideration
5. Ensure appropriate evidence accompanies the enrolment form, or is provided separately, of:
  - a. the candidate's current resume
  - b. Successful candidate completion of either:
    - i. High school certificate
    - ii. Trade-level vocational certificate
    - iii. University degree
  - c. Candidate completion of IELTS to level 5.5 or higher with no individual band scoring below 5
- NB: International students only*
- d. certified copy of candidate proof of identity & age (Current Passport, Birth Certificate, or Australian Driver's Licence)
6. Have the applicant complete an LLN assessment
7. Have the applicants resume reviewed
8. Schedule a HOO interview

*NB: HOO interview should only be scheduled once the above aspects have been completed.*

*Candidates who don't meet the minimum enrolment criteria are to have their enrolment terminated and be informed as such in writing.*

Criteria	Minimum Requirement
Age	Must be 16 to fly solo and 18 to be eligible for the issue of a CASA CPL (H) <i>In any case, no international student under the age of 18 is eligible to enrol in Aeropower training products.</i>
English (international students)	IELTS 5.5 or higher with no individual band below 5 (or equivalent thereof)

*All information pertaining to unsuccessful enrolments is kept and filed for future reference.*

The HOO will evaluate each candidate's suitability for entry to Aeropower based on the following factors:

- Their motivation to do the course
- The level of research they have done regarding a career as a pilot
- The level of research they have done regarding Aeropower's course
- Their eligibility for an ASIC

During the HOO interview, candidates will also be given the opportunity to ask questions of the HOO.

If a candidate successfully moves through the enrolment procedure, the RTO officer will progress them through the following:

9. Issue the candidate a letter of offer:

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*NB: the letter of offer must outline pricing and payment frequency requirements*

- a. Await student acceptance of the letter of offer prior to commencing
- b. Ensure the student deposit is paid as per their letter of offer prior to commencing
- c. Ensure international students have either organised their own, or have been provided payment details for Aeropower-organised overseas student health cover
- d. Ensure any other requirements as outlined in the student letter of offer have been satisfied prior to commencing

10. If required, complete RPL assessment and/or recognition of credit as per Learning and Assessment Strategy

*NB: RTO Officer may enlist technical expert if required*

11. Raise a Confirmation of Enrolment (CoE) if the student is international

*NB: adjustments to the course length commensurate to any credit granted in step 7 should be reflected in the CoE*

12. Verify the candidate's Unique Student Identifier candidate as per <http://www.usi.gov.au>
13. Issue the student an enrolment acceptance including a receipt for the deposit/OSHC and a copy of the CoE if relevant
14. Raise a student file

All international students on a student visa are required to maintain appropriate health insurance for the duration of their visa. You will need proof of this. Aeropower recommends Australian Health Management Pty Ltd (AHM) [www.ahm.com.au/oshc](http://www.ahm.com.au/oshc) as the choice for Overseas Student Health Cover and the policy premium is not included in the Tuition Fee. Please refer to the following website for information relating to Overseas Student Health Cover:

<https://www.health.gov.au/resources/collections/overseas-student-health-cover-oshc-resources>

### RPL / Credit Recognition

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

Aeropower conducts a systematic RPL assessment in three steps.

**Evidence Collection:** On enrolment, you will be asked to provide evidence of former training or experience you feel is relevant to the qualification being sought. Students will need to gather any evidence they have to prove they are competent in the units of competency or qualifications sought. Examples of evidence are:

- Formal Qualifications
- Any relevant training you have received (including partially complete training)
- Endorsements / Authorisations on aircraft
- Experience (resume, reference letters, job descriptions, testimonials from employers etc.)

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Evidence accepted for an RPL assessment certainly isn't confined to the list above, if a student thinks it demonstrates their competence, they should include it. If students include references or resumes within their evidence, RPL assessors should contact them.

Aeropower needs to ensure that RPL assessment is conducted in accordance with the principles of assessment and the rules of evidence.

#### **Principles of Assessment:**

**Validity** – The way in which RPL is assessed must be sound and in accordance with the training package. The assessment must assess what it claims to assess.

**Reliability** – Assessment decisions need to be consistent.

**Flexibility** – Aeropower needs to recognise any relevant evidence put forward by a candidate. Aeropower needs to be flexible in its ability to meet individual candidate needs.

**Fairness** – Candidates need to be fully aware of the assessment process and opportunity must be given for them to challenge the result. This is done so via the Complaints process.

**Sufficiency** – The evidence provided must be sufficient to satisfy the requirements of the unit of competency / qualification.

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#### Rules of Evidence:

Valid – Similarly to above –evidence needs to be valid against the unit of competency / qualification claimed.

Sufficient – The evidence provided must be sufficient to satisfy the requirements of the unit of competency / qualification.

Current – The evidence produced needs to be current or very recent. Evidence should be from within the past 2 years.

Authentic – The RPL assessor needs to be assured that the evidence presented is authentic.

Once candidates have gathered all of their information they will need to submit it to an RPL assessor. Candidates will need to get certified copies of each piece of evidence they submit.

**Assessment:** After candidates submit certified copies of evidence, an RPL assessor will conduct an RPL assessment of their evidence against the units of competency / qualifications claimed. A written report will be presented to candidates at the conclusion of this assessment outlining which units of competency and qualifications they are competent against and also the units of competency and qualifications they are not yet competent against and the reasons why.

### Student Induction

This handbook contains all the information students require by way of induction. It is important that all students read this handbook in detail prior to commencement. Within one month of commencement, students will be provided with a formal induction covering all of the information in this handbook.

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### Student Code of Conduct

Aeropower respects the rights of its students to study without interruption and also expects that students will respect Aeropower's rules in turn. Aeropower will not tolerate poor behaviour, poor language and bullying of any kind, and aims to maintain good relationships among the student body. In cases where a student has been involved in serious misbehaviour, Aeropower may take action to cancel the student's course and report him/her to the Australian Immigration Authorities. In these cases, it is likely that the student's fees will not be refunded. Any action by Aeropower to report a student is subject to Aeropower's Complaints process. Aeropower's Code of Conduct is outlined below.

Aeropower has developed a code of conduct for its students. The objective of this code of conduct is to maintain a safe working environment, both on the ground and in the air.

Aeropower respects the rights of its students and understands the pressures that students face, living and studying in a new country. Our staff are always ready to assist you with any problems

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before they become too serious. In return, we expect our students to behave properly and respect the wishes of Aeropower staff and their classmates at all times.

In particular, we ask you to refrain from doing any of the following:

- deliberately disobeying a directive by an instructor or other staff member
- being rude or continually disruptive in class
- assaulting another student, bullying, or making threats against another student
- making sexist or racist comments
- harassment of another student or staff member
- stealing from the school or from another student
- deliberately damaging equipment, including computer programs, computers and helicopters
- placing yourself, or another student or staff member of Aeropower in danger, by committing a dangerous, thoughtless, or negligent act
- falsifying any documents issued by Aeropower (e.g. Attendance Certificate or Class Roll)
- cheating

Any of the above could result in your suspension from class and the cancellation of your course without refund. In addition, if you are found guilty of a serious criminal offence in Australia, such as stealing or assault, you may also be asked to leave Aeropower.

## Student Progress / Duration Monitoring

### Unsatisfactory Course Progress

Students exhibiting progression issues - failure of 50% or more of the sequences attempted in a study period (Theory / General Handling, Solo, PPL / Low Level, or CPL) – must be allocated a turnaround strategy providing them with sufficient time to achieve satisfactory progress. The HOO may also deem students who have failed less than 50% of lessons attempted in a study period eligible for a turnaround strategy. Study periods for Aeropower's standard programme are as follows:

Study Period	Lessons
1 – Theory / General Handling	7 CASA Knowledge Exams VPPL1 – VPPL20
2 - Solo	VPPL21 – VPPL53
3 – PPL / Low Level	VPPL54 – VCPL12
4 - CPL	VCPL13 – VCPL30

Notwithstanding the above, Students will be required to show cause as to why they should remain enrolled in the course in the case of:

- failure of the same CASA Knowledge Exam 4 times, or
- not successfully passing all 7 CPL(H) CASA Knowledge Exams within 6 months from course start date.

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Turnaround strategy candidates are to be interviewed by the HOO to determine the cause/s of the issue/s to establish a turnaround strategy. Said turnaround strategy is to be tailored for the student by the HOO, documented, disseminated as appropriate and filed on the student's file. The turnaround strategy may include but is not limited to the following:

- Change of instructor
- Remedial lessons (flight, ground or English)
- The establishment of student self-study/management goals
- Back seating other student lessons
- Reduced course load

If the student's progression issues continue because of non-compliance with the turnaround strategy, the HOO will issue the student written notice that Aeropower intends to report them for not making satisfactory progress and that the student is able to access the complaints procedure within 20 working days. If the student does not access the complaints procedure, or withdraws from the complaints procedure, 21 days after issuing students a letter, Aeropower will report the matter to the Secretary of the Department of Education through PRISMS. If the student does access the complaints procedure, and a decision supporting Aeropower is reached, Aeropower will report the matter to the Secretary of the Department of Education immediately through PRISMS.

If further reasons are identified as causes for the student's poor progression, the turnaround strategy will be revisited commensurately.

In cases where activation of a turnaround strategy will extend the student's expected course completion date beyond that noted on their CoE, this will be rectified via PRISMS reporting (either new CoE issue or amendment of an existing CoE).

If Aeropower extends the duration of the student's enrolment, The student must contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

### Unsatisfactory Duration

Aeropower performs monthly completion date checks using international student CoEs. Where a student is at risk of breaching this date, Aeropower will check for the following:

- compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes, as a result of weather or aircraft serviceability delays, or where Aeropower was unable to offer a pre-requisite unit)
- the implementation of a turnaround strategy for students who were at risk of not meeting satisfactory course progress; or
- an approved deferment or suspension of study has been granted under Standard 9 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2019*

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If any of the above are the cause of the expected completion date breach, Aeropower will amend the student's completion date via PRISMS and issue a new or amended CoE to the student.

If the above circumstances aren't evident, the student's case will be referred to the HOO to ascertain whether they require a turnaround strategy. If they don't require a turnaround strategy – i.e. the completion date delay is a result of student negligence – Aeropower will issue the student written notice that Aeropower intends to report them for not making satisfactory progress and that the student is able to access the complaints procedure within 20 working days. If the student does not access the complaints procedure, or withdraws from the complaints procedure, 21 days after issuing students a letter, Aeropower will report the matter to the Secretary of the Department of Education through PRISMS. If the student does access the complaints procedure, and a decision supporting Aeropower is reached, Aeropower will report the matter to the Secretary of the Department of Education immediately through PRISMS.

In assessing whether a student is on track to complete within their allocated timeframe, Aeropower will use the *International AVISO322 Timetable*. This timetable should be on display around the campus for ongoing student reference.

If Aeropower extends the duration of the student's enrolment, The student must contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

### Student Attendance Monitoring

Aeropower maintains master student attendance records for each student enrolled with Aeropower. International students must attend at least 80% of scheduled course activity.

Aeropower conducts monthly attendance checks identifying international students who:

- are at risk of falling below an 80% attendance rate (before their rate drops below 80%)
- who have had 5 or more days absent in a row without approval

Any students demonstrating the above who cannot provide evidence to rectify the issues (medical certificates, Aeropower administration errors, genuine hardship or compassionate reasons etc.) must be issued written notice that Aeropower intends to report them for not meeting satisfactory course attendance and that the student is able to access the complaints procedure within 20 working days. If the student does not access the complaints procedure, or withdraws from the complaints procedure, 21 days after issuing students a letter Aeropower will report the matter to the Secretary of the Department of Education through PRISMS. If the student does access the complaints procedure, and a decision supporting Aeropower is reached, Aeropower will report the matter to the Secretary of the Department of Education immediately through PRISMS.

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## Modes of Delivery

Courses of training that are available to international students are delivered exclusively face to face at our training facilities. Where Aeropower is forced due to circumstances beyond our control (lockdowns, natural disaster, etc) to deliver limited portions of a class via distance learning. Aeropower will take all reasonable steps to ensure students are not disadvantaged relative to other students enrolled in the same course. In any case, Aeropower will not deliver more than one third of the units (or equivalent) of a VET course by online or distance learning to an overseas student. Aeropower will take all reasonable steps to support those students who might be disadvantaged by:

- additional costs or other requirements, including for overseas students with special needs, from undertaking online or distance learning, and
- inability to access the resources and community offered by the education institution, or opportunities for engaging with other overseas students while undertaking online or distance learning.

## Student Transfer

### Incoming Students

Any receiving registered provider must not knowingly enrol international students wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- the original registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course; or
- 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.

On a case-by-case basis, international student incoming transfer requests are reviewed by Aeropower to ascertain whether the student meets the requirements outlined above. This can be achieved by:

- contacting the existing training provider
- consulting the Commonwealth Register of Institutions and Courses for Overseas Students and/or PRISMS
- contacting the Australian and/or relevant State Government
- reviewing documentation accompanying the incoming student's request

Should the student not meet the requirements above, they will be issued a notice in writing of the non-acceptance of their enrolment request.

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Should the student meet the requirements above, their enrolment should proceed on the proviso that actual enrolment must not occur until the student provides a letter of release from their existing provider. Additionally, the receiving provider should make the necessary changes to the student's CoE and/or enrolment details in PRISMS.

### Outgoing Students

Students wishing to transfer from Aeropower to another provider must apply in writing to the RTO Officer. The RTO Officer must consider the following to ascertain whether the student qualifies for transfer and respond to the student within 20 days.

If accepted, a student release will be granted in writing via a formal letter and this letter must advise the student to contact Immigration to seek advice on whether a new student visa is required. The date of effect and reason/s for the release must also be recorded where appropriate in PRISMS.

If refused, a student release will also be in writing via a formal letter and this letter must inform the student of:

- the reasons for the refusal (per this procedure)
- the overseas student's right to access the complaints process within 20 working days.

Where a transfer is refused, the student's refusal status in PRISMS must not be finalised until either:

- an appeal finds in favour of Aeropower
- the student has chosen not to access the complaints process within the 20-day period, or
- the student withdraws from the complaints process.

Granted or refused releases must be at no cost to the student.

Transfers will be refused unless:

- a student has a valid enrolment offer from the receiving provider; and
- a student under 18 must have written evidence that the student's parent or legal guardian supports the transfer AND, if appropriate, written confirmation that the new provider will accept responsibility for approving a student's accommodation, support and general welfare arrangements as per Standard 5.

Additionally, the following factors constitute a transfer as being detrimental to the student and, unless extraordinary circumstances exist, will likely lead to the refusal of the transfer at that time:

- a turnaround plan being active for the student
- the student being close to a milestone test, assessment or lesson (first solo, pre-nav, PPL, or CPL)
- the student currently participating in a ground school block
- the student has issues with the Aeropower course but hasn't raised them to be addressed

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- suspicion that the student is requesting a transfer in order to avoid adverse visa implications as a result of poor progress or attendance

Factors supporting a student transfer may include but aren't limited to:

- if the course the student wishes to transfer to:
  - better meets the study capabilities of the student
  - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations
- if the student wishes to change course in order to get access to greater support (may be through the services offered by another provider, commercial or non-for-profit services or through access to family, friends or a cultural support network)
- if the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

Notwithstanding the above, a letter of release should be provided for a student where:

- a student can provide evidence that he or she was misled by the provider or an education or migration agent regarding the provider or its course, which constitutes a breach of the ESOS Act, or
- an appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student.

When a provider makes judgements about a student's best interests or the receiving course or provider, the provider should ensure the reasons are adequately supported.

All documentation – including any reports made by Aeropower to the Department of Education – pertaining to student transfers is to be filed on the student's file.

## Student Leave, Deferment, Suspension & Cancellation

Students must make formal application (email acceptable) to the HOO should they wish to take leave, defer, suspend or cancel their enrolment.

Leave, deferment and suspension of international student enrolments may only be granted on the grounds of:

- compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes); or
- misbehavior by the student

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*Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:*

- *serious illness or injury, where a medical certificate states that the student was unable to attend classes*
- *bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)*
- *major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or*
- *a traumatic experience which could include:*
  - *involvement in, or witnessing of a serious accident; or*
  - *witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)*
- *where the registered provider was unable to offer a pre-requisite unit; or*
- *inability to begin studying on the course commencement date due to delay in receiving a student visa.*

In some circumstances, Aeropower will consider cancelling a student's enrolment. If this happens, Aeropower will inform the student, in writing, of a proposed cancellation in advance and provide them with 20 days to initiate grievance procedures before the cancellation takes final effect. In the event that a student accesses grievance procedure regarding their proposed cancellation, the cancellation will not take final effect until the grievance procedures are complete. Cancellation may be triggered by, but not limited to, the following factors:

- Student progress
- Student performance
- Student failure to pay an amount he or she was required to pay to undertake or continue the course as stated in a written agreement
- Student conduct
- Regulatory order
- Genuine safety concerns

*Note: the Aeropower student code of conduct is outlined in this student handbook*

Aeropower will inform students in writing prior to processing their leave, deferment or suspension application that it may affect his or her student visa. Upon grant of leave, deferment or suspension, Aeropower will report the matter via PRISMS.

In the event of a suspension or cancellation, the HOO is to advise the student of their right to appeal through the internal complaints and appeals process within 20 working days

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If students choose to appeal their cancellation of enrolment; Their cancellation of enrolment cannot take effect until the internal appeals process is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Students cancelling will be certified for any units of competency achieved.

## Critical Incidents

Critical incidents are identified by the *National Code* as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. Critical incidents are not limited to, but could include:

- missing students
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

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

Upon the occurrence of a critical incident, the following steps are to be taken (as relevant):

1. Staff discovering the critical incident must notify the nominated critical incident contact person; the RTO Officer (or HOO in their absence)  
*NB: students discovering a critical incident must notify a staff member immediately*  
*NB: if emergency services are required, staff/students should notify them first by calling 000*
2. The RTO Officer (or HOO in their absence) is to:
  - a. Allocate (where appropriate) a staff member to be with the student involved and to provide any appropriate assistance (e.g. provide comfort, fetch clothes/toiletries, facilitate communication with their next of kin)
  - b. Write a summary of the information at hand regarding the critical incident
  - c. Disseminate said summary to the CCO, HOO and the student's file
  - d. Extract the student's next of kin information from their file and contact them regarding the incident, taking the following into consideration:
    - i. Any language barriers – which can be bridged using the TIS National Contact Centre – 131 450
    - ii. Any information that can be provided regarding emergency visas for the next of kin to be with the student involved in the incident  
*NB: advice and technical information requested regarding the issue of visas must be referred by the Department of Immigration and Border Patrol*
  - e. Write a summary of the conversation with the student's next of kin
  - f. Disseminate said summary to the CCO, HOO and the student's file

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- g. Summarise any further information regarding the incident on the students file and ensure this is kept up to date until the matter is finalised

The nominated critical incident contact person's details, and their alternative contact's details, will be published in prominent positions on the training school premises.

The further following services may be helpful to any staff or students involved in a critical incident:

1. Policelink 131 444
2. Lifeline 131 114

## Student Welfare

The nominated student welfare and support representative, the RTO Officer, is responsible for acting as the contact person for all student welfare and support issues - this includes the oversight of Student Inductions. Aeropower will provide information on or access to an age and culturally appropriate orientation program to new international students that provides information about:

- Support services available to assist overseas students to help them to adjust to study and life in Australia,
- English language and study assistance programs
- Any relevant legal services
- Emergency and health services
- Aeropower's facilities and resources
- Aeropower's complaints and appeals processes (refer to *Complaints*)
- Requirements for course attendance and progress (refer to *Student Attendance Monitoring & Student Progress Monitoring*)
- The support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman
- How to seek assistance for and report an incident that significantly impacts a student's wellbeing, including critical incidents (refer *Critical Incidents*)
- General information on safety and awareness relevant to life in Australia

The nominated student welfare and support representative will provide support to students directly in most cases, but where external support is necessary it will be facilitated at no cost to the student. For specialist assistance arising from student welfare and support sessions, where required (e.g. specialist medical assistance, visa assistance, language tutoring or other learning support services) costs associated with the provision of the external service (i.e. any requirements beyond Aeropower's facilitation of a service) are to be met by the student. The nominated student welfare and support representative's details are published in prominent positions on the training school premises.

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## Student Accounts

Student accounts are maintained by the Aeropower accounts department based upon activity information provided by the flight school. Students are provided training account statements monthly.

International students are charged as per the pricing, deposit and instalment details outlined in their letter of offer and all deposits paid are to be held on trust at least until the student commences their training programme. International student course fees are subject to change given the competency-based format of the training. International student tuition fee instalments are as per the below table (non-tuition payments, e.g. OSHC, are to be paid separately):

TUITION FEE INSTALLMENTS		
	BRISBANE	SYDNEY
Deposit (pre-acceptance)	AUD6,000.00	AUD6,000.00
Payment 1 (week 1 – est.)	AUD <del>31,433.69</del> <u>29,042.64</u>	AUD <del>32,810.01</del> <u>29,856.56</u>
Payment 2 (week 28 – est.)	AUD <del>31,433.69</del> <u>28,786.55</u>	AUD <del>32,810.01</del> <u>30,956.15</u>
Payment 3 (week 42 – est.)	AUD <del>31,433.69</del> <u>29,093.89</u>	AUD <del>32,810.01</del> <u>32,810.01</u>

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*Students progressing faster than expected may need to provide payments earlier than indicated in the above table to maintain a positive training account.*

Students failing to keep their account maintained within the parameters outlined in their letter of offer or any subsequent advice from Aeropower regarding their account are to be advised as such in writing and given a period to rectify the matter – this period is at the discretion of the HOO. Students failing to rectify an account within the timeframe will be suspended from training. Students with insufficient funds in the training account to progress will be suspended automatically with immediate effect until their account is rectified.

## Refund Policy

All refunds will be paid in AUD.

Requests for refund should be made in writing and forwarded to the HOO. An acknowledgement of the request will be sent immediately to the address nominated in the request, (or the last known address held on file for that student). If the refund request is approved, payment will be made either in the form of a cheque made out in Australian dollars (AUD) to the enrolled Student, or by overseas transfer. The refund will be paid directly to the person who entered into the contract with

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Aeropower - unless that person gives a written direction to Aeropower to pay someone else. Refund cheques will be posted to the nominated address, or made available for collection from Administration. All refunds will be processed and paid within 28 days of the receipt of the written request. If the refund required an international bank transfer, relevant transfer fees will apply.

#### *Student Rights in Refund Disputes*

In the case of a dispute over a refund, international students may access Aeropower's Complaints procedure and nominate a support person to accompany them at any stage of the dispute resolution process. If necessary, Aeropower can also arrange an external mediator to help settle the dispute. This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

#### *Denied Visa*

A full refund of tuition fees will be made where a student's visa application is denied by the Immigration Department. In this case, written proof of rejection must accompany the request for refund. The Administration Fee of AUD\$250.00 will not be refunded, nor will any fees paid to arrange homestay. Homestay accommodation fees will be refunded in full. The refund will be made within 28 days of receipt of the notification (with proof).

#### *Cancellation Prior to Commencement*

Where a student cancels his/her enrolment prior to the date of commencement, the following policy will apply:

- if written notice of at least four (4) weeks prior to the start date is given, the deposit will be refunded in full, less a cancellation fee of AUD\$1,000;
- if written notice of cancellation is less than four (4) weeks prior to the start date, a cancellation fee equal to four (4) weeks' tuition fees will be deducted;

Enrolment fees and any fees paid to arrange homestay will not be refunded if a course is cancelled. The balance of Tuition Fees, plus any Homestay accommodation fees paid in advance will be refunded within 28 days of the written request.

#### *Disputes*

Aeropower handles disputes on a case-by-case basis as per the Complaints Procedure. Students who seek a refund resulting from a dispute regarding their training programme must follow the Complaints procedure.

#### *Suspension / Cancellation (Exceptional Circumstances)*

Where a student is unable to continue his or her studies for reasons deemed to be "exceptional circumstances," (e.g. illness or death of a close relative evidenced by documentary proof, natural disaster or political or civil event in home country etc.), no refund will be made. The student will be entitled to a refund for all pre-paid tuition fees that have not been allocated to training activity.

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#### *Cancellation due to Student Misbehaviour / Negligence*

If an existing student is dismissed from a program for unsatisfactory attendance or behaviour, or the student's studies are terminated as a result of a breach of Government (visa) regulations, no refund of fees will be made. The student will be entitled to a refund for all pre-paid tuition fees that have not been allocated to training activity.

#### *Payments to Agents*

Aeropower cannot be responsible for the refund of any consultation or other payments made by the student to Education or Travel Agents. This is a separate contract between the student and the Agent.

#### *Cancellation / No-show Fees*

Flight cancellations and/or no-shows are handled as per the following policy:

- if the flight is cancelled with less than 24 hours' notice and/or the student does not arrive on time and prepared for the flight, the full price for the scheduled flight will be charged
- if the flight is cancelled with more than 24 hours' notice, no cancellation fee will apply

## Changes to the Organisation

### *Legislative & Regulatory Requirements*

Aeropower will monitor and keeping staff and clients (including learners) informed about any changes to legislative and regulatory requirements that may affect the delivery of training and assessment.

### *Training Packages*

Aeropower delivers qualifications and accredited courses only from currently endorsed training packages, until a training product on its scope of registration has been superseded.

Aeropower will monitor changes to training packages relevant to accredited courses delivered by Aeropower and action necessary changes as per this procedure and the AQF Framework.

Aeropower receives notifications of training package changes and products on Aeropower's scope of registration.

Where a training product has, or will become superseded Aeropower will, in its best endeavours, prepare a replacement program for the new qualification or accredited course as soon as practical, and within 12 months from its release date. The organisation will also apply for addition to its scope of registration the new qualification/accredited course where necessary (where the new product is not equivalent).

Where practical, students will be transitioned to the replacement program, dependant on the timeframe of preparedness of the replacement program and the student's progression. Aeropower will determine on a case-by-case basis whether a student should transition or not. Where students are not transitioned, such as those close to completion, they will continue studies and will have a maximum of 12 months from the date of the supersession of the training product on the National Register ([www.training.gov.au](http://www.training.gov.au)) to complete their training and be issued with certification documentation.

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The superseded program will cease to be advertised through the organisation's webpage and advertising material once the qualification or course has been superseded on the National Register and no new applicants will be enrolled into the superseded program, but will be enrolled into the replacement program.

Where there is no replacement qualification for a discontinued one, Aeropower will consider the best options for meeting student needs. A determining factor will be how close each student is to completion of their enrolled program. Options may include transferring students to a similar program, or ensuring that they have the potential and capacity to complete their training and assessment and be issued with certification documentation – this must occur within a period of twelve months of the discontinuation of the relevant qualification on the National Register. No new applicants will be enrolled into the discontinued product from the date of its discontinuation.

Students will be notified of changes via written correspondence, either letter or email.

### Organisational Changes

Aeropower advises students of any changes that are likely to impact their studies as soon as practical. Such changes may include changes to location, timetabling, staff, facilities, etc. Students are notified of changes formally by letter or email.

## Complaints

### Procedure

#### What does Aeropower consider a complaint?

A complaint can be either a non-academic appeal or an academic appeal.

An **academic appeal** is considered to be any instance where a person seeking to enrol, student, apprentice, instructor, examiner or RPL candidate believes assessment of skills and / or knowledge has not been conducted correctly and subsequently formally appeals this assessment. Academic appeals apply regardless of the campus at which the grievance has arisen, the appellant's place of residence or mode of study.

A **non-academic appeal** is considered to be a formally submitted record of an instance where any person has witnessed or been involved in a bad experience at Aeropower. This can be related to (but not limited to) personal information that is held in relation to the appellant, financial matters, payments, application procedures, exclusion from events and facilities, harassment, bullying, victimisation, vilification, discrimination, employee to client conflict, inciting hatred on the grounds of race / disability / sexual orientation or religious activity / belief or affiliation, maltreatment of student, misconduct, inappropriate behaviour, sexual harassment, unreasonable / poor business practice.

Aeropower will respond to any complaint or appeal the overseas student makes regarding his or her dealings with Aeropower, Aeropower's education agents or any related party Aeropower has an arrangement with to deliver the overseas student's course or related services.

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### How does Aeropower handle complaints?

Aeropower encourages timely resolution of grievances. All grievances should be brought to the attention of an instructor in the first instance. If no resolution is achieved the appellant may then access the following formal, three stage academic appeal process. No student will be victimised or discriminated against for; seeking review or reconsideration of a decision, or using this (or any other) process to deal with grievances.

1. Formal grievances should be submitted in writing to the RTO Officer. The RTO Officer will commence assessment of the grievance within 10 working days and advise the appellant/s in writing of the outcome within 20 working days.
2. If the appellant/s is/are not satisfied with the response from the RTO Officer they may lodge a further appeal in writing to the HSEQ Manager. The HSEQ Manager will commence assessment of the grievance within 10 working days and advise the appellant/s in writing of the outcome within 20 working days.
3. If the appellant/s is/are not satisfied with the response from the HSEQ Manager they may lodge a further appeal with the Dispute Resolution Branch of the Department of Justice and Attorney-General. This is a free non-legal resolution service. Aeropower will make this information available to the appellant/s within 10 working days following the conclusion of the assessment.

In writing:

**QLD:** GPO Box 149 Brisbane, Qld, 4001

Level 1, Brisbane Magistrates Court, 363 George Street, Brisbane QLD 4000 Phone: 1800 017 288; or (07) 3239 6269

**NSW:** Locked Bag 5111, Parramatta 2124

Phone: 1800 017 288; or (02) 3239 6269 688 7455

Online: Department of Justice Websites

The Dispute Resolution Branch of the Department of Justice and Attorney-General is an independent external body to Aeropower.

No charge is included for accessing internal academic grievance stages. Any costs associated with access to external appeals should be free or at reasonable cost. Aeropower can assist appellants in accessing free or reasonably priced external tribunals or authorities. Appellant/s may, at any time during the appeal process, take the matter before an appropriate external tribunal or authority. If at any stage through the grievance process an appellant wishes for a third party to either assist and/or accompany the appellant, they may.

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Appellants will be given a written statement of the outcome at all stages of all formally submitted grievances and/or appeals, including details of the reasons for the outcome. Appeals must contain relevant contact and personal details of all parties appealing.

Copies of all appeals received and associated correspondence and material must be placed on the relevant person/people's file and kept for a minimum of five years. Access to records relating to academic appeals is available to appellants and associated parties but said records must be accessed in a manner whereby confidentiality and privacy of records is maintained.

All formal complaints received must be reviewed by a committee, appointed by the HSEQ Manager, consisting of at least:

- the HOO or RTO Officer, and
- One subject matter expert per technical aspect of the complaint (e.g. compliance, technical disciplines, finance etc.)

The committee shall review the complaint and provide a report to the HSEQ Manager (or CCO if the HSEQ Manager is on the committee) outlining any recommended changes arising from the review of the complaint. The report will be reviewed by the HOO (or CCO if the HSEQ Manager is on the committee) and changes deemed appropriate will be implemented in a timely manner. The outcome of this report must be included in the written statement provided to appellant/s. Reports received by external bodies regarding complaints will be treated in the same manner as internal committee reports.

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