



FLYLINK AVIATION COLLEGE

FAC Diploma Course Student Handbook

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1.0 Introduction

This Flylink Aviation College (FAC) Diploma Course Student Handbook was put together for:

1. Potential domestic and international Diploma student of FAC; and
2. Current domestic and international Diploma student of FAC.

The handbook contains important information and should be referred to whenever one is in search for guidance.

Every effort has been made to include as much detail as possible, yet we welcome feedbacks and suggestions at any time with regards to the content of this handbook. Please use any one of the following methods to establish contact with one of our friendly Administration Support Officers.

Email: admin@flylinkaviation.qld.edu.au



FAC WeChat QR Code



FAC Whatsapp QR Code

1.1 Qualification of FAC

1.1.1 Registered Training Organisation & CRICOS Provider

FAC is an Australian Skill Quality Authority (ASQA) accredited Registered Training Organisation (RTO). We are also a Commonwealth Register of Institutions and Courses for International students (CRICOS) Provider.



Certificate of Registration

This is to certify that:
Aircrew Training and Support Pty Ltd
ABN: 42 010 078 314
Trading as:
Flylink Aviation College

is registered by the National VET Regulator under the National Vocational Education and Training Regulator Act 2011 (the Act) as a VET Registered Training Organisation (RTO).

from 20 June 2021
until 19 June 2028
unless registration is withdrawn or cancelled earlier.

RTO code: 45520

The organisation's scope of registration is identified on the National Register at www.training.gov.au.

Registration is subject to continued compliance with:

- all conditions of registration set out in sections 22 to 28 of the Act
- any additional conditions of registration imposed on the organisation's registration under subsection 28(1) of the Act.

Saxon Rice
Chief Executive Officer
Australian Skills Quality Authority

Issued under section 19 of the Act by the National VET Regulator on 06 August 2021



Flylink Aviation College

Institution Details
Contact Details

List of Courses Offered by the Institution

CRICOS Provider Code:
03789M

Institution Trading Name:
Flylink Aviation College

Institution Name:
Aircrew Training and Support Pty Ltd

Institution Type:
Private

Total capacity across all provider's locations:
30

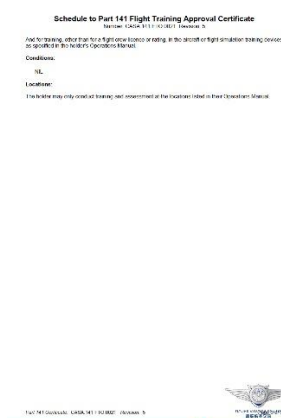
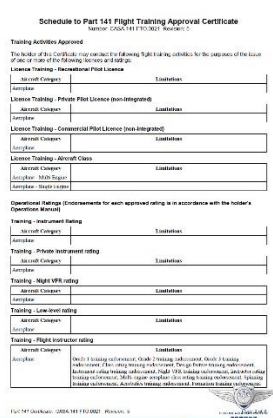
Institution Postal Address:
PO Box 4248
Springfield Central
Queensland 4300



FAC's RTO Provider code is 45520.
FAC's CRICOS Provider code is 03789M.

1.1.2 CASA Part 141 Flight Training Organisation

FAC is an Australia Civil Aviation Safety Authority (CASA) Approved Part 141 Flight Training Organisation. We are approved to provide flight training and assessment described on our certificate, subject to any limitations and conditions on the certificate and in accordance with our Approved Operations Manual.



1.2 Legislative Compliance

FAC is regulated by, and complies with, a number of legislations and regulators. Some of them includes (but are not limited to):

- Civil Aviation Regulations/Civil Aviation Safety Regulations
- Civil Aviation Orders
- Standards for Registered Training Organisations (RTOs) 2015
- Education Services for International students Act 2000 – National Code of Practice for Providers of Education and Training to International students 2018
- VET Quality Framework
- Australian Qualifications Framework
- The National Vocational Education and Training Regulator Act 2011
- The Copyright Act 1968
- Anti Discrimination Act 1991
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy and Personal Information Protection Act 1998
- Privacy (Private Sector) Regulations 2001
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Act 1992
- Disability Standards for Education 2005

All Act, Regulation, Order and/or Standards can be found via the internet for free. For anyone who cannot gain access to the relevant website(s), you can email our Administration Support Team and a digital copy can be emailed to you at no cost.

Some links that you may find useful for your time here at FAC are:

- Standards for Registered Training Organisation (RTOs), see: <https://www.legislation.gov.au/Details/F2019C00503>

- National Code of Practice for Providers of Education and Training to International students 2018, see: <https://www.legislation.gov.au/Details/F2017L01182>
- Civil Aviation Act, Regulation and/or Order, see: <https://www.casa.gov.au/rules-and-regulations/landing-page/current-rules>

1.3 The ESOS Legislative Framework

The link below will guide you to the Department of Education, Skills and Employment's website, where information in regards to the ESOS legislative framework are provided:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

1.3.1 Education Services for International students Act 2000

The *Education Services for International students Act 2000*, or ESOS Act, establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa. It also provides tuition fee protection for international students. The Australian Government, through the Department of Education, Skills and Employment, administers the ESOS Act and its associated instruments.

To check The Education Services for International students Act 2000 please refer <https://www.legislation.gov.au/Details/C2021C00143>

1.3.2 National Code of Practice

The *National Code of Practice* for Providers of Education and Training to International students (the National Code) provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

The standards set out requirements and procedures to ensure providers of education and training courses to international students can clearly understand and comply with their obligations under the National Code. To check the National Code please refer to:

<https://www.legislation.gov.au/Details/F2017L01182>

1.3.3 Education Services for International students Regulations 2001

The *Education Services for International students Regulations 2019* (ESOS Regulations) support the implementation of the ESOS Act by setting out:

- information that must be entered on the register about the provider and each course by location;
- student details that providers must include on the Provider Registration and International Student Management System (PRISMS);
- information about students that providers must give relating to student visa conditions;
- penalties and infringement notices;
- student records that a provider must keep.

Link to the regulation: <https://www.legislation.gov.au/Details/F2019L00571>

1.3.4 The Education Services for International students (TPS Levies) Act 2012

The Education Services for International students (TPS Levies) Act 2012 contains provisions to require providers to pay fees and levies to fund the Tuition Protection Service.

To check *Education Services for International students (TPS Levies)* please refer

<https://tps.gov.au/Home/NotLoggedIn> and <https://www.legislation.gov.au/Details/C2017C00301>

2.0 Diploma Courses at FAC

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

CIRCOS Course Code: 0101192

AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) is a course targeted to students who have not flown before and want a career as a commercial pilot. This qualification reflects the roles of flight crew personnel performing normal and emergency commercial pilot duties in support of commercial flight operations. Flight crew duties include applying technical and non-technical aviation skills and knowledge to a wide range of air transport operations, including passenger, charter and cargo operations. Individuals working at this level will apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility in known or changing contexts and within broad but established parameters. This qualification forms some of the requirements for certification as a commercial pilot by the Civil Aviation Safety Authority (CASA) as directed by Civil Aviation Safety Regulation (CASR) Part 61 Flight crew licensing.

2.1.1 Enrolment Criteria

1. Be minimum of 18 years of age; **and**
2. Has academic qualification equivalent to (or above) that of Senior High School graduation and/or AQF Level 4 under the Australian Qualification Framework; **and**
3. Be eligible for a CASA Flight Crew Class I Aviation Medical Certificate; **and**
4. Be Eligible for an Aviation Security Identification Card (ASIC); **and**
5. Satisfy one of the following three pathways to demonstrate General English Language Proficiency (GELP):
 - **Education Pathway**
 - Completed a course of Secondary Education, Vocational and/or Higher Education (of at least a Certificate IV), in an Australian or New Zealand educational institution; **or**
 - Completed a course that is at least the equivalent of an Australian Secondary Education in an educational institution in a country where 1 of the principal mediums of instruction was English.
 - **Employment Pathway**
 - Has worked in Australia or New Zealand for at least 3 of the 5 years immediately prior to enrolment; **or**
 - Has worked in 1 or more of the following countries for at least 3 of the 5 years immediately before enrolment:
 - United Kingdom;
 - Republic of Ireland;
 - United States of America;
 - Canada – providing that evidence of use of English language in the workplace is available.
 - **English Language Test Pathway**
 - Completed **at least 1** of the following general English proficiency tests with the minimum grade specified for the test:
 - International English Language Testing System (IELTS) General or academic training module overall grade of 6.0, with no individual grade in a paper lower than 5.5; **or**

- Test of English for International Communication (TOEIC-Secure Program Public Testing Centre) with grades not less than the following:
 - 780 for overall;
 - 350 for listening;
 - 300 for reading;
 - 160 for speaking;
 - 140 for writing; **or**
- Test of English as a Foreign Language internet-based test (TOEFL IBT) with a grade of not less than 71; **or**
- Test of English as a Foreign Language computer-based test (TOEFL CBT) with a Grade of not less than 197; **or**
- Test of English as a Foreign Language paper-based test (TOEFL PB) with a grade of not less than 530; **or**
- Hold current ICAO AELP Level 4, 5 or 6.

6. Conduct and pass an enrolment interview.

2.1.2 Course Duration and timeline

52 weeks (with week 32 and week 33 being scheduled holiday). See Appendix III.1 for timeline.

2.1.3 Delivery Location

Brisbane (QLD): 224 Qantas Avenue, Archerfield, Queensland, Australia, 4108.

2.1.4 Units of Competency

To successfully graduate from the AVI50219 Diploma of Aviation, a total of twenty-nine (29) units of competency (comprising twenty-eight (28) core and one (1) general elective units) must be met. Credit Transfer for AVI50219 Diploma of Aviation offered by FAC will only be given for the following units: AVIO0017 Manage disruptive behaviour and unlawful interference with aviation; AVIF0026 Implement aviation risk management processes; and AVIF0027 Implement aviation fatigue risk management processes. Please see Appendix III.3 for the full list of the twenty-nine units offered in this course.

2.1.5 Delivery Methods

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. Training package units are incorporated into the practical delivery of the CASA Part 61 Manual of Standards. Only three units from the training package can be delivered individually or as a separate entity. All flying sequences are delivered and assessed holistically.

The course is made up by three training phases:

- Phase 1: Start to Recreational Pilot Licence (RPL)
- Phase 2; RPL to Private Pilot Licence (PPL)
- Phase 3: PPL to Commercial Pilot Licence (CPL)

The three delivery modes used throughout the three phases are:

1. Classroom Lecture & Guided Tutorial;
2. Practical in-flight training; and
3. Synthetic training.

2.1.5.1 Classroom Lecture & Guided Tutorial

A combination of classroom lectures and guided tutorial sessions.

2.1.5.2 Practical In-flight Training

One on one instruction in flight support and confirms the assimilation of relevant knowledge and skills theory.

2.1.5.3 Synthetic Training

This involves extensive simulation of a variety of weather types and other physical variations to enable students to familiarize themselves with aircraft instrumentation and navigation systems.

2.1.6 Tuition Fee (scheduled) and Inclusion

The tuition fee for FAC's AVI50219 Diploma of Aviation is \$88,000.00AUD. Please refer to Section 3.0 of this handbook for more details with regards to Fees and Appendix III.2 of this handbook for more details with regards to what is included.

2.1.7 Graduation

Upon successfully completing the course (i.e. all twenty-nine units being deemed competent and all associated CASA Theory Exams and Flight Test passed), you will be equipped with:

1. AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)
2. CASA Single Engine Aircraft Class Rating (SEA)
3. CASA Recreational Pilot Licence – Aeroplane (RPL-A) with:
 - Controlled Aerodrome Endorsement
 - Flight Radio Endorsement
4. CASA Private Pilot Licence – Aeroplane (PPL-A);
5. CASA Private Instrument Rating – Aeroplane (PIFR-A) with
 - SEA
 - NVORL - Navigation VOR/LLZ
 - NGNSS - Navigation GNSS
 - DEPS – Non SID IFR Departure Single Engine Aircraft
 - VORL - Approach VOR/LLZ
 - RNP2D – Approach RNP 2 Dimensional
6. CASA Commercial Pilot Licence – Aeroplane (CPL-A) with:
 - MPPC Design Feature Endorsement

2.2 AVI50519 Diploma of Aviation (Instrument Rating)

CRICOS Course Code: 0101241

This qualification reflects the roles of flight crew personnel operating in support of commercial flight operations. Flight crew duties include applying technical and non-technical aviation skills and knowledge to a wide range of air transport operations, including passenger, charter and cargo operations while operating aeroplanes or helicopters under the instrument flight rules (IFR). Individuals working at this level will apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility in known or changing contexts within broad but established parameters. This qualification forms some of the requirements for an Instrument Rating certification by the Civil Aviation Safety Authority (CASA) as directed by Civil Aviation Safety Regulation (CASR) Part 61 Flight crew licensing.

2.2.1 Enrolment Criteria

1. Hold AVI50219 Diploma of Aviation (Commercial Pilot Licence - Aeroplane);
2. Hold CASA Commercial Pilot Licence (Aeroplane);
3. Hold EITHER CASA Private Instrument Rating (PIFR) or CASA Instrument Rating (IR) with:
 - SEA (PIFR or IR);
 - NVORL - Navigation VOR/LLZ (PIFR);
 - NGNSS - Navigation GNSS (PIFR);
 - DEPS – Non SID IFR Departure Single Engine Aircraft (PIFR);
 - VORL - Approach VOR/LLZ (PIFR);
 - RNP2D – Approach RNP 2 Dimensional (PIFR); and/or
 - IAP2D - Instrument Approach 2 Dimensional (IR).
4. Current CASA Flight Crew Class I Aviation Medical Certificate;
5. Current Aviation Security Identification Card (ASIC);
6. Current Aviation ICAO English Level 4 (or above); and
7. Conduct and pass an enrolment interview.

2.2.2 Course Duration and timeline

16 weeks. See Appendix IV.1 for timeline.

2.2.3 Delivery Location

224 Qantas Avenue, Archerfield, Qld, Australia, 4108.

2.2.4 Units of Competency

To successfully graduate from the AVI50519 Diploma of Aviation, a total of fourteen (14) units of competency (comprising thirteen (13) core and one (1) specialist elective units) must be met. Credit Transfer for the following five (5) core units can be achieved from the applicant's AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane):

- AVIF0029 – Implement threat and error management strategies;
- AVIF0030 – Manage safe flight operations;
- AVIW0032 – Operate and manage aircraft systems;
- AVIY0033 – Operate aircraft using aircraft flight instruments; and
- AVIY0073 – Operate aircraft in the traffic pattern at night.

Please see Appendix IV.3 for the full list of the fourteen units offered in this course.

2.2.5 Delivery Methods

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. Training package units are incorporated into the practical delivery of the Manual of Standards. All flying sequences are delivered and assessed holistically.

The three delivery modes used throughout the this course are:

1. Classroom Lecture & Guided Tutorial;
2. Practical in-flight training; and
3. Synthetic training.

2.2.5.1 Classroom Lecture & Guided Tutorial

A combination of classroom lectures and guided tutorial sessions.

2.2.5.2 Practical In-flight Training

One on one instruction in flight support and confirms the assimilation of relevant knowledge and skills theory.

2.2.5.3 Synthetic Training

This involves extensive simulation of a variety of weather types and other physical variations to enable students to familiarize themselves with aircraft instrumentation and navigation systems.

2.2.6 Tuition Fee (scheduled) and Inclusion

The tuition fee for FAC's AVI50519 Diploma of Aviation is \$29,000.00AUD. For student who has completed their AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) at FAC, the AVI50519 Diploma of Aviation tuition fee would be **\$27,000.00AUD**. This is due to the fact that some equipment(s) and material(s) would have already been purchased during the AVI50219 Diploma of Aviation course. Please refer to Section 3.0 of this handbook for more details with regards to Fees and Appendix IV.2 of this handbook for more details with regards to what is included in each of the five sub-categories.

2.2.7 Graduation

Upon successfully completing the course (i.e. all units being deemed competent and all associated CASA Theory Exams and Flight Test passed), you will be equipped with:

1. AVI50519 Diploma of Aviation (Instrument Rating);
2. CASA Multi Engine Class Rating (MEA) with:
 - Retractable Gear Design Feature Endorsement (RG)
3. CASA Instrument Rating (IR) with:
 - MEA;
 - IAP2D - Instrument Approach 2 Dimensional
 - IAP3D - Instrument Approach 3 Dimensional

3.0 Fee Structure

For its diploma courses, FAC categorize its fees into two categories:

1. Tuition Fee (Scheduled); and
2. Tuition Fee (Non-Scheduled).

3.1 Tuition Fee (Scheduled)

Tuition Fee (Scheduled) is that pre-determined, advertised, offered and agreed total course fee between FAC and a student. This figure will be clearly printed on the Letter of Offer (LoO).

Dependent on what an individual may or may not require (for an example, an individual may have pilot uniform that satisfies the requirement of FAC and hence they will not be required to purchase unnecessarily), individual tuition fee (scheduled) may vary.

Tuition Fee (Scheduled) must be paid in accordance with the agreed timeline that is clearly printed on each individual LoO. Fail to make payment as per the agreed timeline may result in a Late Fee being charged, please see section 3.3. For accepted payment methods, please see Appendix V.

It is **highly recommended** that students should have the following recommended amount of funds made readily available prior to course commencement in case of the need to engage extra support or conduct re-demonstration/re-assessment sessions (i.e. Tuition Fee (Non-Scheduled):

- AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane): \$12,000.00AUD
- AVI50519 Diploma of Aviation (Instrument Rating): \$12,000.00AUD

3.2 Tuition Fee (Non-scheduled)

Tuition Fee (Non-Scheduled) are fees that are payable by a student when they acquire the service of FAC for a training related matter which is beyond the standard training syllabus and/or that listed as inclusion within their LoO. Examples include (but are not limited to):

1. Student requiring course deferral;
2. Student was deemed Not Yet Competent and requires re-training and/or re-assessment for a particular training sequence and or Unit;
3. Cancellation fee (see section 3.3);
4. Student fails an assessment and requires engaging a CASA Flight Examiner for a re-attempt;
5. Student fails a Theoretical Assessment and requires a re-attempt;
6. Student request for private tutorial sessions to aid study;
7. Student request FAC to purchase relevant training materials/goods on their behalf;
8. An occurrence report/response from the ATSB/CASA as a result of student's solo operation; and/or
9. An invoice issued to FAC as a result of damage caused by student during their solo operation (see below for further information).

With regards to example (9) above, FAC acknowledges that incident and accident may/can occur during training. Student is only liable for the associated fee if it is determined that:

1. The damage was caused deliberately; and/or
2. The damage was caused as a result of negligence; and/or
3. The damage was caused as a result of non-compliance with Standard Operating Procedures.

If it is determined that the student is liable for the associated fee, the excess listed on the aircraft's insurance policy will be the absolute minimum amount the student will be required to pay. Anything in addition, the CEO will ensure that the student has a complete understanding of what they are being charged for and that every item can be explained and is reasonably charged. Students are reminded that they have the right to appeal using FAC's Complaint and Appeal Procedure (see section 8.3 of this handbook).

Tuition Fee (Non-Scheduled) are rate/item based. The current rate can be determined at any time by asking our Administration Support Officer for a current FAC Rate Sheet. Tuition Fee (Non-Scheduled) are either pre-paid or otherwise payable by the due date stated on an invoice that would be issued to the student. Failure to make payment for the invoice by the due date listed on the invoice may result in a Late Fee being charged, please see section 3.3. For accepted payment methods, please see Appendix V.

3.3 Late Fee

Whilst FAC is expected to deliver a high quality, effective training as per the agreed course timeline listed within individual LoO, receiving payments on time from students plays a vital role to the commitment.

Where Tuition Fee (Scheduled) are not paid on time, a Late Fee of AUD\$250.00 (ex GST) per week is financially liable by the student.

Where Tuition Fee (Non-Scheduled) are not paid on time, a Late Fee of AUD\$50.00 (ex GST) per week is financially liable by the student.

Note:

1. Student is reminded that they have the right to initiate the Complaint and Appeal process as detailed in section 8.3 of this handbook if they do not agree to a Late Fee issued.
2. Student is reminded that continuous failure in making payments otherwise previously agreed may result in warning letters being issued as per section 7.8 of this handbook.

3.4 Cancellation Fee

Cancellation fees are applicable when:

1. Student failed to complete assigned pre-reading/task to standard
2. Student arrived for lesson unprepared
3. Without prior notice and/or approval, student did not attend scheduled lesson
4. Student did not arrive for scheduled lesson on-time
5. Student arrived in inappropriate dress code

Cancellation fees will not be applied if the cancellation falls into one of the following descriptions:

1. Medically unfit (medical certificate may be required);
2. Personal critical/urgent matter acknowledged and agreed by Trainer/Flight Instructor; and/or
3. Environment and/or condition(s) is such that the Trainer/Flight Instructor agrees it is not suitable for the lesson to be continued/executed

The key to avoid a cancellation fee is by being punctual, discipline and prioritising your studies always. Where and when you foresee problem(s), establish honest, transparent and effective communication with your Trainer/Flight Instructor immediately.

Where a cancellation fee is applicable, the amount for the cancellation fee is determined with rates listed on the FAC Rate Sheet and by:

3.4.1 Tutorial/Brief session

50% of scheduled duration at the hourly briefing rate.

3.4.2 Simulator session

50% of scheduled duration at the hourly simulator rate, dual or solo as appropriate.

3.4.3 Airborne Training Area session

Dual: 1 hour duration at the hourly Dual Rate for that particular type of aircraft.

Solo: 1 hour duration at the hourly Solo Rate for that particular type of aircraft.

3.4.4 Airborne Navigation/Cross-country session

Dual: 50% of the duration at the hourly Dual Rate for that particular type of aircraft.

Solo: 50% of the duration at the hourly Solo Rate for that particular type of aircraft.

Cancellation fee are categorised as Tuition Fee (Non-Scheduled) hence, the appropriate fee will be invoiced and be payable by the student as described in section 3.2 of this handbook.

Note: student is reminded that they have the right to initiate the Complaint and Appeal process as detailed in section 8.3 of this handbook if they do not agree to a cancellation fee issued.

3.5 Student Reimbursement

FAC equips each aircraft it has online with Fuel Carnet Cards disturbed by various refuelling providers. Despite having multiple options, it is true that many airfields across Australia accepts nothing but only Credit Card as their available payment method. During practical flight training and in particular Phase 3 of AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) course, it is highly possible that student will come across these airfields. In these instances, student who is in command of the aircraft will have to pay and get reimbursed by FAC upon returning from their training sequence. Note that FAC will only cover and reimburse fuel cost up to an agreed amount per liter. It is important that the student determines what this amount is with the Administration Manager before setting off on a training sequence where they may come across one of these airfields.

To be reimbursed, student must:

1. submit a reimbursement request via email to an Administration Support Officer; and
2. provide evidence of the refuel (i.e. receipt)

3.6 Refund Policy

There are times when a student may want to terminate their study and apply for a refund. A student can obtain a FAC Refund Application Form from an Administration Support Officer at any time via

email. Once this form has been completed, along with whatever appropriate evidence the student may need to use to support their application, it should be emailed to the CEO directly. The CEO will assess each and every refund application on a case-by-case basis. Once a refund application is granted, FAC will process such payment within twenty-eight (28) days from the day of the grant. Where the result of the assessment is considered unfavorable to the student, they are reminded of their right to appeal using FAC's Complaint and Appeal Procedure (see section 8.3).

Reasons a student may want to terminate their study and apply for a refund includes (but may not be limited to):

1. Compelling and Compassionate; or
2. Other reasons.

3.6.1 Compelling and Compassionate

Compelling and Compassionate circumstances are circumstances that are generally beyond the control of a student yet, has an impact on the student's ability to study.

Some examples of Compassionate and Compelling Circumstances includes (but are not limited to):

- Medical illness or injury of a student where the student's CASA Flight Crew Class I Medical Certificate is suspended and/or cancelled by CASA; or
- Serious medical illness and/or injury to the student's immediate family member requiring hospitalisation; or
- Sudden death of an immediate family member of the student; or
- Inability to begin study in a program on the agreed date due to a delay in receiving a visa from Australia Government; or
- Rejection of Student Visa Application with written proof from Department of Home Affairs.

Some examples **not considered** as Compassionate and Compelling circumstances (includes but are not limited to):

- A desire to change course provider due to lower fees, different aircraft type and/or to be with friends; or
- A Student Visa being suspended or cancelled as a result of a breach; or
- The course was not what the student imagined it is; or
- Minor illnesses or homesickness; or
- Difficulties in adjusting to living in Australia or academic life; or
- Failure to understand or seek clarification of key dates or withdrawal procedures; or
- Financial incapability; or
- Matters unrelated to study at FAC; or
- Work commitments.

To apply for a refund based on Compassionate and Compelling circumstances, appropriate supporting documents must be provided and accepted by FAC.

3.6.2 Others Reasons

Any reasons that do not fall under Compelling and Compassionate as described in section 3.4.1 will be considered as "other reasons" by FAC. For both AVI50219 and AVI50519 Diploma of Aviation courses, the following applies:

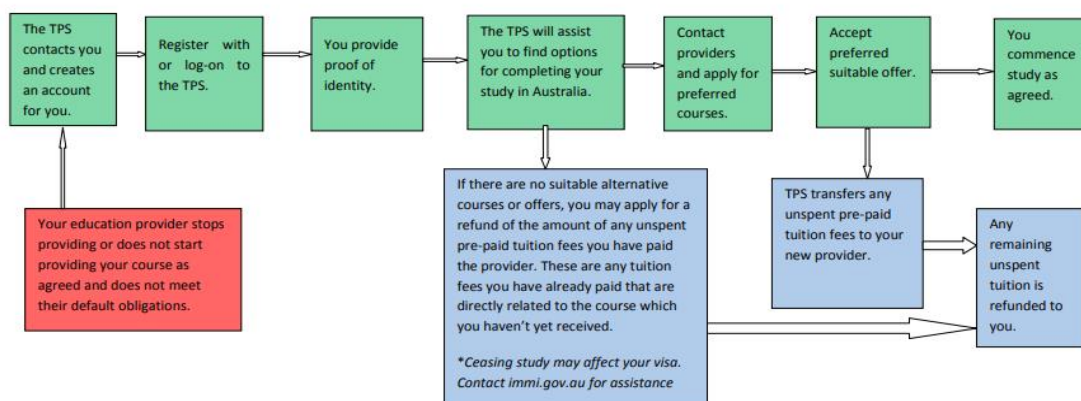
Before the Census date(s) as listed within each individual LoO	Funds that have not been utilised will be credited to a student's account
After the Census date(s) as listed within each individual LoO	No refund available

In the unlikely event that FAC is unable to deliver your course in full, funds that has not been utilised will be refunded. The refund will be paid to you within fourteen (14) days on which the course ceased being provided. Further information can be obtained via the FAC Refund Application Form.

3.7 Tuition Protection Service (TPS)

Tuition Protection Service (TPS) is an Australian Government initiative to assist international students who's registered provider are unable to fully deliver their course of study. In the unlikely event that FAC is unable to deliver your course and unable to refund you the funds that has not been utilised, TPS will be involved by assisting you to either, complete your study in another course; or with another registered provider; or receive a refund.

The TPS overview – how does it work for international students?

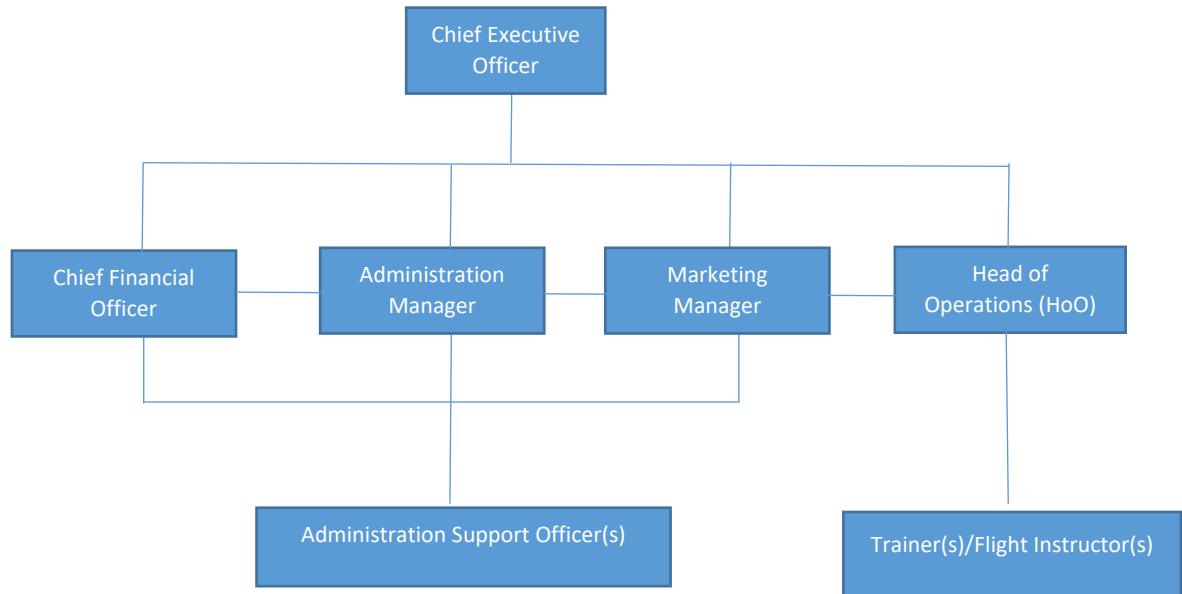


Note: The above flow diagram is for guidance purposes only. To the extent that the diagram is inconsistent with the *Education Services for Overseas Students Act* (the ESOS Act) 2000 the ESOS Act prevails. Providers should not rely on this diagram alone and must read the requirements in the ESOS Act.

Under the ESOS Act, FAC is obliged to report to TPS of a refund made to a student upon their student visa refusal regardless of having written agreement in place and such report discharges FAC's obligation on their particular student has to be made within seven (7) days after the end of the obligation period of twenty-eight (28) days, which in total thirty-five (35) days after the default occurs. FAC is also obliged to report to TPS of any changes to student enrolment within thirty-one (31) days as required by section 19 of the ESOS Act.

4.0 Organisation Structure and Personnel

4.1 Organisation Chart



4.2 Definition of Roles

4.2.1 Chief Executive Officer (CEO)

The CEO is the individual that is ultimately responsible for the safe and efficient operation of FAC as a RTO/CRICOS provider and a CASA Part 141 Approved Flight Training Organisation. The CEO has the ultimate responsibility of ensuring FAC is always legally compliant and that sufficient resources are in place to maintain a safe working/training environment for all.

4.2.2 Chief Financial Officer (CFO)

The CFO works closely with and is reportable to the CEO. The CFO has the responsibility of overseeing all financial related issues and is responsible for maintaining a financially sustainable and healthy FAC.

4.2.3 Administration Manager

The Administration Manager works closely with and is reportable to the CEO. The Administration Manager plays an important role in the operation of a RTO/CRICOS Provider in areas including (but not limited to): enrolment; student support; record keeping; and complaint and appeal procedures.

4.2.4 Marketing Manager

The Marketing Manager works closely with and is reportable to the CEO. The Marketing Manager is responsible for the drafting and production of accurate and factual marketing and course promotional materials.

4.2.5 Head of Operations (HoO)

The HoO works closely with and is reportable to the CEO. The HoO is responsible for overseeing the effective induction, training and assessment of all flight crews (staff and students) of FAC and holds the ultimate responsibility of coordinating course activities.

4.2.6 Administration Support Officer

The Administration Support Officer works to support the CFO, Administration Manager and/or the Marketing Manager. They hold an extremely important role in the Company and is generally the first point of contact for potential and/or current students of FAC for non-training related matters.

4.2.7 Trainer/Flight Instructor

The Trainer/Flight Instructor works closely with and is reportable to the HoO. A Trainer/Flight Instructor is someone who holds:

1. A CASA Commercial Pilot Licence;
2. A Current CASA Flight Instructor Rating (with appropriate Training Endorsement(s));
3. The relevant Diploma of Aviation they were employed to train and assess; and
4. Industry and VET currency.

Where possible, FAC's Trainer/Flight Instructor will either work towards or hold a TAE40116 Certificate IV in Training and Assessment (or its successor).

The Trainer/Flight Instructor's primary role is to educate, support and assess students during their course and is generally the first point of contact for potential and/or current students of FAC for training related matters.

4.3 Key Contacts



Chief Executive Officer (CEO) and Head of Operations (HoO)

Mr Russell MT Chan

Email: rchan@flylinkaviation.qld.edu.au

Mobile: +61-410-41-51-33

Office: +61-452-038-796



Chief Financial Officer (CFO)

Mr Nathan HN Xi

Email: nxi@flylinkaviation.qld.edu.au

Mobile: +61-423-016-759

Office: +61-452-038-796

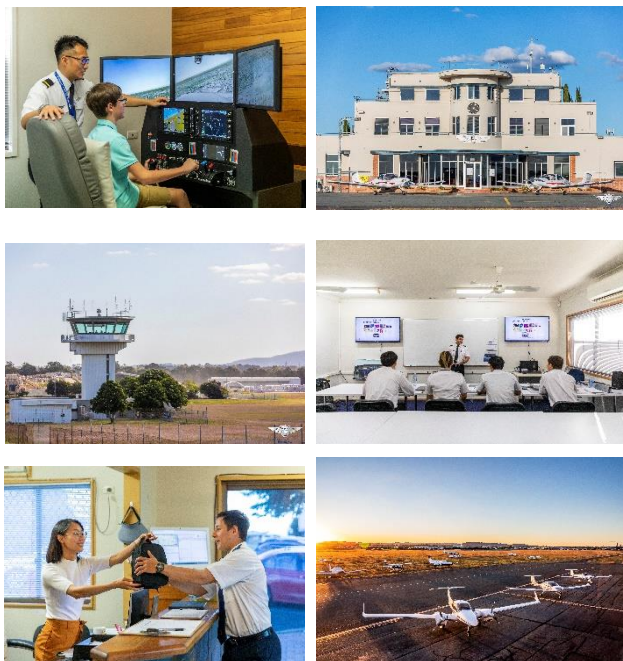
4.4 Staff Responsibilities

All staff shares the responsibility of ensuring the learning journey of a student here at FAC is a safe and successful one. During staff induction, each staff has been trained and delegated with the responsibility of supporting you whilst you are studying here at FAC. Staff will treat each student equally regardless of their gender, age, religion, heritage and/or race. Discrimination behavior demonstrated by FAC staff will not be tolerated by FAC.

FAC has a team of Trainers/Flight Instructors and Administration Support Officers. It is to them you should direct all your training related and non-training related matters to respectively at the first instances. Each staff member has been trained to refer your matter to the next most appropriate person shall they not be in a position to have the matter resolved for you.

5.0 FAC Facilities, Resources and Insurance

5.1 FAC Campus



Archerfield Campus

FAC is located at one of the best locations within Archerfield Airport (YBAF). The aerodrome is Brisbane's secondary airport and Queensland's major center for General Aviation activities. On campus is multiple air-conditioned classrooms, a Flight Planning area, a CASA Approved Flight Synthetic Trainer, along with aircraft hangarage with sofa settings where students can enjoy a coffee and enjoy the day to day movement around the airport.

Address:

224 Qantas Avenue,
Archerfield, Qld, Australia, 4108

5.2 Fixed Wing Training Aeroplane



VH-XTN

Diamond DA20-C1

A Diamond DA20-C1 rated for VFR Day and Night operation. The aircraft is equipped with KT74 ADS-B Out Transponder, EDM-730 Digital Gauge and Garmin 430 GPS. This beautiful efficient two-seater trainer is deployed as our Full-Time Flight Instructor Rating Trainer and is also certified for spinning maneuvers.



VH-END

Diamond DA40-180

A Diamond DA40-180 rated for IFR and VFR Day and Night operation. The aircraft is equipped with Garmin G1000 Dual Screens, GTX345R ADS-B In/Out Transponder, and Dual Axis Auto Pilot. This modern four-seater trainer forms the backbone of our Commercial Pilot License Course and is used by a number of major Flight Training Organisations around the globe.



VH-XHN

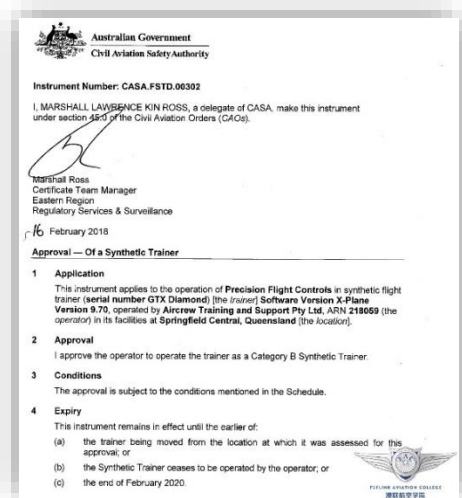
Diamond DA42-VI

A Diamond DA42-VI rated for IFR and VFR Day and Night operation. The aircraft is equipped with Austro AE300 engines developed by Diamond Aircraft. It has Garmin G1000 Dual Screens, GTX345R ADS-B In/Out Transponder, GFC700 Auto Pilot system, air conditioning and TKS de-icing system. This twin-engine four-seat trainer is known as “the BMW in General Aviation”. Modern designed, fast and fuel efficient, it is slowly becoming the number one model for twin-engine training across the globe.

5.3 CASA Approved Synthetic Trainer

5.3.1 PFC GTX Diamond

A CASA approved Diamond Aircraft like Flight Training Synthetic Device is installed and is offered to student to use at no cost after hours in order to motivate them to practice and practice until perfect.



5.4 Insurance

FAC purchases and maintains all necessary insurance to ensure all staff and crew operating in and out of the company has always got maximum protection.

Our campus building has legal and valid insurance coverage whilst each and every one of our aircraft has an Insurance CSL Liability (bodily injury & damage to property combined) coverage of up to \$10,000,000.00AUD.

It is important to note though that the coverage mentioned above does not cover unlikely required activities (such as transportation of body or funeral) as a result of an accident. FAC strongly urges all students to take note of such and make appropriate arrangements, especially those who are studying abroad in Australia as an international student (in addition to the basic Overseas Student Health Cover (OSHC) requirement detailed in section 13.2 of this handbook).

6.0 Credit Transfer and Recognition and Prior Learning

6.1 Credit Transfer (CT)

Credit Transfer (CT) is the recognition of relevant existing qualifications issued by an Australian Registered Training Organisation (RTO). Note that providing credit for previous studies is not Recognition of Prior Learning (RPL).

6.1.1 Credit Transfer for AVI50219 Diploma of Aviation (CPL – Aeroplane)

As a licence course where skills are developed through different phases to reach CPL competency levels in flight, and knowledge evidence is spread over different units, Credit Transfer for AVI50219 Diploma of Aviation offered by FAC will only be given for the following units:

- AVIO0017 - Manage disruptive behaviour and unlawful interference with aviation
- AVIF0026 - Implement aviation risk management processes
- AVIF0027 - Implement aviation fatigue risk management processes

6.1.2 Credit Transfer for AVI50519 Diploma of Aviation (Instrument Rating)

As a rating course where skills are developed through different phases to reach Instrument Rating competency levels in flight, and knowledge evidence is spread over different units, Credit Transfer for AVI50519 Diploma of Aviation offered by FAC will only be given to a candidate who holds an AVI50219 Diploma of Aviation (CPL - Aeroplane). They will be given Credit Transfer for the following units:

- AVIF0029 - Implement threat and error management strategies
- AVIF0030 - Manage safe flight operations
- AVIW0032 - Operate and manage aircraft systems
- AVIY0033 - Operate aircraft using aircraft flight instruments
- AVIY0073 - Operate aircraft in the traffic pattern at night

6.1.3 Evidence for Credit Transfer

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

1. AQF certification documentation issued by any other RTO or AQF authorized issuing organization; or
2. Authenticated VET transcript issued by the Registrar.

6.1.4 The Application Process

FAC has two Application Forms related to Credit Transfer. They are:

1. FAC Credit Transfer Application Form - AVI50219 (Doc: 063); and
2. FAC Credit Transfer Application Form - AVI50519 (Doc: 064).

For student or intended student who wishes to apply for Credit Transfer, they should:

1. Request for the appropriate form from an Administration Support Officer;

2. Complete the relevant form with appropriate evidence attached and return it to an Administration Support Officer; and
3. Settle all associated fees.

The application for Credit Transfer will be forwarded to the CEO, who will then delegate an appropriately qualified FAC assessor to the case. An appropriately qualified FAC assessor means someone:

1. Who holds a Certificate IV in Training and Assessment (TAE40110 and/or TAE40116);
2. Who holds a valid and current CASA Flight Instructor Rating with the appropriate training endorsement(s); and
3. Who holds the qualification and/or units they are assessing for.

The assessor must use the checklists at the back of the FAC Credit Transfer Application Forms as their assessment tool.

Under normal circumstances, the assessment result should be made readily available twenty (20) days from when the application is received by FAC.

If sufficient evidence exists, the Assessor will, when appropriate:

1. Forward the evidence to the CEO to review; and
2. Notify the student of the assessment result in writing (email) and invite the student to accept the Credit Transfer.

If an application for Credit Transfer was refused by an Assessor, the Assessor must:

1. Forward the evidence to the CEO to review;
2. Notify the student of the assessment result in writing (email) and invite the student to accept the refusal; and
3. Remind the student of their right to appeal against the decision through FAC's Complaints and Appeal procedure within twenty (20) working days.

FAC must retain the record of acceptance for two years after the student ceases to be an accepted student.

For international students where Credit Transfer is granted and the course length is reduced, a new CoE will be completed by the CEO and lodged on PRISMS. The new CoE will indicate the revised completion date and the reason(s) for the revised date. A note will also be placed in the international student's training file. The international student will be reminded to contact the Department of Home Affairs to ensure they continue to have a valid visa up to the revised completion date.

6.2 Recognition of Prior Learning (RPL)

FAC offers Recognition of Prior Learning (RPL) to individual learners.

Recognition of Prior Learning (RPL) is a process of giving candidates credit for skills, knowledge and experience gained through working and learning. It can be gained at any stage of their lives, through formal and informal learning, in Australia or overseas, through work or other activities such as volunteering.

FAC has two Application Forms related to RPL. They are:

1. FAC RPL Application Form - AVI50219 (Doc: 049); and
2. FAC RPL Application Form - AVI50519 (Doc: 060).

For student or intended student who wishes to apply for RPL, they should:

1. Request for the appropriate form from an Administration Support Officer;
2. Complete the relevant form with appropriate evidence attached and return it to an Administration Support Officer; and
3. Settle all associated fees.

The application for RPL will be forwarded to the CEO, who will then delegate an appropriately qualified FAC Assessor to the case. An appropriately qualified FAC Assessor means someone:

1. Who holds a Certificate IV in Training and Assessment (TAE40110 and/or TAE40116);
2. Who holds a valid and current CASA Flight Instructor Rating with the appropriate training endorsement(s); and
3. Who holds the qualification and/or units they are assessing for.

The Assessor must use the checklists at the back of the FAC RPL Application Forms as their assessment tool. If a 'gap' is identified by the Assessor, the student must undergo the relevant training and demonstrate competency in that area before an AQF Qualification will be issued.

Under normal circumstances, the assessment result should be made readily available twenty (20) days from when the Application is received by FAC.

If sufficient evidence exists, the Assessor will, when appropriate:

1. Forward the evidence to the CEO to review;
2. Notify the student of the assessment result in writing (email) and invite the student to accept the RPL; and
3. Recommend for the AQF Qualification to be issued following FAC internal procedures.

If an application for RPL was refused by an Assessor, the Assessor must:

1. Forward the evidence to the CEO to review;
2. Notify the student of the assessment result in writing (email) and invite the student to accept the refusal; and
3. Remind the student of their right to appeal against the decision through FAC's Complaints and Appeal procedure within twenty (20) working days.

FAC must retain the record of acceptance for two years after the student ceases to be an accepted student.

For international student where RPL is granted and the course length is reduced, a new CoE will be completed by the CEO and lodged on PRISMS. The new CoE will indicate the revised completion date and the reason(s) for the revised date. A note will be also placed in the international student's training file. The student will be reminded to contact the Department of Home Affairs to ensure they continue to have a valid visa up to the revised completion date.

7.0 Enrolment

The enrolment process for FAC consists of five (5) simple steps:

1. Completing the Enrolment Form via our website
2. Settling the **non-fundable** enrolment processing fee
3. Attending the FAC enrolment interview
4. Accepting the Letter of Offer (LoO)
5. Preparing for course start

7.1 Enrolment Form

Potential students can enrol for FAC's Diploma courses via the following link:

https://flylinkaviation.qld.edu.au/?ff_landing=3

Supporting documents such as passport and academic qualification transcript will be required to be uploaded along with the submission of the enrolment form.

Note: potential student **must, within seven (7) days**, notify our Administration Support Officer via email (admin@flylinkaviation.qld.edu.au) shall any one or more of the following information that they will provide us with via the FAC Enrolment Form changes:

1. Details of Next of Kin;
2. Details of residential address;
3. Details of postal address;
4. Details of contact number; and/or
5. Details of email address.

7.2 Enrolment Processing Fee

Once an enrolment form is received, an Administration Support Officer will issue an invoice to the applicant for a **non-fundable** enrolment processing fee of AUD\$250.00. Any further processing of the enrolment beyond this step requires the fee to be first settled.

7.3 FAC Enrolment Interview

Once the enrolment processing fee is settled and all necessary paperwork is certified and verified by an Administration Support Officer, the paperwork will then be forwarded to either the Administration Manager and/or the CEO for a crosscheck. Assuming the Administration Manager and/or the CEO is equally satisfied, an enrolment interview will be setup for the applicant with the CEO (and/or its delegate). The objectives of this interview are:

1. For FAC to learn more about the potential student;
2. To ensure the course(s) the potential student have an interest in is in fact the correct and appropriate course(s);
3. To ensure the potential student has the basic skill and knowledge required for the course(s);
4. To ensure the potential student has General English Language Proficiency (GELP) as required by CASA; and
5. Provide another opportunity to the potential student to ask question(s) directly and express any concern(s) that they may have.

The CEO (or its delegate) will, based on the interview and all evidence provided:

1. Identify if extra support will be required by the potential student during their course of study;
2. Make clear to the potential student of the additional cost this extra support may attract; and/or
3. Make recommendation for a LoO to be issued to the potential student.

If there are limitations to the support FAC is able to provide, FAC will clearly state these limitations in the information provided to the potential student before they enrol or commence the course.

7.4 Accepting the Letter of Offer (LoO)

A LoO will be issued to the applicant if it is the CEO's (or its delegate's) recommendation to do so. An invoice for the first payment as appropriate will also be issued. This process represents that a place has been offered to the applicant by FAC for the course(s) listed within the LoO.

The applicant will be invited to:

1. Initial each page of the LoO;
2. Sign the Course Acceptance page; and
3. Transfer and provide evidence of transfer of payment to FAC as per the invoice.

We ask for the LoO to be signed by the applicant only when they have clearly and fully understood the content(s). The applicant is reminded that they should not sign and/or agree to anything if uncertainty exists. Clarification and/or explanation should be asked for and will always be available.

The LoO, along with proof of financial transaction for the amount detailed as *payable at course acceptance* (within the LoO), shall be signed, made and returned to FAC within five (5) working days from the time of issue. Once returned, for international students, a CoE will then be issued.

7.5 Preparing for course start

The final step to the enrolment process is for the Administration Support Officer to direct, guide and assist the student with applying for, and setting up, the following:

1. The Unique Student Identifier (USI);
2. CASA Aviation Reference Number (ARN);
3. CASA Flight Crew Class I Medical;
4. Aviation Security Identification Card (ASIC);
5. CASA Online Service Portal;
6. ASPEQ Account – CASA Theory Exam Centre; and
7. Flight Schedule Pro.

7.5.1 Unique Student Identifier (USI)

Every year almost four million Australians build and sharpen their skills by undertaking nationally recognised training. All students doing nationally recognised training need to have a Unique Student Identifier (USI). This number is a unique number assigned to each student. It is somewhat like an account or customer number.

7.5.2 CASA Aviation Reference Number (ARN)

A CASA Aviation Reference Number (ARN) is a unique number assigned to each person. It is somewhat like an account or customer number. You will need an ARN if you hold, or intend to hold, any licence, permission or authorisation issued by CASA.

7.5.3 CASA Flight Crew Class Medical

FAC requires all students to have a valid CASA Flight Crew Class I Medical Certificate from course commencement date to course graduation date.

CASA Flight Crew Class I Medical Certificate Examination must be conducted by a CASA Designated Aviation Medical Examiner (DAME) and a CASA Designated Aviation Ophthalmologist (DAO) or Credentialed Optometrists (CO). The certificate, once issued, is valid for one year.

The cost of a routine CASA Flight Crew Class I Medical Certificate **Initial Examination** that requires *no more than that is required by CASA for a routine person* is approximately \$800.00AUD.

The cost of a routine CASA Flight Crew Class I Medical Certificate **Renewal Examination** that requires *no more than that is required by CASA for a routine person* is approximately \$300.00AUD.

These fees are payable directly by the student to the relevant people and/or organisation (i.e. DAME, CO and/or CASA) and not to nor through FAC. Hence, FAC has no influence to these indicative costs.

7.5.4 Aviation Security Identification Card (ASIC)

An Aviation Security Identification Card, known as an ASIC, is an identification card which is used to identify a person who has been the subject of a background check. An ASIC is required to obtain unescorted access to the secure areas of security controlled airports that have regular public transport (RPT) services. An ASIC is also required for the issue of a CASA Flight Crew Licence.

7.5.5 CASA Online Service Portal

Throughout your training, you will often need access to the Australia CASA Online Service Portal. The Portal is a place where you can: update your personal details with CASA; submit application(s) for specific service(s); check your Flight Crew qualification(s) status; and/or undertake free online training course(s) offered by CASA.

7.5.6 ASPEQ Account – CASA Theory Exam Centre

ASPEQ is an organisation contracted by the CASA to coordinate, deliver and supervise Australia Flight Crew Licence theory examination(s). An account, linked to a student's CASA ARN, is necessary to be setup in order for a student to be enrolled for CASAS Flight Crew theory examination(s).

7.5.7 Flight Schedule Pro

Flight Schedule Pro is an online scheduling and flight training management system that is used on a day-to-day basis here at FAC. Whilst the IOS and Android Flight Schedule Pro App allow users to view lecture, tutorial and flight schedule events only, the online web-browser version also allows student(s) to, review notices issued by the College; review flight training reports; review notes made against them during their course; and etc.

7.6 Course Deferral

At FAC, we understand life circumstances can change and sometimes these changes can be beyond the control of a student (this includes visa granting time and/or CASA medical/licence granting time). It is important that students are focused before and during the course to ensure they have a safe, enjoyable, valuable and efficient learning journey here at FAC. It is possible that a student may, for their best interest, request for a course deferral.

7.6.1 Course Deferral – Course Commencement Date

If a student requires to defer their course commencement date, they will need to write (email) to the Administration Manager and/or the CEO. The following must be detailed:

1. The student's request to defer their course commencement date;
2. The original agreed course commencement date;
3. The reason(s) for requesting for the deferral; and
4. The new proposed course commencement date the student is requesting for.

The Administration Manager and/or the CEO may request for an interview (face-to-face or via electronic means) whilst considering for the grant of, or the denial of, this deferral. The Administration Manager and/or the CEO may also request for appropriate evidence to be provided by the student to support the grant of the deferral.

The final decision to grant or to refuse the deferral will be made by the CEO. The student will be informed of the decision as soon as practicable. If the deferral is granted, the Administration Manager will:

1. Inform the student in writing (email) that the request is successfully granted;
2. For an international student, inform them in writing (email) that the change in enrolment may affect their visa;
3. For an international student, notify the Secretary of Department of Education via PRISMS that the international student's enrolment has been deferred;
4. Issue a new LoO; and
5. For an international student, issue a new CoE relevant to the new LoO.

Either granted or denied, a note will be recorded in the student's training file. Students will be reminded that shall their request be denied, they have the right to appeal for such a decision using the Complaints and Appeal Procedure of FAC.

Note: applying to defer the course commencement date may trigger a fee – refer to FAC Rate Sheet.

7.6.2 Course Deferral – During Course

If a student requires to defer their course whilst undertaking the course, they need to write (email) to the Administration Manager and/or the CEO. The following must be detailed:

1. The student's request to defer their current undertaking course;
2. The reason(s) for requesting for the deferral; and
3. The proposed course re-commencement date the student is requesting for.

The Administration Manager and/or the CEO may request for an interview (face-to-face or via electronic means) whilst considering for the grant of, or the denial of, this deferral. The

Administration Manager and/or the CEO may also request for appropriate evidence to be provided by the student to support the grant of the deferral.

The final decision to grant or to refuse the deferral will be made by the CEO. The student will be informed of the decision as soon as practicable. If the deferral is granted, the Administration Manager will:

1. Inform the student in writing (email) that the request is successfully granted;
2. For an international student, inform them in writing (email) that the change in enrolment may affect their visa;
3. For an international student, notify the Secretary of Department of Education via PRISMS that the international student's enrolment has been deferred;
4. Issue a new LoO; and
5. For an international student, issue a new CoE relevant to the new LoO.

Either granted or denied, a note will be recorded in the student's training file. Students will be reminded that shall their request be denied, they have the right to appeal for such a decision using the Complaints and Appeal Procedure of FAC.

Note: applying to defer the course commencement date may trigger a fee – refer to FAC Rate Sheet.

7.7 Transfer

7.7.1 Accepting a Transferring International Student

FAC will not accept international students from another organisation who has not completed its first six months of their principal course except where any of the following apply:

1. The releasing registered provider, or the course in which the international student is enrolled, has ceased to be registered;
2. The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the international student from continuing their course at that registered provider;
3. The releasing registered provider has agreed to the international student's release and record the date of effect and reason for release in PRISMS; and/or
4. Any government sponsor of the international student considers the change to be in the international student's best interest and has provided written support for the change.

7.7.2 Releasing of an International Student

An international student who has not yet completed the first six months of their principal course and wishes to transfer to another registered provider (hence released by FAC via PRISMS) can only do so when agreed by FAC.

If it is the intention of a FAC international student to transfer to another provider within the first six months of their principal course, the student must initiate the process by writing (email) their request to the Administration Manager and/or the CEO directly. The letter must:

1. Detail that it is the intention of the international student to transfer to another registered training organisation;
2. Detail the reason(s) or ground(s) this request was made upon; and

3. Provide a valid enrolment offer from the new organisation that they intend to transfer to.

An interview may be called upon by the Administration Manager and/or the CEO for the purpose of assessing if the request should be granted.

The following circumstances are generally when FAC **will grant** the request (and hence release the international student via PRISMS) because the transfer will be considered to be in the international student's best interest. These includes, but are not limited to, where FAC has assessed that:

1. FAC is unable to continue to provide the course(s);
2. The international student can demonstrate that they are experiencing threat to, their physical and/or mental health; their safety by remaining at FAC; and that these can be alleviated through a transfer;
3. The current course of study is clearly not consistent with documented course requested for on their application; and/or
4. Compassionate and compelling circumstances as detailed in Section 3.4.1 of this handbook.

The following circumstances are generally when FAC **will not** grant the request (and hence release the international student via PRISMS). These includes, but are not limited to, where FAC has assessed that:

1. The requirements of the written agreement have not been met by the international student;
2. FAC is able to continue to provide the course(s);
3. The international student cannot demonstrate that they are experiencing threat to, their physical and/or mental health and their safety by remaining at FAC;
4. The current course of study is consistent with documented course requested for on their application;
5. Compassionate and compelling circumstances as detailed in Section 3.4.1 of this handbook cannot be demonstrated by the international student;
6. The proposed transfer will jeopardise the international student's progression through a package of courses;
7. The international student has unsatisfactory academic progress, behaviour and/or attendance record and has been or is about to be reported to Depart of Home Affairs;
8. There are outstanding fees due for education training already received and/or where the Census date as listed on their LoO has passed; and/or
9. The international student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.

If the application to be released has been refused by FAC, the international student will be notified of such decision by writing (email). The international student will be reminded of:

1. The reason of the refusal;
2. That they can access FAC's Complaints and Appeal process and procedure within twenty (20) working days;

FAC must not finalise the international student's refusal status in PRISMS until:

1. The appeal finds in favour of FAC; or
2. The international student has chosen not to access the complaints and appeals processes within the twenty (20) working day period; or
3. The international student withdraws from the process.

The Administration Manager will:

1. Maintain records of all request(s) made by the international student for the release and the assessment of, and decision regarding, the request for two years after the international student ceases to be an accepted student; and
2. Have this information readily available for audit.

If the application for a release is granted, evidence must be issued to the international student free of charge upon their request.

Either way, a note will be recorded in the international student's training file.

The entire process should be completed, under normal circumstances, within ten (10) working days from the day the international student submits their request.

7.8 Warning Letter

The CEO of FAC may issue a warning letter to a student on, but not limited to, the following grounds:

1. Insufficient, incorrect, inaccurate or falsified documentation/paperwork provided to FAC;
2. Non-payment of fees when required, as required;
3. Academic Dishonesty;
4. Breach of visa condition;
5. Inappropriate Behaviour;
6. Unacceptable level of hygiene;
7. Drug and Alcohol;
8. Breach of and/or negligence to Law, Regulation, Manual, Handbook and/or SOPs; and/or
9. Fail to attend scheduled lesson and/or meeting when requested without a reasonable reason.

Note: for the definition of, or for further clarification and explanation of point 3 to 8 listed above, please see Appendix I.

The warning letter will be issued in writing (email) by the Administration Manager detailing:

1. That it is an official warning letter;
2. That it is the first, second or third warning letter the student has been issued with since the commencement of their course;
3. A brief description of the warning letter(s) previously issued (as appropriate);
4. The grounds this warning letter was issued upon;
5. Remind the student of the consequence of accumulating warning letters; and
6. Inform the student that they have twenty (20) working days to access the Complaints and Appeals policy and procedure of FAC.

If the student elects not to access FAC's Complaints and Appeals process, then the Administration Manager will make note of the issue of the warning letter in the student's training file.

Should the student decide to access the Complaints and Appeals process, the warning letter will not be noted until the internal process is completed and has supported FAC's intention to issue the student with a warning letter.

Should the student wish to access the external appeals process after the internal process is completed and has supported FAC's intention to issue the student with a warning letter, FAC will still make note of the issue of the warning letter in the student's training file.

A copy of all communication between FAC and the student will be retained in the student's training file and where appropriate, copies made available to the student on request.

7.9 Course Suspension

The CEO of FAC may suspend the enrolment of a student on, but not limited to, the following grounds:

1. Continue in providing FAC with insufficient, incorrect, inaccurate or falsified documentation/paperwork – despite warning(s) being previously issued;
2. Student has accumulated their second warning later within a course;
3. Continuous non-payment of fees when required, as required – despite warning(s) being previously issued;
4. Academic dishonesty;
5. Breach of visa condition;
6. Serious inappropriate behaviour and/or continuous inappropriate behaviour – despite warning(s) being previously issued;
7. Serious unacceptable level of hygiene and/or continuous unacceptable level of hygiene – despite warning(s) being previously issued;
8. Drug and Alcohol;
9. Breach of and/or negligence to Law, Regulation, Manual, Handbook and/or SOPs; and/or
10. Continue to fail to attend scheduled lesson and/or meeting when requested without a reasonable reason – despite warning(s) being previously issued.

Note: for the definition of or for further clarification and explanation of point 4 to 9 listed above, please see Appendix I.

If FAC chooses to suspend a student's enrolment, then the Administration Manager will advise the student by writing (email) to them. The letter will:

1. Inform the student that FAC intends to suspend their enrolment with FAC and for how long;
2. Inform the student of the reason why FAC intends to suspend their enrolment with FAC;
3. Inform the international student that the change in enrolment status may affect their Visa; and
4. Inform the student that they have twenty (20) working days to access the Complaints and Appeals policy and procedure of FAC.

Should the student decide to access the Complaints and Appeals process, the suspension will not take effect until the internal process is completed and has supported FAC's intention to suspend the student's enrolment.

Should the international student wish to access the external appeals process after the internal process is completed and has supported FAC's intention to suspend their enrolment, FAC will still notify Secretary of Department of Education via PRISMS of the change to the international student's enrolment status.

If the student elects not to access FAC's Complaints and Appeals process, then the Administration Manager will:

1. Make note of the suspension of enrolment in the student's training file.
2. For an international student - notify the Secretary of Department of Education via PRISMS that the international student's enrolment has suspended.

A copy of all communication between FAC and the student will be retained on the student's training file and where appropriate, copies made available to the student on request.

Note: course suspension may trigger a fee that will be dependent upon the nature of cause of the suspension.

7.10 Cancellation of Enrolment

There are two foreseeable scenarios related to the cancellation of enrolment:

1. Student requesting for their enrolment to be cancelled; and/or
2. FAC cancelling the enrolment of a student.

7.10.1 Student request to cancel enrolment

FAC and its staff note that studying, especially abroad as an international student, can be challenging. In addition to learning new knowledge and skills with the use of *possibly* a different language (i.e. English), homesickness during major festivals and *learning plateau/bottleneck* during the journey can sincerely make students, especially international students, want to give up. We urge students to come and talk to any one of our staff that they feel comfortable in sharing their thoughts and feelings with if this moment ever strike upon them.

If a student intends to cancel their enrolment, they need to write (email) to the Administration Manager and/or the CEO. The following must be detailed:

1. The student's request to cancel their enrolment with FAC; and
2. The reason(s) for requesting for the cancellation.

The CEO may request for an interview (face-to-face or via electronic means) if they would like to ensure that FAC has provided as much support as there possibly could be, to ensure the decision made by the student to cancel their enrolment is the most correct and beneficial one for the student.

When the request is accepted by the CEO, The Administration Manager will:

1. Inform the student in writing (email) that the request to cancel enrolment has been approved by the CEO;
2. For an international student, inform in writing (email) that their change in enrolment status may affect their visa;
3. For an international student, notify the Secretary of Department of Education via PRISMS that the international student's enrolment has been cancelled;
4. Issue a Refund Application Form to the student (if applicable); and
5. Make note of the acceptance of cancel of enrolment in the student's training file.

Note: Students are reminded that clear refund policies are set out in section 3.4.

7.10.2 FAC cancelling the enrolment of a student

The CEO of FAC may cancel the enrolment of a student on the following grounds:

1. In response to the student's request and granting such request;
2. The student has accumulated their third warning letter within a course;
3. The student continues to provide FAC with insufficient, incorrect, inaccurate or falsified documentation/paperwork – despite warning(s) being previously issued;
4. Continuous non-payment of fees when required, as required – despite warning(s) being previously issued;
5. Academic dishonesty;
6. Breach of visa condition;
7. Serious inappropriate behaviour and/or continuous inappropriate behaviour – despite warning(s) being previously issued;
8. Serious unacceptable level of hygiene and/or continuous unacceptable level of hygiene – despite warning(s) being previously issued;
9. Drug and Alcohol;
10. Breach of and/or negligence to Law, Regulation, Manual, Handbook and/or SOPs; and/or
11. Continue to fail to attend scheduled lesson and/or meeting when requested without a reasonable reason/excuse – despite warning(s) being previously issued.

Note: for the definition of or for further clarification and explanation of point 5 to 10 listed above, please see Appendix I.

If FAC chooses to cancel a student's enrolment, then the Administration Manager will advise the student by writing (email) to them. The letter will:

1. Inform the student that FAC intends to cancel their enrolment with FAC with an effective date;
2. Inform the student of the reason why FAC intends to cancel their enrolment with FAC;
3. For an international student, inform the international student that the change in enrolment status may affect their Visa; and
4. Inform the student that they have twenty (20) working days to access the Complaints and Appeals policy and procedure of FAC.

If the student elects not to access FAC's Complaints and Appeals process, then the Administration Manager will:

1. For an international student, notify the Secretary of Department of Education via PRISMS that the international student's enrolment has been cancelled; and
2. Make note of the cancel of enrolment in the student's training file.

Should the student decide to access the Complaints and Appeals process, the cancellation will not take effect until the internal process is completed and has supported FAC's intention to cancel the student's enrolment.

Should the international student wish to access the external appeals process after the internal process is completed and has supported FAC's intention to cancel their enrolment, FAC will still notify Secretary of Department of Education via PRISMS of the change to the international student's enrolment status.

A copy of all communication between FAC and the student will be retained on the student's training file and where appropriate, copies made available to the student on demand.

8.0 Your rights and your privacy

8.1 Your information

The only reason FAC will collect and/or use student personal information will solely be because of essential record keeping needs and/or training needs. For an example, it is important to have details of Next of Kin on file for the unlikely event of a serious incident and/or accident during your time here at FAC. It is also important that we have your USI and/or CASA ARN so that relevant qualifications can be issued to you upon graduation.

Student can be reassured that we do not share, advertise or sell your personal information to any individual or organisation without first having your prior consent in writing (email). With that said though, it is important for all student to note that your personal details and student records may be made available to (as required by law):

- Any Commonwealth Government agency including the TPS;
- Any State Government agencies including Police, ASQA and/or CASA; and/or
- When requested by a court/tribunal.

Otherwise, your personal information is strictly protected under the Privacy Act 1988

Note: student **must, within seven (7) days**, notify our Administration Support Officer via email (admin@flylinkaviation.qld.edu.au) shall any one or more of the following information that they will provide us with via the FAC Enrolment Form changes:

1. Your Next of Kin;
2. Your residential address;
3. Your postal address;
4. Your contact number; and/or
5. Your email address.

8.2 Reproduction of Your Information and Image

FAC utilises a number of social media platform to keep ourselves engaged with all potential and current students, as well as our alumni across the world. Without first having obtained a student's approval via the Enrolment Form, FAC cannot and will not advertise any information or any images of its students via its various social media platforms. Student has the right to not provide FAC with the consent and no personnel of FAC holds the authority to force a student to.

8.3 Complaints and Appeals Procedures

FAC endeavours to maintain a supportive, fair and professional environment for all to operate within. We see the importance of having a formal procedure that one can use when matters cannot be resolved informally to a satisfying level. FAC adhere to ESOS Act 2000, National Code 2018 Standard 10 in response to complaints and appeals lodge formally via the process described in the sections below.

8.3.1 Complaint

Complaints can be big or small. It can be made by a student or a group of students. Everyone has the right to be heard and be considered. FAC do suggest though that individual should try to work with one another peacefully to try and have the matter resolved informally where possible. If this is not achievable, or if there is concern for safety during the process, then the formal complaint process as detailed below should be triggered.

Note: complaints are ideally resolved as amicably as possible during this formal process.

8.3.1.1 – Categorise the Complaint

Identify if the complaint is training related or non-training related.

Some examples of training related complaints are (but not limited to):

1. Unfair treatment or assessment by your Trainer/Flight Instructor;
2. Unfair expectations set by your Trainer/Flight Instructor;
3. Harassment, discrimination and/or abuse received from your Trainer/Flight instructor;
4. Insufficient or inadequate resource provided to you by FAC for training purpose;
5. Lack of or inadequate time for clear precise communication for training related matters; or
6. Trainer/Flight Instructor not performing duties as they are required to by FAC.

Some examples of non-training related complaints are (but not limited to):

1. Harassment, discrimination and/or abuse from peers or administrative staff;
2. Matters affecting the quality and/or safety of the campus;
3. Lack of or inadequate time for clear precise communication for non-training related matters;
or
4. Administrative staff not performing duties as they are required to by FAC.

8.3.1.2 – Triggering the Complaint

8.3.1.2.1 – Training Related Complaint

All training related complaint shall be triggered by sending an email directly to the HoO (with the CEO carbon copied in). Your email should:

1. Have “**Formal Complaint**” written as the subject of the email;
2. Detail you would like to formally trigger the Complaint Procedure; and
3. Detail you would like to be issued with a Complaint Request Form.

If your complaint is made against the HoO, then your email as described above shall be sent directly to the CEO only. The HoO and/or the CEO must reply to your email, attaching a Complaint Request Form as requested.

Once the Complaint Request Form had been completed by you, it should be returned to the HoO and/or the CEO via email. The HoO and/or the CEO, must, via a formal email reply:

1. Acknowledge that they have received your formal complaint; and
2. They will commence investigation into the matter within ten (10) working days.

8.3.1.2.2 – Non-Training Related Complaint

All non-training related complaint shall be triggered by sending an email directly to the Administration Manager (with the CEO carbon copied in). Your email should:

1. Have “**Formal Complaint**” written as the subject of the email;
2. Detail you would like to formally trigger the Complaint Procedure; and
3. Detail you would like to be issued with a Complaint Request Form.

If your complaint is made against the Administration Manager, then your email as described above shall be sent directly to the CEO only. The Administration Manager and/or the CEO must reply to your email, attaching a Complaint Request Form as requested.

Once the Complaint Request Form had been completed by you, it should be returned to the Administration Manager and/or the CEO via email. The Administration Manager and/or the CEO, must, via a formal email reply:

1. Acknowledge that they have received your formal complaint; and
2. Commence investigation into the matter within ten (10) working days.

8.3.1.3 – The investigation

The investigation must start within ten (10) working days from when the student returns a completed Complaint Request Form.

The CEO will always be involved and will always oversee the investigation of the complaint. The CEO may appoint the Administration Manager and/or the HoO to assist with the investigation, purely to ensure enough resource is devoted into the process by FAC to ensure the complaint can be resolved as early as practicable.

People identified as associated to the complaint (not necessarily just the complainant and the defendant) might be called upon to meet with the Administration Manager and/or the HoO, with the presence of the CEO. The invitation will be sent via email and the person being interviewed will be reminded that they can bring a supportive person along to the meeting.

The investigation will be carried out fairly and objectively. It will focus on facts. Reference to various laws, regulations, policy and procedures, standard operating procedures and handbooks that FAC adheres to will be made where and when appropriate.

FAC aims to finalise any complaint within sixty (60) days of the initial lodgment. If the complaint cannot be finalized within that time, the CEO will notify the complainant as to, why it has not been finalized; information the CEO can provide at the time to continue to support and assist the complainant with; and a timeline for when it is estimated that the complaint will be resolved.

8.3.1.4 – Informing the result of the investigation

Once a conclusion has been reached as a result of the fair, objective, fact-focused investigation, the CEO will email the complainant detailing:

1. The outcome of the investigation;
2. The decision made;
3. Invite the complainant to accept and agree to this outcome; and
4. Remind the complainant of their right to appeal this outcome.

8.3.1.5 – Finalising the Complaint

The CEO will finalise the complaint once a formal reply has been received from the complainant. The reply can be either that:

1. The complainant is willing to accept and agree to the outcome; or
2. The complainant is unwilling to accept and agree to the outcome and intends to trigger the Appeal process.

Either way, once a reply has been received, the CEO will:

1. Finalise all paperwork and documentation related to the complaint;
2. Issue a copy of this paperwork to the directly related parties via email;
3. Upload this paperwork to FAC's Company Server (into the Complaint and Appeal Procedure folder);
4. Make note in the files of the directly related parties; and
5. Trigger a Continuous Improvement Request (if applicable).

In the event that the outcome of the complaint results in a change of enrolment status or duration for an international student and/or if the international student withdraws from the complaints process, the Department of Home Affairs will be notified via PRISMS within twenty-eight (28) days.

8.3.2 Appeal

8.3.2.1 Internal Appeal

The Internal Appeal can be triggered by a student and/or a group of students when they do not accept and/or agree with a decision and/or an outcome. Scenarios includes (but are not limited to):

1. Appealing for a decision and/or an outcome as a result of an investigation being conducted after a formal complaint was lodged;
2. Appealing for a decision and an outcome as a result of a training event;
3. Appealing for a decision and an outcome as a result of an assessment event;
4. Appealing for a warning letter issued; and/or
5. Appealing for course suspension and/or cancellation of enrolment issued.

8.3.2.1.1 – Triggering the Internal Appeal

All internal appeal shall be triggered by sending an email directly to the CEO. Your email should:

1. Have “**Internal Appeal Request**” written as the subject of the email;
2. Detail you would like to trigger the Internal Appeal Procedure; and
3. Detail you would like to be issued with an Internal Appeal Request Form.

Your email will be acknowledged by the CEO via a formal email reply. They should also have attached for you an Internal Appeal Request Form as requested.

Once the Internal Appeal Request Form has been completed by you, it should be returned to the CEO via email. The CEO, must, via a formal email reply:

1. Acknowledge that they have received your Internal Appeal Request; and
2. Commence investigation into the matter within ten (10) working days.

8.3.2.1.3 – The investigation

The investigation must start within ten (10) working days from when the appellant returns a completed Internal Appeal Request Form.

The CEO will conduct the investigation for the appeal. The CEO may appoint appropriately qualified and experienced individuals to assist with the investigation. But if it is an appeal lodged as a result of a complainant being unwilling to accept and agree to the outcome of a compliant process, the CEO must not appoint anyone that was already involved with the investigation process of the complaint. This is to ensure that the appeal will be considered fairly, objectively and by people with no prejudice. If the appeal lodged is not an aftermath of a complaint process than the CEO may appoint any appropriately qualified and experienced individuals to assist with the investigation.

People identified as associated to the appeal (not necessarily just the appellant or the respondent) may be called upon to meet with the CEO and those the CEO appoints to assist with the investigation process. The invitation will be sent via email and the person being interviewed will be reminded that they can bring a supportive person along to the meeting.

The investigation will be carried out fairly and objectively. It will focus on facts. Reference to various laws, regulations, policy and procedures, standard operating procedures and handbooks that FAC adheres to will be made where and when appropriate.

FAC aims to finalise any appeal within sixty (60) days of the initial lodgment. If the appeal cannot be finalized within that time, the CEO will notify the appellant as to, why it has not been finalized; information the CEO can provide at the time to continue to support and assist the appellant with; and a timeline for when it is estimated that the appeal will be resolved.

8.3.2.1.4 – Informing the result of the investigation

Once a conclusion has been reached as a result of the fair, objective, fact-focused investigation, the CEO will email the appellant detailing:

1. The outcome of the investigation;
2. The decision made;
3. Invite the appellant to accept and agree to this outcome; and
4. Remind the appellant of their right to take the appeal to an external source.

8.3.2.1.5 – Finalising the Internal Appeal

The CEO will finalise the appeal once a formal reply has been received from the appellant. The reply can be either that:

1. The appellant is willing to accept and agree to the outcome; or
2. The appellant is unwilling to accept and agree to the outcome and intends to trigger the External Appeal Procedure.

Either way, once a reply has been received, the CEO will:

1. Finalise all paperwork and documentation related to the appeal;
2. Issue a copy of this paperwork to the directly related parties via email;
3. Upload this paperwork to FAC's Company Server (into the Complaint and Appeal Procedure folder);
4. Make note in the files of the directly related parties; and
5. Trigger an Improvement Request (if applicable).

In the event that the outcome of appeal results in a change of enrolment status or duration for an international student, and/or if the international student withdraws from the appeal process, the Department of Home Affairs will be notified via PRISMS within twenty-eight (28) days.

8.3.2.2 – External Appeal

If a student is not satisfied with the decision and/or outcome of an internal appeal, they may trigger the external appeal process. The external appeal is free of charge to the student.

8.3.2.2.1 – Triggering the External Appeal

All external appeal shall be triggered by sending an email directly to the CEO. Your email should:

1. Have “**External Appeal Request**” written as the subject of the email;
2. Detail you would like to trigger the External Appeal Procedure; and
3. Detail you would like to be issued with an External Appeal Request Form.

Your email will be acknowledged by the CEO via a formal email reply. They should also have attached for you an External Appeal Request Form as requested.

Once the External Appeal Request Form has been completed by you, it should be returned to the CEO via email. The CEO, must, via a formal email reply:

1. Acknowledge that they have received your External Appeal Request; and
2. Refer the appeal to an independent mediator such as (but not limited to):
 - a. National Training Complaints Hotline (13 38 73);
 - b. Department of Fair Trading (QLD: 13 74 68); and/or
 - c. International student Ombudsman (+61 6276 0111 or 1300 362 072).

8.3.2.2.3 – The Process

It can be expected that during the external appeal process, parties may deliver their own version of the matter to the mediator and request a support person be present. The rules of alternative dispute resolution apply.

The final agreement achieved through the alternative dispute resolution process can be put into court order(s), which bind the parties to the agreed resolution. There is no further appeal mechanism beyond this point. However, the student may always revert to common law.

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

No further appeal mechanism exists beyond this point in the process.

Where the resolution requires a documented change to policies and procedures, such changes will be made in accordance with the procedure for document change including the appropriate records made.

In the event that the outcome of the appeal results in a change of enrolment status or duration for an international student, and/or if the international student withdraws from the complaints and appeals process, the Department of Home Affairs will be notified via PRISMS within twenty-eight (28) days.

8.4 Actions on closure of FAC

Although highly unlikely to occur at FAC, regulations and requirements are in place that requires FAC to advise its students of what happens shall FAC's operation closes down.

If it is decided that FAC has to close down (for whatsoever reason):

1. FAC and its staff will ensure all up-to-date training record will be forwarded to ASQA; and
2. FAC and its staff will, where possible, assist you to ensure you have a smooth transition to a new suitable provider.

9.0 Dress Code

9.1 Appearance and Grooming

It is important that a student's appearance be clean, neat and tidy at all times; their habits should be wholesome too, not causing offence to others. Uniform (to be in strict accordance with the requirements laid down in this section) is to be worn unless otherwise directed.

9.2 Hair and Shaving

Hair is to be of conservative length and is to be neatly groomed at all times. It is to be kept clear of the collar and ears and must not extend below the top of the eyebrows. The cutting of lines in hair (tracks), ponytails and headbands are not permitted. Hairstyles such as a Mohawk, stepped hair, layering or cornrows are not acceptable.

Male students are to be clean shaven daily.

9.3 Tattoos and Body Piercing

Culturally significant tattoos and/or personal meaningful tattoos may be accepted by FAC in consultation with the CEO. At all times whilst in uniform and/or on-site at FAC, tattoos should be covered up where practicable.

The only accepted piecing is the wearing of earrings.

9.4 Uniform and Dress Code

The following components forms part of the student uniform that can be purchased through FAC:

1. FAC Cap (navy blue)
2. Pilot Epaulet Shirt (white)
3. Epaulets (note section 9.4.3)
4. FAC Name Badge
5. FAC lanyard
6. FAC Pilot Wing (note section 9.4.4)
7. FAC Tie (navy blue)
8. FAC Student Polo Shirt (blue)
9. Pilot Epaulet Jumper (Sweater) (navy blue)
10. Trousers (navy blue)

Note: see appendix II of this handbook for sample photo representation.

The following components also forms part of the student uniform but must be arranged by the student themselves. They must be readily available by course commencement.

1. Leather belt (black);
2. Socks (black); and
3. Leather Shoes (black).

9.4.1 FAC Cap

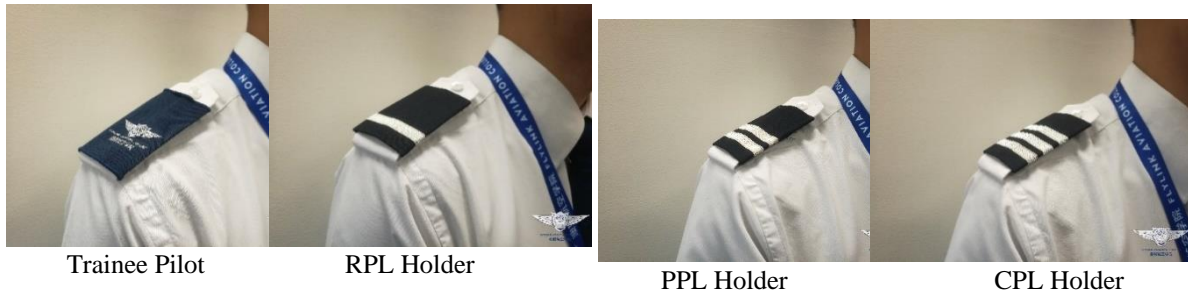
The FAC Cap (navy blue) must not be worn whilst indoors. It is to be worn correctly (i.e. not back to front as some fashion trend commands). FAC encourages students to have the cap readily available when they undertake flight operation to protect themselves from the sun.

9.4.2 Pilot Epaulet Shirt

The pilot epaulet shirt (white) must be ironed before being worn. It should not have stains and must not be re-worn without it being washed. It must be worn during the Autumn/Winter seasons and/or when directed by the HoO and/or CEO.

9.4.3 Epaulets

The appropriate epaulets with reference to the stage of training you are at shall be worn as part of your pilot epaulet shirt (hence Autumn/Winter seasons). There are four different pairs of Epaulet appropriately worn by FAC student during different stages of their training. The relevant pair will be distributed to you by FAC at the appropriate time.



9.4.4 FAC Name Badge

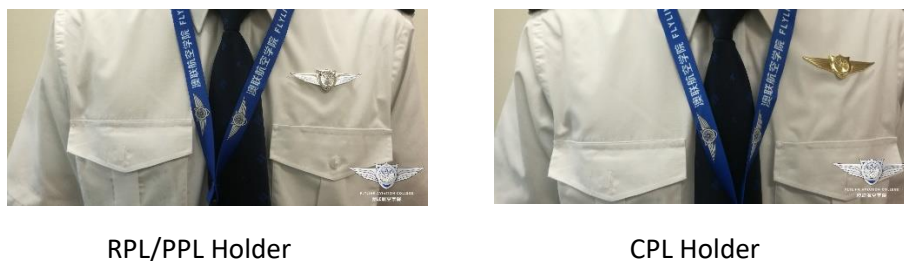
Name badge is to be worn on the right chest on the FAC student polo shirt, and on the right chest and above the shirt pocket on the pilot epaulet shirt.

9.4.5 FAC Lanyard

Lanyard is to be worn over the neck attaching your ASIC at all times.

9.4.6 FAC Pilot Wing

The appropriate FAC Pilot Wing with reference to the stage of training you are at shall be worn as part of your uniform. FAC Pilot wing is to be worn on the left chest on the FAC student polo shirt, and on the right chest and above the shirt pocket on the pilot epaulet shirt.



9.4.7 FAC Tie

FAC Tie (navy blue) are to be worn by a student in pilot epaulet shirt (hence Autumn/Winter seasons) unless student has immediate flight operation.F

9.4.8 FAC Student Polo Shirt

The FAC student polo shirt may be worn by student during the Spring/Summer seasons and/or when directed by the HoO and/or CEO. It should not have stains and must not be re-worn without it being washed.

9.4.9 Pilot Epaulet Jumper (Sweater)

The pilot epaulet jumper (navy blue) may be worn by student to keep warm. When it is worn, the appropriate epaulet, pilot wing and name badge shall be on display alike wearing the pilot epaulet shirt.

9.4.10 Trousers

Trousers (navy blue) must be ironed before being worn. It should not have stains and must not be re-worn without it being washed.

9.4.11 Leather belt

Leather belt (black) with a silver or black buckle forms part of the standard uniform. It must be worn.

9.4.12 Socks

Clean odourless socks (black) forms part of the standard uniform. They should have no cartoons or excessive patterns on them. Socks must not be re-worn without it being washed.

9.4.13 Leather Shoes

Leather Shoes (black) forms part of the standard uniform and must be polished at least once a week, or as frequent as is required. The shoes must be of professional business style and must not contain cartoons or excessive patterns on them.

10.0 Attendance, Readiness and Leave

10.1 Course attendance requirements

10.1.1 Lesson attendance requirements

Generally, training sessions will be scheduled across five (5) days per week. These five days though may not necessarily be Monday to Friday. It is important to note that if any one of the following scenarios arise, a student may be scheduled and required for training on a sixth (6th) day:

1. Student was deemed not yet competent after a training session where a repeat flight is required
2. Student is placed on an intervention program
3. Training progress was delayed due to uncontrollable factors such as, but not limited to, aircraft maintenance and/or weather
4. Student missed training (for whatsoever reason) and a catch-up session is required.

When rostering a student for training, FAC must roster a student within those limits imposed within Civil Aviation Orders 48.1 Instrument 2019 Appendix VI. Hence, in any case, a student will not and cannot be scheduled for training for seven (7) days consecutively.

Students are required to attend all lessons they are scheduled for. The only scenarios where a student is permitted to not attend is when:

1. Permission is granted by the Trainer/Flight Instructor; and/or
2. Student is medically unfit (see section 10.3).

If a student did not attend a scheduled lesson due to them being medically unfit, it is their responsibility to arrange for a catch-up lesson with their Trainer/Flight Instructor directly.

Either way, when a scheduled lesson was not attended, a note will be made in the student's training file.

10.2 Readiness

10.2.1 Lecture/tutorial readiness

Student is expected to be on-site fifteen (15) minutes prior to the scheduled start time of a lecture/tutorial. They shall not leave the lecture/tutorial until:

1. The end of the lecture/tutorial is announced by the Trainer/Flight Instructor; or
2. Permission to leave is granted by the Trainer/Flight Instructor.

If a student foresees themselves being late and is unable to be on-site fifteen (15) minutes prior to the scheduled start time of the lecture/tutorial for whatever reason, they must immediately contact FAC to advise of such. Student who arrives fifteen (15) minutes after the scheduled start time will not be allowed to join the lecture/tutorial, unless prior permission to be late was granted by the Trainer/Flight Instructor. The student will be required to organise for a private catch-up session at their own cost.

Also, assigned pre-reading(s) and/or task(s) must be completed whilst the student must devote its full focus and attention to the Trainer/Flight Instructor during the lecture/tutorial. Use of electronic device(s), unless for the purpose of learning or taking notes for future study and reference purpose, are strictly not allowed during the lecture/tutorial. Failing to comply may result in the student being removed from the lesson and they must then arrange for a private catch-up session at their own cost.

Note: student is reminded that they have the right to initiate the Complaint and Appeal process as detailed in section 8.3 of this handbook if they do not agree with the assessment of their Trainer/Instructor.

10.2.2 Synthetic Flight Training readiness

Student is expected to be *ready* for the crew brief at the scheduled time. *Ready* in this part means:

1. All assigned reading(s) and/or task(s) completed; and
2. All preparation related to the Synthetic Flight Training lesson has been prepared (e.g. weather forecast obtained, flight plan completed, appropriate maps, charts and equipment prepared and etc.).

Student who is not *ready* or arrives later than the scheduled start time will see the lesson being cancelled. They will be liable for the fee associated with the cancellation (refer to section 3.3 of this handbook). The student will need to coordinate with their Trainer/Flight Instructor to undertake the scheduled lesson at another time.

If a lesson is cancelled due to readiness, a note will be made in the student's training file.

Note: student is reminded that they have the right to initiate the Complaint and Appeal process as detailed in section 8.3 of this handbook if they do not agree with the assessment of their Trainer/Instructor.

10.2.3 Flight Training readiness

Student is expected to be *ready* for the crew brief at the scheduled time. *Ready* in this part means:

1. All assigned reading(s) and/or task(s) completed; and
2. All preparation related to the Flight Training lesson has been prepared (e.g. weather forecast obtained, flight plan completed, appropriate maps, charts and equipment prepared, aircraft prepared, flight plan submitted, relevant TODR, LDR and W&B calculation completed and etc.).

Student who is not *ready* or arrives later than the scheduled start time will see the lesson being cancelled. They will be liable for the fee associated with the cancellation (refer to section 3.3 of this handbook). The student will need to coordinate with their Trainer/Flight Instructor to undertake the scheduled lesson at another time.

If a lesson is cancelled due to readiness, a note will be made in the student's training file.

Note: student is reminded that they have the right to initiate the Complaint and Appeal process as detailed in section 8.3 of this handbook if they do not agree with the assessment of their Trainer/Instructor.

10.3 Medically Unfit - Sick Leave

Sick Leave is leave that a student can request for when they are medically unfit. Medically unfit can be physiological or psychological.

FAC does not encourage student who are medically unfit to attend FAC for training. Sick Leave must be applied for – either via a Trainer/Flight Instructor or an Administration Support Officer. Whilst informing FAC of the nature of your sickness and requesting for a sick leave by phone on the first instance is acceptable, an email must still be written as soon as practicable for purpose of record keeping. All Sick Leave taken by the student will be recorded in the student's training file.

Whilst acknowledging that some sickness can be acute and can be cured without the need to visit a medical practitioner, **a student who requires sick leave for more than two (2) consecutive days must provide the College with a medical certificate** from a registered medical practitioner. Fail to do so may result in a warning letter being issued.

FAC student are reminded that they are legally required to *ground* themselves from flying shall:

- they develop a medically *significant* condition;
- their condition impairs their ability to use their licence; and/or
- there is a change to their condition or treatment.

As listed in Civil Aviation Safety Regulation Part 67.265, FAC student must notify CASA or a DAME about any medical *significant* changes in their medical condition:

- Class 1 Medical Certificate holders - any condition continuing longer than seven (7) days

For more information with regards to legal requirement as a CASA Flight Crew Class I Medical Certificate Holder and/or what is classified as significant, see:

<https://www.casa.gov.au/licences-and-certification/aviation-medicine/grounding-dame-consultation-and-casa-notification>

10.4 Compassionate Leave

Compassionate Leave is leave that a student can request for when a serious personal circumstance arises. Example of this includes (but are not limited to) serious incident/accident to an immediate family member and or relationship separation.

Compassionate leave must be applied for with the CEO and where appropriate, the CEO may call for a face-to-face meeting to understand the situation better before granting or denying the application. All granted Compassionate Leave will be recorded in the student's training file.

10.5 Holiday closure of FAC

10.5.1 Administration Team

The Administration Team will be relieved from duty during:

1. Public holiday of Australia, Queensland and/or Brisbane
2. Saturday and Sunday
3. Christmas/New Year period (see section 10.5.3)

If you have an urgent administration matter during any of those nominated, you should contact the Administration Manager and/or the CEO directly and immediately.

10.5.2 Trainer/Flight Instructor Team

The Training/Flight Instructing Team will be relieved from duty during:

1. Christmas/New Year period (see section 10.5.3)

If you have an urgent administration matter during any of those nominated, you should contact the HoO and/or the CEO directly and immediately.

10.5.3 Christmas Period

For Christmas/New Year period, FAC will be closed:

- 2022-2023: 23rd of December (noon) to 8th of January (inclusive)
- 2023-2024: 22nd of December (noon) to 7th of January (inclusive)

Dates are subject to change and if changed, students will be made aware via at least one of the following methods:

1. Its assigned Trainer/Flight Instructor;
2. Email; and/or
3. Notice on the electronic notice board via Flight Schedule Pro.

11.0 Training, Extra Support and Intervention

11.1 Training

FAC and its staff are dedicated and held responsible for offering its students with high quality training and assessment. All training and assessment offered, delivered and conducted at FAC are competency based. For more information, please refer to Australia Civil Aviation Safety Authority's AC 61-09 v1.0 with the provided link: <https://www.casa.gov.au/competency-based-training-and-assessment-flight-crew>

After sufficient and reasonable teaching has been offered and delivered, student's knowledge, skill and/or performance will be assessed. Their knowledge, skill and/or performance will be deemed '**competent**' or otherwise '**not yet competent**'. To qualify for the AVI course(s), all units within must be deemed competent.

11.1.1 Competency (C)

Competency is achieved when a student demonstrates to a Trainer/Flight Instructor/Assessor that their knowledge, skill and/or performance equals to, or is better than, a prescribed standard. Two examples are provided below:

A student pilot who poses the skill of controlling an aeroplane to cruise at 3020 feet consistently whilst their assigned altitude was 3000' feet is skill competent. This is because the standard of competency requires the pilot to have the skill of controlling an aeroplane to cruise within +/- 100' feet from its assigned altitude.

A student pilot who is able to explain what the hazards and problems are with the use of incorrect grades of fuel in an aeroplane is knowledge competent. This is because the standard of competency requires the pilot have the knowledge to describe the hazards/problems with using incorrect grades of fuel.

A student who has been deemed competent for a lesson will progress to the next.

A student who has been deemed competent for a unit will progress to the next.

A student who has been deemed competent for all units within a course will be issued with a Qualification.

11.1.2 Not Yet Competent (NYC)

A student is deemed Not Yet Competent (NYC) when they were unable to demonstrate to a Trainer/Flight Instructor/Assessor that their knowledge, skill and/or performance equals to, or is better than, a prescribed standard. Two examples are provided below:

A student pilot who poses the skill of controlling an aeroplane to cruise at 3150 feet consistently whilst their assigned altitude was 3000' feet is skill not yet competent. This is because the standard of competency requires the pilot to have the skill of controlling an aeroplane to cruise within +/- 100' feet from its assigned altitude.

A student pilot who is unable to explain what the hazards and problems are with the use of incorrect grades of fuel in an aeroplane is knowledge not yet competent. This is because the standard of

competency requires the pilot have the knowledge to describe the hazards/problems with using incorrect grades of fuel.

If a student was deemed Not Yet Competent for a flight sequence, they will be issued with a re-training and/or re-assessment session. The HoO will be notified and must approve the re-training and/or re-assessment. The primary Trainer/Flight Instructor will set out the scenario and objective with the student and carry out the re-training and/or reassessment session accordingly.

If the student was yet again deemed not yet competent on two more occasions with their primary Trainer/Flight Instructor, the student will then be passed on to a more experienced Trainer/Flight Instructor (namely: CASA Grade I Flight Instructor) for a maximum of two more re-training and/or re-assessment flights.

If the student was yet again deemed not yet competent by the more experienced Trainer/Flight Instructor (namely: CASA Grade I Flight Instructor) after two more flights, the student will then be passed on to the HoO for a thorough review.

Students are reminded that:

1. They can appeal against a Not Yet Competent assessment- refer to section 8.3 of this handbook; and
2. Tuition Fees (Non-Scheduled) apply for re-training and re-assessment training activities – refer to section 3.0 of this handbook.

11.2 Extra Support

11.2.1 Academic/English Language Support

Student, especially those where English is not their first language, who requires extra Academic or English language support, including those who endeavour to further improve their general/aviation English language skills during their study, can elect to request for individual Tutorial Session. This is done by expressing their request to the HoO. All FAC Trainer/Flight Instructors are CASA Instructor Rated and ICAO AELP English Level 5 (or above) holders. The relevant fees will be listed in the FAC Rate Sheet and must be made clear to, and agreed by, the student prior to the any lessons being arranged.

For students who expresses the desire to undertake formal English Language program, Union of Institute of Language (UIL) should be referred to student at no cost to student.

Union of Institute (UIL) – Springfield Central

Contact person: Mr. Hugh Ritchie (Chairman)

Email: hugh.ritchie@uil.edu.au

11.2.2 Flight Synthetic Trainer

To motivate students to use their learnt skills more and to keep the skills current, FAC offers its CASA Approved Flight Synthetic Trainer to appropriately qualified student to use for free (provided that scheduled lessons are given priorities and that the appropriately qualified student has the recommendation of their Trainer/Flight instructor).

11.3 Intervention Strategy

Graduating on time is critical for both the student and FAC. For this reason, the course progression of a student will be monitored closely by the Administration Manager, the HoO and the CEO. Where

a student has been identified as being at risk of not making satisfactory course progress, intervention strategies will be considered and may be put in place to assist the student. The CEO is ultimately responsible for the implementation and monitoring of the intervention strategy.

The student's records will be accessed and considered as part of the intervention strategy. Records includes (but are not limited to):

1. Training records;
2. Assessment records;
3. Attendance records;
4. Previously implemented intervention strategies; and/or
5. Others (e.g. warning letters issued and/or complaints filed against student).

The following intervention strategies are considered on a case-by-case basis:

1. Extra English tutorial session(s);
2. Extra theoretical tutorial session(s);
3. Extra synthetic training session(s);
4. Extra flight training session(s);
5. Administrative assistance for personal issues affecting course progression;
6. Referral to external organisation for administrative assistance for personal issues affecting course progression;
7. Opportunity for reassessment at no extra cost to the student;
8. Back course;
9. Change course;
10. Suspend course;
11. Cancellation of enrolment; and/or
12. Mentoring by a specific Trainer/Flight Instructor.

The student meets with the Administration Manager and/or the HoO, in the presence of the CEO, to discuss and agree upon an intervention strategy. The strategy that is agreed upon will be written and signed by the student, the Administration Manager and/or the HoO via the FAC Student Intervention Strategies Form. A copy of this signed form will be:

1. Given to the student; and
2. Placed into the student's training file.

The student progression is from there on monitored closely with reference to the signed FAC Student Intervention Strategies Form until their course progression is back on course. If alternation to the originally agreed strategies is required, then a new FAC Student Intervention Strategies Form must be drafted, agreed and signed by the relevant parties. A copy of this new signed form will be:

1. Given to the student; and
2. Placed into the student's training file.

Again, student progression is from there on monitored closely with reference to the newly signed FAC Student Intervention Strategies Form until their course progression is back on course.

During the period where an agreed FAC Student Intervention Strategies Form is valid, the student must meet with the Administration Manager and/or the HoO on a weekly basis. The agreed FAC Student Intervention Strategies Form must be reviewed to ensure it is realistic, effective and

assisting the student to get back on course. If not, a new FAC Student Intervention Strategies Form must be drafted and agreed upon in the presence of the CEO.

Students failing to attend the meetings described above without a reasonable excuse may be reported to Department of Education for unsatisfactory academic progress. If a student is reported to Department of Education for unsatisfactory progress, a Section 20 Breach Notice will be generated by PRISMS. This Breach Notice will be:

1. Sent to the student's current address held by FAC; and
2. Be placed into the student's training file.

Students will be required to accept the intervention strategy proposed by FAC. Students failing to accept the proposed interventions strategy may be reported to Department of Education for unsatisfactory course progress. The procedure will then repeat itself as described in the above paragraph.

Where a student on the intervention strategy requires more time to complete their qualification, a new CoE must be completed by the CEO and lodged on PRISMS. The new CoE will indicate the revised completion date and the reasons for the revised date. The student will be reminded to contact the Department of Home Affairs to ensure they continue to have a valid visa up to the revised completion date.

12.0 Graduations

Once you have successfully completed all of the units of competency required by your course and that all outstanding fees has been settled, you will receive your AQF Qualification in the mail. The Certificate will list the qualification gained and all of the individual units that make up the subjects within the course.

This is an important document and should be stored carefully. You will have to present it if you are applying for courses at any other Registered Training Organisation. It may also be required by an employer or other person.

12.1 Incomplete Qualifications

If you leave the course without completing and being deemed competent in all of the assessments, then you are only entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been deemed competent in during assessment.

A Statement of Attainment will be issued when:

1. We receive a request from you;
2. Evidence reviewed by HoO and the CEO confirms that a Statement of Attainment can be issued; and
3. All outstanding fees has been settled.

Statement of Attainment will be issued via postage mail.

12.1.1 Statement of Attainment - AVI50219 Diploma of Aviation (CPL - Aeroplane)

As a licence course where skills are developed through different phases to reach CPL competency levels in flight, and knowledge evidence is spread over different units, FAC will only be able to offer a Statement of Attainment for the following units: AVIO0017, AVIF0026 and AVIF0027. It is important to note that training and assessment for these units, with reference to the AVI50219 Diploma of Aviation Course Timeline in appendix III of this handbook, is not scheduled to occur until week 47 of the course. Hence, if a student exits from the course prior to that point, they will depart with only qualifications they may have achieved under the CASA Part 141 regime.

12.1.2 Statement of Attainment - AVI50519 Diploma of Aviation (Instrument Rating)

As a rating course where skills are developed through different phases to reach Instrument Rating competency levels in flight, and knowledge evidence is spread over different units, Statement of Attainment cannot be issued. Hence, if a student exits from the course prior to completion, they will depart with only qualifications they may have achieved under the CASA Part 141 regime.

12.2 Reissuing Qualifications

If a student requires a replacement of their AQF Qualification and/or Statement of Attainment, the request must be made to the FAC in writing (email – admin@flylinkaviation.qld.edu.au).

Proof of identity will be required, and the student will have to provide FAC with a reason as to why a replacement of their AQF Qualification and/or Statement of Attainment is required. Ideally student

should attend FAC to confirm that it is them that is asking for the replacement of the AQF Qualification and/or Statement of Attainment.

FAC will only issue the replacement directly to the student, not to another party, such as an employer.

The replacement of an AQF Qualification and/or Statement of Attainment must be issued:

1. When FAC is satisfied that enough evidence has been provided to support the re-issue;
2. When the appropriate fee has been settled; and
3. Within thirty (30) calendar days when the two criteria above have been satisfied.

13.0 Living in Australia

This section relates directly to **international students**. It offers guidance information to living in Australia. **Costs and prices are indicative and are beyond the control of FAC.**

13.1 Cost of Living

Knowing the average living costs in Australia is an important part of your financial preparation. Having enough budget to minimise your financial pressure during your studies are critical. For your reference, here are some of the costs associated with living and studying in Australia downloaded from <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs> (note: all costs are in Australian dollars).

Accommodation

- **Hostels and Guesthouses** - \$90 to \$150 per week
- **Shared Rental** - \$95 to \$215 per week
- **On campus** - \$110 to \$280 per week
- **Homestay** - \$235 to \$325 per week
- **Rental** - \$185 to \$440 per week
- **Boarding schools** - \$11,000 to \$22,000 a year

Other living expenses

- **Groceries and eating out** - \$140 to \$280 per week
- **Gas, electricity** - \$10 to \$20 per week
- **Phone and Internet** - \$15 to \$30 per week
- **Public transport** - \$30 to \$60 per week
- **Car (after purchase)** - \$150 to \$260 per week
- **Entertainment** - \$80 to \$150 per week

Minimum cost of living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia. Refer to the step by step Student Visa Subclass 500 application and Document Checklist Tool for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo>

From October 2019, the 12-month living cost is:

- **You** - \$21,041
- **Partner or spouse** - \$7,362
- **Child** - \$3,152

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com>

13.2 International student Health Cover (OSHC)

The Australian government requires all international students to have Overseas Student Health Cover (OSHC) during their stay in Australia. The insurance is required to be purchased before your student visa will be issued.

FAC's preferred OSHC provider is NIB. Dependent on the type of cover you may require (i.e. single, couples and/or family) and the duration of the coverage (i.e. 12 months versus 24 months), cost may vary from one policy to another. It is important for you to have read thoroughly, or have explained to you, your insurance policy so as to avoid any confusion and/or misunderstanding. For further information, please visit NIB on: <https://www.nib.com.au/overseas-students>.

FAC can arrange OSHC for our international students and the associated cost will be listed as payable clearly on the LoO separate to the Tuition Fee (Scheduled).

Let our Administration Support Officer know if you need assistance with regards to your OSHC.

13.3 Student Accommodation

At this point in time, FAC does not offer student accommodation. Hence, all students, including international students, are responsible in finding themselves a secured location to reside in. If you experience difficulties in finding a place and/or have questions or concerns, please do not hesitate to contact one of our Administration Support Officer for help or assistance.

Rental properties can be searched upon via websites such as <https://www.realestate.com.au>. Laws revolving around renting in Queensland can be found via <https://www.rta.qld.gov.au/renting>.

13.4 Emergency Contact

13.4.1 Life-Threatening Emergency

Triple Zero (000) is Australia's primary emergency service number and should be used if urgent emergency assistance is required from either police, fire, or ambulance services.

Australia also has two secondary emergency service numbers that only work with particular technologies:

- 112 is the GSM international standard emergency number which can only be dialled on a digital mobile phone.
- 106 is the text-based emergency number for people who are deaf, or who have a hearing or speech impairment. This service operates using a textphone (TTY) or a computer with modem access.

For life-threatening emergency, international students should contact the CEO as soon as practical after calling Triple Zero (000).

13.4.2 Non-Life-Threatening Emergency

When encountering non-life-threatening emergency and where assistance is required, international students should contact the CEO directly for assistance.

13.5 Medical Facilities

There are excellent family doctors, who are generally referred to as General Practitioners (GPs), throughout Australia. Many doctors in the suburbs of major cities work at public clinics and medical centres. An appointment, usually two to three days in advance, is generally required. If you express to medical centres that you have an urgent (but not emergency) situation, they may elect to see you immediately. **If your situation is an emergency, call triple zero (000) immediately. Some useful reference in terms of health advice and appointments includes:**

- <https://www.hotdoc.com.au/> - website where you can search for GP around Australia
- 13SICK (that is 13 7425) - a number for an after-hours doctor home visit. International students who have Overseas Student Health Cover (OSHC) with Allianz, NIB, Medibank Private or Bupa, may not be charged a fee for the doctor home visit. For more information about 13SICK please visit <https://homedoctor.com.au/about-us/faq>
- 13 HEALTH (13 43 25 84) - a confidential phone service that provides health advice to people in Queensland. You can phone and talk to a registered nurse 24 hours a day, seven (7) days a week for the cost of a local call.

Again, if assistance is needed with locating a GP, please do not hesitate to contact one of our Administration Support Officer.

13.5.1 Specialist doctors

You must see a GP to get a referral to a Specialist. Check with your OSHC provider to see which specialist services you are covered for.

13.5.2 Public Hospitals

Public Hospitals are operated by the QLD State Government. You should check with your OSHC provider and learn how your policy covers you with regards to hospital fees.

13.5.3 Private Hospitals

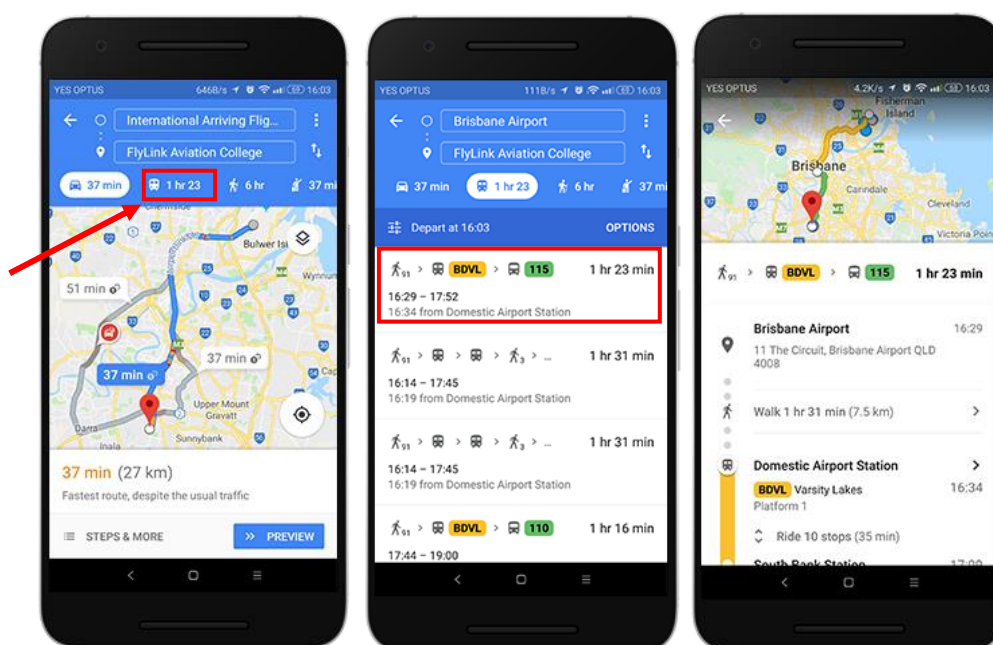
Private Hospitals are operated by commercial operators. You may choose to be treated in a private hospital. You should check with your OSHC provider and learn how your policy covers you with regards to hospital fees. Most private hospitals charges more than public hospitals.

A list of hospitals in Brisbane and the surrounding area can be found via <https://www.blogberi.com/hospitals/hospitals-in-brisbane>.

13.6 Public Transports

There is an extensive system of public transport in Australian capital cities. Public transport is not free in Australia and fares must be paid before your journey for bus, train, tram and ferry travel. In Queensland, a Go Card is used for the public transport system. It can be purchased online, at major public transport stations and/or newsagents. For more information about the Go Card and fares, please visit <https://translink.com.au/tickets-and-fares>

To plan your journey in Queensland on public transport you can use TransLink Journey Planner service at <https://jp.translink.com.au/plan-your-journey/journey-planner> or use Google map and select Public Transport:



Uber/Taxis:

In Queensland, Uber is legal. But this is not the case for the whole of Australia (i.e. The Northern Territory State) in case of accident, individual Uber driver and their vehicle may not have you covered in their insurance policy. We urge you to utilise cautious whilst choosing to ride with Uber.

There are two main taxi company in Brisbane, Yellow Cab Co and Black & White Cabs. Taxi can be ordered online, by phone or located at taxi stands around main retail and department stores or major public transport stations.




For more information and for estimated taxi fares, visit <http://www.yellowcab.com.au/> or <https://www.blackandwhitecabs.com.au/>.

13.7 Mobile Network in Australia

There are three cell phone networks in Australia operated by Telstra, Optus and Vodafone. Other smaller carriers are hosted by one or other of these three networks. The smaller carriers include Lycamobile, Virgin, Amaysim, Lebara, TPG, Boost etc. The smaller carriers can be slightly cheaper than the main network operators, but it can also be more difficult to find retailers of their sims.

There are pre-paid SIM cards and post-paid SIM cards in Australia. You can purchase mobile phones and SIM cards online or from the post office, operator phone shop (Telstra, Optus and Vodafone), Dick Smith, JB Hi-Fi and other mobile stores.

Below are the three mainstream mobile network carriers' pre-paid and post-paid SIM card details for your reference:

Mobile Carrier	Phone plan details:
	<p>Telstra Pre-paid SIM card information: https://www.telstra.com.au/mobile-phones/prepaid-mobiles/offers-and-rates</p> <p>Telstra SIM only plan: https://www.telstra.com.au/mobile-phones/plans-and-rates</p>
	<p>Optus Pre-paid SIM card information: https://www.optus.com.au/shop/mobile/prepaid/sim</p> <p>Optus SIM only plan: https://www.optus.com.au/shop/mobile/phones/sim-only</p>
	<p>Vodafone Pre-paid SIM card information: https://www.vodafone.com.au/prepaid/plans</p> <p>Vodafone SIM only plan: https://www.vodafone.com.au/plans/sim-only/state/month-to-month</p>

13.8 Banks in Australia

One of the first and most important things you'll need to organise when arriving in Australia is opening a new bank account. This provides you with the ability to deposit funds to your account, make payments from the account, and access your money 24/7 via ATM, Online and Mobile banking etc. Some banks will offer the ability to open and transfer funds to your new account prior to arriving in Australia.

Below a list of 4 major commercial banks in Australia for your reference.

	
Australia New Zealand (ANZ)	Commonwealth Bank Commonwealth Bank of Australia (CBA)
	
National Australia Bank (NAB)	Westpac Bank (WBC)

Note: FAC recommends Commonwealth Bank for new students as it allows us to process reimbursement and/or refunds to you quicker if needed.

Most banks are open during the week from 9:00am to 4:00pm and on Friday, 09:00am to 5:00pm. ATMs are available 24 hours per day at most branches.

You can arrange with your home bank to transfer money to your Australian account by telegraphic transfer.

13.9 Driving in Australia

13.9.1 If you have a Driver Licence issued by your mother country:

As long as you hold a non-resident visa (which student visa falls under), you can drive in Queensland if you have a valid driver licence issued by your mother country. Make sure you understand the Queensland Road Rules which can be found here at: <https://www.qld.gov.au/transport/safety/rules>.

For more detailed information about driving in Queensland on an overseas driver licence please refer to <https://www.qld.gov.au/transport/licensing/driver-licensing/overseas/driving>.

FAC recommend international students to employ the professional service of an accredited Driving Trainer until self-confidence and competency are at a level where the safety of yours and other users of the road are assured. This is of extra importance to those who are used to driving from the left-hand seat rather than the right (as is in Australia). Australian/Queensland Road Rules may be different from road rules in your mother country. It is essential to follow the Queensland Road Rules and understand traffic signs when you drive in Queensland.

International students can convert their current Driver's Licence issued by their mother country to a Queensland driver licence by passing a written road rules test and practical driving test if they wish to obtain a Queensland driver licence. For more details please refer to:

<https://www.qld.gov.au/transport/licensing/driver-licensing/overseas/transfer>.

13.9.2 If you have no Driver Licence and want to obtain a Queensland Driver Licence:

The types of Queensland driver licences are:

- Learners Licence (drive in the presence and supervision of an Open Licence Holder);
- Provisional Licence (no supervision required, permitted to drive with restriction);
- Probationary Licence (no supervision required, permitted to drive with restriction);
- Open Licence (no restriction)

For more details of Queensland Licensing please refer <https://publications.qld.gov.au/dataset/your-keys-to-driving-in-queensland/resource/ab6fec31-35f8-462f-a5ff-25ac7b4d0edb>

For the complete Queensland Road Rules and other regulations please download the PDF file at <https://publications.qld.gov.au/dataset/your-keys-to-driving-in-queensland/resource/796607ec-c458-4955-80e2-2b7f551079c7>

13.10 Working While Studying

FAC sees benefit in international students working whilst they are studying here in Australia. FAC believes that gaining an employment and working will:

1. Provide the international student with the opportunity to further communicate with others with the use of English (hence improving their language communicating ability);
2. Provide the international student with the opportunity to make more friends and expand their social network (hence gain more support whilst studying in Australia);
3. Provide the international student with the opportunity to work with people who has a different background, religion, social beliefs and or culture; and
4. Provide the international student with the opportunity of learning to be responsible and professional as an employee.

Though FAC shall remind international students that their primary objective for coming to Australia is to **study**. We strongly urge international students who wants to gain part-time employment to share the idea with their Trainer/Flight Instructor first before doing so. This Trainer/Flight Instructor may or may not recommend the idea.

Legally, you cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is **in session**, and unlimited hours when your course is **out of session**. For more information and the definition highlighted in bold above, please visit Department of Home Affairs on:

<https://www.homeaffairs.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders>

To work, you will need to apply for a Tax File Number. The link to the Australian taxation Office website is: <https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/>

For more information about working in Australia please visit Fair Work Ombudsman at <http://www.fairwork.gov.au/>

13.11 Student Visa Issues

Auslink Investment Co Associates (AICA Group) is an organization based in Gold Coast and Sydney. Its qualified Education Agent Counsellors has extensive experience and success in assisting international students and/or intended international students with their studies.

Contact Person: Hangbi Lin

Title: Education Marketing Manager

Contact Number: +61 2-8021-3907

Email: hangbilin@aica-group.com.au



14.0 Your First Day

Your first day at FAC is usually the Friday before the official course start date (which, usually is scheduled on a Monday).

Your first day is one of the most, if not the most, important day for both you and FAC. This very first day, scheduled to start at 0900 at our campus, acts as the student induction/orientation day. It is a day for you to get involved, ask questions and have any concerns or queries answered. You are expected to be in smart casual for the day.

An informative presentation will be given to you in the morning and this signals the start of your FAC journey. A welcoming speech by the CEO and the HoO followed by important topics including (but not limited to) these will be presented:

1. Change of your details;
2. Course Information;
3. Fee Structures;
4. Organisational Structure and Personnel;
5. Facilities and Resources;
6. Student Handbook;
7. Your rights and privacy;
8. Dress code;
9. Attendance and Leave;
10. Intervention Strategy;
11. Expulsion; and
12. Living in Australia.

It is recommended that you bring along with you a notebook and/or a digital device (i.e. iPad or laptop) so that you can take note of what you consider to be important.

Course materials and uniform (as detailed in section 9 of this handbook) will be distributed to you on the day and you will have the opportunity to explore the Campus and get close with the training aeroplanes. Where possible, we will also take you for a quick visit to Archerfield's Air Traffic Control Tower as well as Flight Maintenance Australia - whom you will have a lot of contacts with throughout your journey here at FAC. Hopefully by the end of the day you would have had the opportunity to meet each and every one of our friendly and supportive staff here at FAC.

Appendix I Definition

AI.1 Academic Dishonesty

Academic dishonesty is a serious matter and will be treated as such. Academic dishonesty includes:

- Dishonesty, such as cheating.
- plagiarism or recycling – this includes phrases, clauses, sentences, paragraphs or longer extracts from published or unpublished work (including from the internet) without appropriate acknowledgement of the source.
- Engagement of another person to complete work (whether for payment or otherwise)
- Fabrication of data.
- Copying from another student.
- Failure to follow appropriate referencing practices .
- Failure to determine, verify or acknowledge the source of the work.

AI.2 Breach of visa conditions

International student must not breach any term(s) or condition(s) that may be listed on their student visa as issued by the Department of Home Affairs. International student are urged to familiarise themselves with these term(s) and condition(s) and should ask, either a FAC Administration Support Officer and/or by contacting the Department of Home Affairs, if they have question(s) with regards to their visa.

AI.3 Inappropriate behavior

There are hundreds of scenarios where inappropriate behavior can be demonstrated and/or defined. Below are some that FAC has put together to illustrate to you (to our best ability) of what we consider as inappropriate behavior.

- Interruptions of the Trainer/Flight Instructor whilst teaching is in progress;
- Being disrespectful to others - gender, race, culture, religion, skill level and etc;
- Harassment – physical, emotional and verbal;
- Acting in an unsafe manner that places you, others and/or company resource at risk;
- Allowing other to act in an unsafe manner that places you, others and/or company resource at risk;
- Knowingly not comply with Policy and Procedures set out in various documents of FAC;
- Unwilling to work with others when required to do so without specific reasons; and/or
- Unwilling to communicate with others.

AI.4 Unacceptable level of hygiene

Student must ensure a good hygiene standard is always maintained for the benefit of themselves and those around them. Some examples (but not all) of what demonstrates as unacceptable level of hygiene is provided:

- Dirty clothes with unacceptable odour;
- Not washing hands after visiting the washroom;
- Not cleaning up after consuming food; and
- Unmanaged personal odour.

AI.5 Drug and Alcohol

AI.5.1 Drug

The consumption of, or any involvement with, the use of Illegal drug by a FAC student will not be allowed, permitted nor tolerated. Student found to be consuming, or have any involvement with the use of, illegal drug will have their enrolment cancelled by FAC immediately (see section 7.8 of this handbook).

This website list some of the most commonly used illegal drugs:

<https://www.centeronaddiction.org/addiction/commonly-used-illegal-drugs>

The consumption of, or any involvement with, the use of prescribed drug, or more commonly known as medication, by a FAC student must be treated with cautious and care. FAC strongly recommends that you consult a Doctor (if not a DAME) to obtain professional advice before you start consuming medication that you consider is right for you.

The CASA website also list what is considered to be approved by CASA:

<https://www.casa.gov.au/standard-page/medication>

AI.5.2 Alcohol

Student must:

1. Not be under the influence of, or consume, alcohol when they are on-site at FAC. This applies to a student who might be on-site causally (where no training is scheduled, but student elects to come on-site to study) or formally (where training is scheduled); and
2. Have had completed their last drink ten hours (10) prior to scheduled training time.

Student are subject to Random Breath Test (RBT) at the discretion of FAC. Result of the RBT will be recorded in Flight Schedule Pro under the student's individual profile.

At any time, a student's Blood Alcohol Concentration must read **0.02% or less**. This number is set with reference to a document issued by the Australia Civil Aviation Safety Authority:

Due to the decrease in accuracy of measures below 0.02%, and the potential of the production of endogenous alcohol, 0.02% is considered to be the equivalent to 0.00%.

<https://www.casa.gov.au/file/146511/download?token=JmlpXemW>

Any student who refuses to do participate in the RBT process will be considered as breaching the limit.

AI.6 Breach of and/or negligence to Law, Regulations, Manual and Handbook

FAC's daily operation is strictly bounded by the following:

1. Relevant laws and regulations as described in section 1.5 of this handbook;
2. Approved Policy and Procedure Manuals;
3. Approved Handbooks;
4. Approved Aircraft Manuals;
5. Approved QRH, FCOM and Checklists and
6. Approved Standard Operating Procedures.

Understanding and complying with all of these documents are vital as they serve as layers of defense for the safety of our student, our staff and our resources. Whilst acknowledging that human makes errors and that student are encouraged to admit from error and learn from it, any intentional non-compliance or breach will not be tolerated.

Appendix II Uniform Photographs



Black Socks



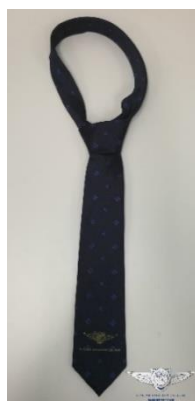
Black Leather Shoew



Black Leather Belt



FAC Cap (Navy Blue)



FAC Tie (Navy Blue)



FAC Lanyard



FAC Name Badge



Pilot Shirt (White)



Flying Jumper (Navy Blue)



FAC Student Polo Shirt



Trousers (Navy Blue)

Appendix III AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)

Appendix III.1 Course Timeline

Phase 1:

AVI50219 CPL Course Calendar				
Week	Theoretical Lecture Sequence	Operational Lecture Sequence	Flight/Sim Sequence	Theoretical Exams
0	Induction & Orientation	-	-	GELP
1	RPL Aerodynamics	-	-	
2	RPL Aerodynamics/Meteorology	RPL01	-	
3	RPL Performance & Planning/Aircraft General Knowledge	RPL02	RPL01	
4	RPL Aircraft General Knowledge	RPL03	RPL02	
5	RPL Air Law	RPL04	RPL03	
6	RPL Human Factors	RPL05	RPL04	
7	RPL Internal Exams	-	-	CASA RPL Exam
8	CPL MET	RPL06, RPL07	RPL05-RPL06	FAC DA20 Type Knowledge Exam
9	CPL MET	RPL08, RPL09	RPL07-RPL11	FAC Pre-Solo Legislation Exam
10	CPL MET Internal Exams	-	-	CASA MET Exam
11	CPL Law	RPL18	RPL12-RPL18	
12	CPL Law	RPL20	RPL19-RPL23	FAC Pre-Area Solo Exam
13	CPL LAW Internal Exams	RPL24	-	CASA Law Exam/CASA FEL
14	CPL HUF	RPL25, RPL27	RPL24-RPL27	
15	CPL HUF	-	RPL28-RPL30	FAC FROL Exam
16	CPL HUF Internal Exams	RPL31	-	CASA Huf Exam
17	CPL Nav	-	RPL31	
18	CPL Nav	-	RPL32	
19	CPL Nav Internal Exams	PPL01	-	CASA RPL NAV Exam/CASA Nav Exam

Phase 2:

AVI50219 CPL Course Calendar

Week	Theoretical Lecture Sequence	Operational Lecture Sequence	Flight/Sim Sequence	Theoretical Exams
20		PPL02, PP04	PPL01	
21	CPL AGK	-	PPL02	
22	CPL AGK	-	PPL03	
23	CPL AGK Internal Exams	-	PPL04	CASA AGK Exam
24	CPL Performance	-	PPL05	
25	CPL Performance	-	PPL06	
26	CPL OPP Week (Internal/CASA)	-	PPL07	CASA Performance Exam
27	CPL Aerody	-	PPL08	
28	CPL Aerody	-	PPL09	
29	CPL AERO Exam Week (Internal/CASA)	PPL11	PPL10	CASA Aerody Exam
30		-	PPL11	FAC PPL Pre-Diploma Exam
31		-	PPL12	
32	Holiday			
33				

Phase 3:

AVI50219 CPL Course Calendar

Week	Theoretical Lecture Sequence	Operational Lecture Sequence	Flight/Sim Sequence	Theoretical Exams
34		-	VFRC01-VFRC04	
35	IREX	NVFR02	VFRC05-VFRC07	
36	IREX	AERO01	NVFR02-NVFR07	
37	IREX	AERO02-AERO05	AERO01-AERO05	
38	IREX Internal Exams	MPPC	MPPC01	CASA IREX Exam
39		PIR02	MPPC02-MPPC04	FAC DA40 Type Knowledge Exam
40		PIR03-PIR06	PIR01-PIR03	
41		PIR07	PIR04-PIR06	
42		PIR11	PIR07-PIR09	
43		-	PIR10-PIR11	
44		-	PIR12	
45		-	IFRC01-IFRC04	
46		-	IFRC05-IFRC08	
47	AVIF0026 & AVIF0027	CPL01	CPL01	
48	AVIO0017	-	CPL02-CPL03	
49		-	CPL04-CPL05	
50		CPL08	CPL06-CPL07	
51		-	CPL08	
52		-	CPL09	

Appendix III.2 AVI50219 Diploma of Aviation (CPL-A) Course Inclusion

The following items are what is **included** in each of the five sub-categories under AVI50219 as discussed in Section 3.1 of this handbook.

Books/Equipment	QTY
ATC Student Pilot Kit	1
ATC PPL/CPL Kit	1
ATC Command Instrument Rating	1
Flight Planning Rotating Plotter	1
Airservices VTC (Brisbane)	1
Airservices VTC (Oakey)	1
Airservices VNC (Brisbane)	1
WAC Navigational Chart (Brisbane)	1
WAC Navigational Chart (Armidale)	1
ERSA (with RDS)	1
PCA	1
A5 Black clipboard	1
CASA VFG Guide	1
Jeppesen CR3 Flight Computer	1
Jeppesen Manual	1
Flight Bag	1
Flight Crew Licence Cover	1
Ozrunway subscription (1 year)	1
Permanent Marker	1
Diamond DA20-C1 Aircraft Flight Manual	1
Diamond DA40-180 Aircraft Flight Manual	1

Theoretical Assessment	QTY
FAC Internal RPL Exam	11
FAC Internal CPL MET Theory Exam	3
FAC Internal CPL AERODY Theory Exam	3
FAC Internal CPL HUF Theory Exam	3
FAC Internal CPL LAW Theory Exam	3
FAC Internal CPL AGK Theory Exam	3
FAC Internal CPL NAV Theory Exam	3
FAC Internal CPL PERF Theory Exam	3
FAC Internal IREX Theory Exam	3
Pre-PPL Diploma of Aviation Assessment	1
AVIF0026	1
AVIF0027	1
AVIO0017	1
CASA RPL(A) Theory Exam	1
CASA RPL Navigation Theory Exam	1
CASA ICAO FEL	1
CASA CPL MET Theory Exam	1
CASA CPL AERODY Theory Exam	1
CASA CPL HUF Theory Exam	1
CASA CPL LAW Theory Exam	1
CASA CPL AGK Theory Exam	1
CASA CPL NAV Theory Exam	1
CASA CPL PERF Theory Exam	1
CASA IREX Exam	1

Uniform	QTY
Pilot Epaulet Shirt (white)	4
Trousers (navy)	2
Epaulets	4
FAC Cap (blue)	1
FAC Wings	2
FAC Lanyard	1
Pilot Epaulet Jumper (navy)	1
FAC Student Polo Shirt (blue)	2
FAC Tie (navy)	1
FAC Name Badge	1

Practical Training	QTY
DA20 Dual	50
DA20 Solo	56.3
DA40 Dual	37
DA40 Solo	43.7
Sim	16.8
Tutorial/Briefing	500+

Practical Assessment	QTY
CASA RPL Flight Test	1
CASA PPL Flight Test	1
CASA PIR Flight Test	1
CASA CPL Flight Test	1
Flight Test Aircraft Hiring Hours (DA20)	5.0
Flight Test Aircraft Hiring Hours (DA40)	7.3

The following table expands further for you to understand how the hours listed under “Practical Training” will be used:

Phase 1: Zero to RPL	
Sequence	Hours
Lecture/Guided Study/Brief	300+
DA20 Dual Flying	27.6
DA20 Solo Flying	9.3
DA20 CASA Flight Test Flying	1.5

Phase 2 - RPL - PPL	
Sequence	Hours
Lecture/Guided Study/Ops Brief	125+
DA20 Dual Flying	20
DA20 Solo Flying	14
Synthetic Trainer	1
DA20 Flight Test Flying	3.5

Phase 3 - PPL - CPL	
Sequence	Hours
Lecture/Guided Study/Ops Brief	100+
DA20 Dual Flying	2.4
DA20 Solo Flying	33
DA40 Dual Flying	37
DA40 Solo Flying	43.7
Synthetic Trainer	15.8
DA40 Flight Test Flying	7.3

The following items are what is **not included within the Tuition Fee (scheduled)** but **must be purchased** and equipped by the student prior to course start.

Not Included	QTY	Indicative Cost
ASIC Application	1	\$300
Charts & Maps Renewal	3	\$300
CASA Aviation Medical	1	\$800
Belt, Shoe, Socks	1	\$150
Aviation Headset (Bose A20)	1	\$1,800
iPad/Tab	1	\$500-\$1000

Appendix III.3 AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) Units

The twenty-eight core units offered and delivered in FAC's AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) are:

- AVIE0006 Maintain aircraft radio communications
- AVIF0026 Implement aviation risk management processes
- AVIF0027 Implement aviation fatigue risk management processes
- AVIF0029 Implement threat and error management strategies
- AVIF0030 Manage safe flight operations
- AVIF0033 Manage aircraft passengers and cargo
- AVIF0035 Manage human factors in aviation operations
- AVIH0010 Plan a flight under visual flight rules
- AVIH0014 Navigate aircraft under visual flight rules
- AVILIC0003 Licence to operate a commercial aeroplane
- AVIO0017 Manage disruptive behaviour and unlawful interference with aviation
- AVIW0029 Manage pre- and post-flight actions
- AVIW0032 Operate and manage aircraft systems
- AVIY0033 Operate aircraft using aircraft flight instruments
- AVIY0034 Operate in controlled airspace
- AVIY0035 Operate in Class G airspace
- AVIY0036 Operate at non-towered aerodromes
- AVIY0037 Operate at a controlled aerodrome
- AVIY0040 Apply aeronautical knowledge to aviation operations
- AVIY0041 Apply the principles of civil air law to aviation operations
- AVIY0046 Execute advanced aeroplane manoeuvres and procedures
- AVIY0047 Manage abnormal aeroplane flight situations
- AVIY0054 Control aeroplane on the ground
- AVIY0055 Take off aeroplane
- AVIY0056 Control aeroplane in normal flight
- AVIY0057 Land aeroplane
- AVIY0058 Manage aircraft fuel
- AVIZ0006 Manage situational awareness in aircraft flight

The one elective unit offered and delivered in FAC's AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) is:

- AVIY0073 Operate aircraft in the traffic pattern at night

Appendix IV AVI50519 Diploma of Aviation (Instrument Rating)

Appendix IV.1 Course Timeline

AVI50519 Course Calendar				
Week	Theoretical Lecture Sequence	Operational Lecture Sequence	Flight/Sim Sequence	Theoretical Exams
1	MEA Theoy	MEA01, MEA02	MEA01	
2		MEA04, MEA06	MEA02-MEA05	FAC DA42 Type Knowledge Exam
3			MEA06-MEA08	
4		MEA10	MEA09-MEA10	
5			MEA11	
6	IREX			
7	IREX			
8	IREX			
9	IREX Internal Exams			CASA IREX Exam
10		MEAIR01	MEAIR01-MEAIR02	
11		MEAIR04-MEAIR06	MEAIR03-MEAIR05	
12		MEAIR07-MEAIR08	MEAIR06-MEAIR07	
13	MEAIR Preparation week			
14			MEAIR08	
15			MEAIR09	
16	BUFFER			

Appendix IV.2 AVI50519 Diploma of Aviation (Instrument Rating) Course Inclusion

The following items are what is **included** in each of the five sub-categories under AVI50519 as discussed in Section 3.1 of this handbook.

Books/Equipment	QTY
ATC Command Instrument Rating	1
Flight Planning Rotating Plotter	1
Airservices VTC (Brisbane)	1
Airservices VTC (Oakey)	1
Airservices VNC (Brisbane)	1
WAC Navigational Chart (Brisbane)	1
WAC Navigational Chart (Armidale)	1
ERSA (with RDS)	1
PCA	1
A5 Black clipboard	1
Jeppesen CR3 Flight Computer	1
Jeppesen Manual	1
Flight Bag	1
Flight Crew Licence Cover	1
Ozrunway subscription (1 year)	1
Understanding Light Twin Engine Aeroplanes by W R	1
Permanent Marker	1

Practical Assessment	QTY
CASA MEA Flight Test	1
CASA IR Flight Test	1
Flight Test Aircraft Hiring Hours	5

Theoretical Assessment	QTY
FAC Internal IREX Theory Exam	3
CASA IREX Exam	1
FAC Multi Engine Aeroplane Exam	1

Uniform	QTY
Pilot Epaulet Shirt (white)	3
Trousers (Navy)	3
Epaulets	1
FAC Cap (blue)	1
FAC Wings	1
FAC Lanyard	1
Pilot Epaulet Jumper (navy)	1
FAC Student Polo Shirt (blue)	2
FAC Tie (blue)	1
FAC Name Badge	1

Practical Training	QTY
DA42 Dual	20.5
Sim	15
IFR Briefing	20
IREX Lecture	95

The following items are what is **not included within the Tuition Fee (scheduled)** but **must be purchased** and equipped by the student prior to course start.

Not Included	QTY	Indicative Cost
ASIC Application	1	\$300
Charts & Maps Renewal	3	\$300
CASA Aviation Medical	1	\$800
Belt, Shoe, Socks	1	\$150
Aviation Headset (Bose A20)	1	\$1,800
iPad/Tab	1	\$500-\$1000

Appendix IV.3 AVI50519 Diploma of Aviation (Instrument Rating) Units

The thirteen core units offered and delivered in FAC's AVI50519 Diploma of Aviation (Instrument Rating) are:

- AVIF0029 Implement threat and error management strategies
- AVIF0030 Manage safe flight operations
- AVIH0013 Plan a flight under instrument flight rules
- AVIH0017 Navigate aircraft under instrument flight rules
- AVIW0032 Operate and manage aircraft systems
- AVIY0033 Operate aircraft using aircraft flight instruments
- AVIY0044 Conduct a 2D instrument approach
- AVIY0050 Perform instrument arrival and standard arrival route procedures
- AVIY0073 Operate aircraft in the traffic pattern at night
- AVIY0074 Perform non-published instrument departure procedures
- AVIY0075 Perform published instrument departure procedures
- AVIY0076 Perform visual circling approach
- AVIY0081 Conduct a 2D global navigation satellite system non-precision instrument approach

The one specialist elective unit offered and delivered in FAC's AVI50519 Diploma of Aviation (Instrument Rating) is:

- AVIY0072 Operate a multi-engine aeroplane

Appendix V Payment Methods

Payment methods accepted by FAC includes:

- Cash/Cheque in \$AUD
- EFPOTS
- Telegraphic Transfer (note: international telegraphic transfer will incur an extra \$35.00 processing fee)
- RoyalPay (for those that uses \$RMB)
- Credit Cards – Master and/or Visa (note: a 3% credit surcharge will be applied)

Telegraphic Transfer Details:

Bank Name: Commonwealth Bank of Australia (CBA)

Account Name: FlylinkAviation College

Branch Address: 48 Martin Pl, Sydney, NSW, Australia, 2000

SWIFT Code: CTBAAU2S

BSB: 062000 Account Number: 17125607



RoyalPay QR Code