

AERO DYNAMIC FLIGHT ACADEMY



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 CRICOS No. 02465F

CODE OF PRACTICE AND STUDENT HANDBOOK:

CONTENTS

- **Diploma of Aviation AVI50215 (Commercial Pilot Aeroplane Licence)**
- **Diploma of Aviation AVI50415 (Instrument Flight Operations)**
- **PPL & CPL Training,**
- **INSTRUMENT RATING**

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COURSES IN AVIATION

Aero Dynamic Flight Academy (ADFA) is a flying Academy created in 2002. Aero Dynamic Flight Academy offers comfortable air-conditioned facilities at Maroochydore Airport.

Courses Available: ADFA complies with all relevant local, state and federal government regulations covering this type of organisation, and provides the following range of courses to students.

Diploma of Aviation (Commercial Pilot Aeroplane Licence)
Diploma of Aviation (Instrument Flight Operations)

Private Pilot Licence

Commercial Licence

Instrument Rating

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Student Recruitment/ Marketing practices- ADFA will accept overseas students recruited by an agent, but will NOT authorize an agent to use Provider Registration and International Students Management System (PRISMS) on their behalf. ADFA Management and staff are committed to marketing its training and assessment services in an accurate, ethical and responsible manner ensuring that all clients are provided with timely and necessary information. This marketing information is provided only through ADFA's website or direct dealing face to face. ADFA does not accept overseas or international students that are under 18 years of age.

A Great Training Location: Situated beside the surf beach at Mudjimba & approximately 5 minutes drive from the Qld Sunshine Coast tourist & business centre of Maroochydore, our Sunshine Coast location is an efficient training locality. Established as a Primary Control Zone, Sunshine Coast Airport has a full set of navigation aids & is used on a routine basis by the airlines, allowing the student to be trained in a professional pilot environment.

Aircraft Fleet: The ADFA aircraft fleet ranges from MODERN Zenith CH2000 (for basic & PPL training), Cessna, Tobago & Piper aircraft (for basic & PPL training), Piper Arrow (available for CPL & IFR training), Plus a Cessna 310 for multi engine training.

Local accommodation: The airfield is within very easy reach of a variety of accommodation choices. These choices range from room only, room & board, back packer at \$55.00 per night to flats of every possible description ranging from \$150-\$450/week. ADFA can direct you in arranging accommodation, through Homestay Network, (www.homestaynetwork.org). See our website for indicative costs of living.

GST: The Australian Taxation Office has determined that the Private Licence is a non vocational course and will require GST. Commercial Licence and Instrument Rating are vocational courses and do NOT attract GST.

TRAINING FACILITIES: - Aero Dynamic Flight Academy offers comprehensive full and part time integrated flight and theory training programs. The facilities are located at Sunshine Coast Airport with air-conditioned and ceiling fans in the rooms, bathroom facilities on site and student relaxation room, separate briefing rooms, and synthetic trainer room

RECOGNITION OF PRIOR LEARNING - Credit for previous flying and/or theory courses **may** be granted. The Chief Flying Instructor/CE will review all prior learning as offered for acceptance by any student for its relevance to established CASA criteria and Diploma of Aviation

(Commercial Pilot Aeroplane Licence) and Diploma of Aviation (Instrument Flight Operations) and the provisions of the Company Operations Manual. The CFI/Chief Executive will be the sole arbiter for the recognition of prior learning.

COMPLIANCE WITH LEGISLATION

Overseas Student Health Cover: For students planning to undertake long term studies (over 6 months) in Australia on a student visa it will be necessary for you to arrange Overseas Student Health Cover when you apply for your Student Visa. This cover will insure you against medical and hospital expenses while you are in Australia. Aero Dynamic Flight Academy abides by the regulations of the following Acts and Regulatory bodies: Vocational Education Training and Employment Act 2000; The National Code and ESOS Act 2000 (For overseas students); Workplace Health and Safety Act 1995 plus amendments; Anti Discrimination Act 1991; Civil Aviation Safety Authority.

Medical requirements: The applicant is required to have passed a CASA medical examination. This medical includes an E.C.G examination as well as audio and ophthalmic test (not for PPL). Wearing eyeglasses usually does not prevent a person obtaining a Commercial Pilot Licence.

Private Pilot Licence: To commence training, pass the above medical examination & obtain a "Student Pilot Licence! This allows the start of flying training, as well as to fly an aircraft solo after completing the initial training. Initial training involves around twenty hours of instruction with a flying instructor, & five hours of solo practice. At the completion of initial training, & after passing the "General Flying Progress Test", the pilot is permitted to carry passengers while flying in the "training area". Next is navigation training for the Private Pilot Licence.

Navigation Training: The training consists of ten cross-country exercises, including two solo flights. Once navigation training is completed the next step is the flight test, after which the Private Pilot Licence is issued.

Night VFR Rating: The basic Private & Commercial Pilot Licences limit the holder to flying during daylight hours. To fly at night - training must be undertaken for a "Night VFR" rating. This training involves a simulator course in radio navigation and ten hours of night flying. The night flying comprises around six hours of navigation exercises, with the remaining time being flown in the circuit. A flight test at the end of the course completes the rating.

CPL General Requirements: An applicant for an integrated Commercial Pilot Licence is required to have logged a minimum of 150 hours total flight time, including 70 hours flight time as pilot in command. Of these 70 hours, at least 20 hours must be on cross-country flights. 10 hours of instrument time is also required. Passes are also required in the Civil Aviation Safety Authority's Commercial Pilot Licence theory examinations. During this intermediate period, a "Manual Pitch Control Propeller" endorsement and a "Retractable Undercarriage" endorsement are completed, to allow flight in more advanced aircraft types. Upon completion of Commercial training, and when at the required standard, the Commercial Pilot Licence flight test is undertaken to obtain the licence.

Command Instrument Rating: The holder of a basic Private or Commercial Pilot Licence is limited to flying in relatively good weather conditions. To be able to fly according to Instrument Flight Rules (IFR), a pilot needs to obtain a Command Instrument Rating. The Instrument Rating is a prerequisite for many employment prospects. Air charter operations are conducted in all weather conditions, so a non-instrument rated Commercial Pilot is of little use to such operators. Training for the Command Instrument Rating involves around 15 hours of ground

exercises conducted in synthetic trainers & 22 hours of flight training. Finally, the student completes a ATPL course across the road at Advanced Flight Theory.

Academic Content: The syllabi for the Private and Commercial Licence and the Instrument Rating is as required by the official CASA Manual of Standards & other Syllabi and the Company operations manual.

Courses Available: the following qualifications and achievements are available:

Australian Private Pilot Licence.

Australian Commercial Pilot Licence.

Night VFR (Visual Flight Rules) Rating, Initial Twin Engine Aircraft Endorsement. Instrument Rating.

Flying Content - The Private Licence flying training phase requires a **minimum total of 40 flight hours** training mostly on a single engine aircraft and the Commercial Licence requires a minimum of 150 flight hours: Note: At PPL level an average student often requires an extra 5 – 10 hours to achieve the required standard. **Any extra flying time required is at extra cost.**

Details of specific hours to be flown in the various categories of Academy aircraft will be decided at the time of completing the Training Agreement.

Pre-Course Assessment - It is necessary for ADFA. to assess a prospective student's capacity to undertake a course before accepting the student. Participants will be expected to demonstrate strong motivation to achieve success. ADFA also seeks from the student evidence of sufficient education to cope with the course. Students will be under continuous review as to suitability to an aviation career.

Further information is to be found in the training agreement which forms part of the Academy Code of Practice Student Handbook and is available for inspection prior to the student committing to any training with the Academy.

Educational: Completion of Australian Year 11 (or equivalent) is the minimum requirement (year 10 for the Private Licence, however, students who are 20 years or more and have not completed Year 11 may enter the course on evidence that they have an ability to study at this level.

Education Standards & Qualifications: ADFA seeks from the student, evidence of sufficient education to cope with the course. Intending mature age students should also note the following information. The only other educational ability, apart from actual course training, is that the student must be able to comprehend & speak the English language. Overseas Students must have IELTS level 5.5 or equivalent Australian course.

Studying & Flying Equipment & Student Records: The Student supplies text & log books, nav. equipment, charts and reference books. A **headset** is provided for all training flights, however, students should purchase their own. Student Records are only available to the individual & Instructors that are employed and any CASA officer upon request. Third party access apart from the above mentioned to records is not available except upon written consent from the student in question.

Accommodation: Whilst the Academy does not provide nor accept deposits for accommodation, accommodation is easily obtained with and a wide range of options from \$150.00 - \$450.00 per week are usually available.

Orientation: A free orientation program is part of the ADFA. induction process for overseas students and will take place on the first day of the course by the instructor and will include workplace health & safety issues. The student is introduced to the staff and given a guided tour of the schools facilities such as study and relaxation area,

toilets etc. The registration/enrolment forms are completed and training records set up.

- **Access To Student Records:** The student notes prepared after each exercise by the instructor, are signed at the time of debrief by the student. Students may access their log books and student file at any time.

Medical Examination: - Students are advised that the various stages of pilot licences from Student Pilot onwards, are subject to Commonwealth Government regulations stipulating that applicants need to pass certain medical examinations, specifics of which are dependent on the level of licence required.

Access and Equity Policy Statement:- ADFA Management and staff provide assistance to all clients to identify and achieve their desired outcomes. ADFA is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity.

Aero Dynamic Flight Academy supports the policy framework and strategies for Access and Equity.

In providing training services to clients & learners Aero Dynamic Flight Academy Pty Ltd will ensure the following:

- appropriate services and programs are developed to meet the needs of all learners
- access to, or arrangements for, literacy and numeracy assistance is made available
- all personnel (administrative/consultant trainers) are aware of and implement access and equity principles and processes

Aero Dynamic Flight Academy will, during quality Improvement & planning activities ensure inclusion of review of programs from an Access & Equity perspective.

Exam Failures: Failure of any course theory component may result in the student incurring additional expense including exam & supervision fees.

Delivery & Assessment Methods - The traditional methods in use by the aviation community to teach aviation ground theory are: attendance classes, self study from textbooks, or private tuition. The ADFA training method addresses the difficulties & problems associated with the traditional methods of teaching aviation theory.

About The ADFA Theory Courses

Start dates for all ADFA courses start at the beginning of each month. Self study by use of text books or computer based programs, also must be undertaken to achieve performance. ADFA runs theory classes for groups or individuals as part of the course.

- **Correct Principles of Instructional Technique.** The course has been carefully crafted to use the principles of multi sense learning and to incorporate **correct instructional technique.**
- The course also endeavours to ensure that the learning experience is thorough & enjoyable. The student will discover that the material provides quality, in-depth instruction that is in many ways superior to classroom instruction.
- The course enables the student to pass the CASA examinations through strength of **knowledge.**
- All information is delivered using easy to understand explanations, simple diagrams & thousands of exam style multiple choice questions!
- Retained knowledge deficiencies detected & corrected.

- Deficiencies in students' retained knowledge are immediately detected. The program re-teaches the problem area & re-tests the student.
- Also, the law lessons teach how to find & interpret the information in the various Aeronautical Publications, Regulations & Orders.

Pre-Course Assessment: ADFA must assess a prospective student's capacity to undertake a course before acceptance & before a final course fee quote can be made available. Evidence of sufficient education to cope with the course is also required. Any advised courses are only available to overseas students with a good spoken and written grasp of the English language. Even though the course is based on a competency based training, the assessment during training which is done each lesson, it may still require some overseas students needing **EXTENSIVE general English** and other remedial courses & tutorials before being able to commence or complete their aviation training.

Studying & Flying Equipment- The Student supplies text & log books, nav. equipment, charts and reference books. A **headset** is provided for all flights, but students may purchase their own. An **inexpensive** digital dual time watch would also be useful.

Recognition Of Your Licences, Ratings, Endorsements, Etc (RPL): Qualifications gained by trainees at ADFA, are all issued by/on behalf of the Australian Civil Aviation Safety Authority. The responsibility for the home country acceptance of the Australian licence/s gained lies solely with the individual student. Each student **MUST** check with their local Civil Aviation Authority as to the acceptability or otherwise of the Australian licence & training, before leaving for Australia.

Orientation Program: A free orientation program is part of the ADFA induction process for overseas students.

Student Finances:- There is a once off enrolment fee of \$650.00 associated with ADFA flying instruction. Payments by arrangement or as you go!

Training Times: Preferably, Pilot Training courses are conducted between 8 am and 5 p.m. Monday to Friday on a full time basis. The CPL full time course is 52 weeks, with a 4 week allowed holiday time frame, giving 48 weeks for the course. The Instrument rating allows for 12 weeks.

Vocational Outcomes: Having passed the selected course, you will have passed the theory and practical components required to fly an aircraft either under the private or commercial category. Upon completion you will be issued with a formal certificate from ADFA. For the overseas student, the Australian licence qualifications are ICAO recognised, your Australian licence will usually be accepted by your local authorities. Obviously, some local training may be required. Please check with your local aviation authorities re the acceptability of the Australian licences before committing to any course. Following the Commercial Pilot Licence course some people work towards either a Flight Instructor Rating or a Command Instrument Rating on a single or multi – engine.

Work Opportunities. While you are studying in Australia, you are not able to work more than 20hours per week. Once you have completed your studies, you may apply to DIMA to change your type of visa or to get an extension to your visa to enable to remain in Australia and commence another course.

If you obtain part time work while studying, you must make sure that you do not work more than 20hours per week. The employer can be in trouble also for employing you while you are on a student visa. Studying does not mean a working holiday.

General Training Information

1. All charges will be due and payable on the day they occur. Unless previously arranged with management, students must not expect to be able to fly or incur fees or charges if they cannot pay the account in full.
2. Extra instructor tutor fees depend on the students level of competency with the course.
3. No pre licence flight test occurs until you are satisfied with your training and are ready to proceed.
4. If the student has exceeded 35 dual hours at the time of the PPL flight test then those dual hours over 35 are an extra cost & cannot be absorbed in CPL training.
5. "Location Specific Charging" applies to all operations at Maroochydore and fees are often charged at other locations. No mark up is added to these charges by ADFA. These charges will be referred to the student at the time they are incurred. Landing fees similarly are also additional to the Instructor/Instrument rating price structures.
6. It is stressed that the amounts for training mentioned in this handout are estimates only & that the cost of courses depends on the individual's final choice of how many hours in which aircraft and their own rate of progress.
7. Although the estimates are realistic, ADFA must train to a standard, rather than a price. However, every effort will be made to keep you running as close to budget as possible, **i.e. this is not a fixed quote document, nor do we guarantee that you will achieve the standard in 150 flight hours for the CPL or 40 hours for the PPL!**
8. Any extra flying or theory time needed to reach the standard is charged at normal rates.
9. ADFA students are charged a combined training rate for all flights (either with or without an instructor) until the PPL(A.) is achieved.
10. The Nav brief fee does not just cover the initial instructor contact, it also extends into the navigation flight exercises where you will find that your instructor needs to offer considerable assistance. So don't worry if the initial Nav 1 Brief instructor contact was in company with 1 or 10 students, I can assure you that you will (as always) receive excellent access to the company instructors.
11. Students are advised that certain responsibilities apply to the conduct of their training. Generally the student is expected to be ready to fly at the agreed booking time or the exercise may not be possible – in this case the Academy may require payment of a fee for the loss of use of the aircraft. In these circumstances the late student must generally defer to the next booked student re the use of the aircraft or facility. Cancellations of bookings (unless due to weather or aircraft unserviceabilities) without 24 hours notice will also incur a late cancellation fee of \$80/hour booked.
12. A flight exercise entitles the student only to a short pre and post flight brief and debrief. Any other requests for briefing involving significant use of instructor time will require the payment of the appropriate fee.
13. Prices are Aust\$ & subject to change without notice.

ADMINISTRATION CHARGES

Apart from a \$450.00 non-refundable administrative charge on initial application, no other placement or application fees are chargeable by the Academy before or after you arrive in Australia or commence the course. Therefore if you withdraw from your advised course because the Australian

Government will not issue you with a visa, no other funding is required to be paid.

TUITION PAYMENT IN ARREARS AGREEMENT

(Payment of tuition fees after parts of the course are completed)

Purpose of this agreement

This 'Tuition Payment in Arrears' agreement is an undertaking between the education provider and the student that, for the course nominated in the agreement, no tuition fees will be payable in advance, but will be payable after each agreed part of a course has been provided.

Under the Education Services for Overseas Students Regulations 2001 (the ESOS Regulations), providers who give the Secretary of the Department of Education Employment and Workplace Relations an undertaking that they will accept tuition payments in arrears are exempt from contributing to the ESOS Assurance Fund. This means that, if the provider is unable to provide the course, for whatever reason, students will have no claim on the ESOS Assurance Fund for tuition fees or other courses costs paid to the provider.

As an alternative to the ESOS Assurance Fund, a provider who agrees to accept tuition payment in arrears after part of the course must have a written credit transfer agreement with another provider who agrees to provide the student with an alternative course at no additional cost to the student for the part of the course already completed.

This agreement does not apply to course money for items other than the tuition fees. The provider may still require that course money for these other items be pre-paid.

Change to terms of agreement

This agreement is a contract between the provider and the student, and cannot be varied without agreement by both parties. This agreement will be given to the student prior to acceptance of enrolment in the course and will be signed by both parties and a copy given to the student.

COMPLAINT & APPEALS PROCEDURES

The complaints and appeals policy of ADFA shall ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be recorded on file. 'Client feedback forms' shall be raised detailing the actions required to arrive at satisfactory resolve of each complaint. A complaint is a problem a client has raised and an appeal is an application for a case to be heard again by a third party or panel. Please see the expanded procedure on page 27.

Complaints and Appeals Procedures

Staff members

On receiving a complaint the student can talk directly with the person concerned to resolve the problem; if no resolution obtain a Complaint Form from the office, submit a written statement outlining the complaint and return to the Flight Operations Manager or CFI. The director or delegated person will obtain a response from the respondent and, if necessary, set up a mediation session. If no resolution; seek independent mediation acceptable to both parties. Refer to Southern Cross Connections 07 5527 2001 or SJP Law 07 5443 6500. These external organisations advise both parties of the resolution.

If a student is concerned about the actions of Aero Dynamic Flight Academy, they may approach the Department of Employment and Training.

The complaint and appeals procedure does not remove the right of the student to take action under Australia's consumer protection laws.

Appeal- Aero Dynamic Flight Academy seeks to prevent appeals by ensuring that students are satisfied with their training product and its outcomes. Personnel are expected to be fair courteous and helpful in all dealings with students. Any complaint about any assessment will be treated seriously and investigated thoroughly and dealt with according to the merit of the complainant. The circumstances and results of any appeal are analysed by the director and CFI. Appeals must be made within 21 days of receipt of assessment. All records of any appeals will be kept on file.

Procedure- Notify Instructor within 21 days.

Instructor/ or director provide a written statement of outcome within a further 10 days. Seek reassessment or arbitration by a third party or panel acceptable to all parties of the appeal. The student has the right to appear before the panel. If the appeal is still unresolved, the student will be advised of external organisations such as Consumer Affairs or the relevant Government Department that be able to assist.

DISCIPLINARY PROCEDURES

All disciplinary matters will be handled by the Director.

Support Services: All the teaching staff and administrative staff of ADFA are available to be a point of contact and provide students with general advice assistance with studying, homework, English problems and counselling. Students that require Intensive assistance will be referred to an appropriate External service. Any costs associated with these external services will be at the students own expense. Lifeline is one such organisation- Freecall 131114. See more detail on page 25.

Deferral or Suspension of courses: Once an overseas student has enrolled in a course ADFA will not allow the student to defer commencement of their course except on the grounds of illness, evidenced by a doctors certificate, or other exceptional circumstances beyond the control of the student, eg bereavement. If a student defers or suspends their studies on any grounds ADFA is required to notify the Department of Immigration and Multicultural Affairs via PRISMS. One of the student visa conditions is that you complete your course at our facility once nominated. Changes cannot occur except in exceptional circumstances within the first twelve months. See more detail on page 23.

ADMISSION PROCEDURES

HOW DO I START MY PILOT FLIGHT TRAINING?

1. If the applicant is an Overseas student then the applicant must first be assessed as to their English language skills before a final course fee can be made available. **English Language Intensive Course for Overseas Students (ELICOS) or IELTS level 5.5 or equivalent Australian Course.** Enrolment to students under the age of 18yrs is not offered.
2. All applicants are to advise the Academy of their preferred course and start date using the application form in this handbook. The form covers Local and Overseas student situations).

- a) The completed form plus the admin fee of \$650.00 AUD per cadet is returned to ADFA.
- b) ADFA will then send the applicant a letter of enrolment to allow the commencement of visa action for overseas applicants then commencement of training.
- c) If possible complete the required Medical Exam by an authorised doctor. Some overseas countries are able to offer the Australian aviation medical.
- d) Obtain visa or commence training at ADFA if a local student.
- e) Information about the ESOS (Education Services for Overseas Students) framework and the national code 2007 can be found electronically under www.aei.gov.au/AEI/ESOS/default.html

Transfers between registered providers:

Students have the right to request a release at any time. ADFA CE will determine and assess whether a student's request for release is valid. This will be in the form of a letter from another registered provider confirming that a valid enrolment offer has been made; the original provider has ceased to be registered or the course that the student was enrolled has ceased to be registered. The letter of release will be at no cost to the student however it will advise the student the need to contact DIAC to seek advice on whether a new student visa is required. If a letter of release is not granted it will inform the student as to the reasons for refusal and the rights to their appeal the decision in accordance with the complaints and appeal process. A reasonable time frame for assessing the request of transfer will be adhered to in order to prevent detriment to the student or to the restricted time period. Students who have previously been enrolled in a relevant course at another provider but have not completed the course, will be required to show evidence and follow the above procedures before enrolment will be granted. See more detail on page 18

Arrangements with other Providers: ADFA does not have any arrangements with other providers for the completion of the courses offered and does not have any partnership arrangements with other providers. All courses offered are strictly done at ADFA's premises, however any credits completed from another provider in the same course will be recognised as RPL.

Expected duration and Attendance Req's: Course length is at least 50 weeks with a course minimum of 28 hours a week. Training is delivered face to face. Students are required to sign in each day of training in the sign in book, if you don't then you are marked as absent. ADFA regularly assesses the students attendance each week and calculates the attendance percentage. You must have an attendance of at least 80% of the course hours, If ADFA

notices that attendance is at risk of falling below 80%, ADFA will contact and counsel students directly to avoid attendance falling below 80%. If you drop below 80% attendance, then ADFA will notify the student in writing of the intention to report the student for not achieving satisfactory performance. ADFA will advise DEEWR who can revoke the visa. A template of this letter is shown on page 30. The student has the right to the complaints and appeals process outlined on page 27 of this handbook. If the student produces documentary evidence demonstrating that compassionate or compelling circumstances, eg illness where a medical certificate states that the student is unable to attend, ADFA may decide not to report. The student mentioned is able access Aero Dynamic Flight Academy's complaints and appeals process as outlined on page 27 – 29 of the student handbook, the student has 20 working days to do so. If the said mentioned student chooses not access this process within the prescribed period, withdraws from the process or the process is completed and results in a decision supporting Aero Dynamic Flight Academy, then Aero Dynamic Flight Academy will notify the secretary of DEEWR through PRISMS that the said student is not achieving satisfactory attendance as soon as practicable. You must maintain satisfactory performance standards by passing each of your assessments. The courses you are taking are not just knowledge tests and you can be assessed in several different ways, but all require you to be on site and to provide written evidence to demonstrate you know and understand how things are done. These are referred to as competencies. These competencies and your achievements are compiled and held on file in each students record file. ADFA currently has no arrangements in place with other providers for the delivery of any part of the course it offers to overseas students.

Course credit: The only course credit that ADFA provides is in the form of a student requesting release from another provider that has offered the same course as ADFA or the student has prior experience in the same course that is recognised by CASA. The students records will be brought with them from the previous provider along with letter of release and it will then be determined and noted in the students records and file and signed by the student the granting of credit. Apart from this process no other course credit is granted.

Code of ethics: ADFA is bound by the objectives of the National Code 2007 to deliver education and training courses to overseas students in an ethical and consistent standard. ADFA maintains up to date and adequate insurance cover for the premises and Workers Compensation and Public Liability. This code of practice and student handbook is to guide and enhance the conduct of staff and students in performing their duties in the training environment of ADFA. ADFA has a responsibility to enhance Australia's reputation as a destination for high quality training for overseas students.

Student/staff ratio: ADFA has a policy of limiting each Instructor with six full time students at any one time. All instructors are qualified by CASA to teach theory and flight training and are supervised by the Chief Flying Instructor and CE who has the relevant qualifications to oversee the training program.

Online or distance education: ADFA does not accept nor can it offer online education or learning and education by distance learning. The course must be conducted on the premises of ADFA. The course is CASA approved and the syllabus must be followed as per CASA rules and hence cannot be conducted off site. It is competency based and can only be assessed face to face and practically demonstrated, and tests completed under CASA guidelines.

Issuing Certificates

A statement of attainment will be issued to the student when he/she has attained specific competencies in their training.

Upon satisfactory completion of a course the student will be issued with a Statement of Attainment.

The Civil Aviation Safety Authority will be notified of any flight tests, which the student undertakes

The Chief Flying Instructor will record satisfactory completion of flight tests in their personal logbook.

C.A.S.A. will issue the necessary licences to reflect a pass in these tests.

Once a student has completed their training with Aero Dynamic Flight Academy their records will be kept in the student archives for 2 years as required by CASA and a copy of Certificates issued will be kept for 30 years.

10% of all training records are kept electronically for 12 months following the completion of a course as required by Department of Education, Science and Training.

Assessment Procedures

Assessment is competency based and in accordance with the National Assessment Principle incorporating the standards of the Australian Quality Training Framework.

Assessment is designed to determine whether the student can demonstrate the target competencies at each stage of flying training.

Student pilots who are unable to demonstrate competency at a given time or who successfully appeal assessment results will be re-trained before being reassessed at a later date.

Assessment methods include

Observation – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.

Oral questioning – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.

Multiple Choice – a question or incomplete statement followed by several options (usually 4-5) from which the student selects the appropriate answer/s.

Written short answer – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or paragraph.

Practical Flight Tests

Workplace Health and Safety

The safety of staff and student pilots is of primary importance in all activities carried out by the organisation.

The organisation observes all occupational health and safety legislation.

Health and Safety laws require that employers have a duty of care to provide a workplace which is safe and the health of the employees is not damaged.

The employees and students also have a duty of care to follow instructions for safe working practices and to work and behave in ways which are safe and do not endanger the health and safety of others.

Accidents to staff, students and equipment must be reported to management immediately

Take care on stairs to avoid trips and falls

Closed shoes should be worn in the hangar at all times.

Students and staff need to be aware of oil/water spills on the floor of the hangar. These must be wiped up immediately using the dirty rags at the front of the hangar. Don't assume that someone else will do it.

There is a first aid kit for minor injuries at the front office.

There is a diagram of the offices and hangar on the notice board showing the position of fire extinguishers and safety equipment and emergency exits.

Always treat propellers as live.

STRUCTURED(CPL) PRICE LIST 150 FLIGHT HOURS COURSE

FLIGHT TRAINING

<u>Duration</u>	<u>Aircraft</u>	<u>Cost/Hr</u>	<u>Total</u>
20 Hrs Dual	C172 @	\$347/hr	\$ 6,940
20 Hrs Dual	C172 @	\$347/hr + 10 Hrs PIC @ \$290/hr	\$ 9,840 (incls 10 hrs PIC)
45 Hrs Solo	C172@	\$290/hr + 15hrs PIC in Arrow @ \$315/hr	\$17,775
21 Hrs Dual	Piper Arrow @	\$375/hr	\$ 7,875
12Hrs Dual	C172 @	\$347hr	\$ 4,164
5 Hrs Dual	Simulator	190.00	\$ 950
7 hrs Dual	Piper Arrow	\$375/hr	\$ 2,625 #
(# optional 7 Hrs Twin - \$ 4,725 can be substituted.)			
Briefing charges (pre flight/post flight/flight test prep etc)			\$ 4,000
TOTAL			\$ 54,169
Hire of Piper Arrow for CPL Flight Test (minimum hours)			\$ 1,260
TOTAL INCL HIRE OF AIRCRAFT FOR CPL FLIGHT TEST			\$ 55,429

(PPL flight test req's 3.0 flight hours, NVFR flight test reqs 2.0 flight hours & CPL flight test requires 3.5 extra flight hours. The test flight times except the CPL are included in total, however PPL & NVFR hours count toward total time reqd for CPL flight test.)

The following expenses are subject to change.

Medical Examination	\$ 800	This is paid to the CASA approved doctor & optometrist
CASA Books/Navigation Instruments	\$ 850	
Pilot Headset	\$ 550	<i>(optional)(more expensive ones are available, individual choice)</i>
PPL Theory Examination Fees	\$ 200	
7 CPL Theory Examination Fees	\$ 900	
CASA CPL & PPL Issue Fee	\$ 195	
PPL and CPL theory course per student (min 5 students in the course)	\$9000	
EXTRAS TOTAL	\$12495	

GFPT, PPL, NVFR/CPL Testing Officer Fees \$3,000 (approx.)

SUMMARY OF APPROX TOTAL INVESTMENT

0 – CPL Training + CPL flight test	55,429
EXTRAS	12,495
Theory course text books	850
Approximate cost of testing officer fees	3,000
	\$71,774 (plus landing fees, approx \$3000.), Plus Enrolment fee \$650

NOTES: (\$77,524 would be the cost if the twin engine was substituted as above)

- Some students may require extra flight time to achieve the standard, the prices are based on the minimum hours set by CASA for a CPL(A) and the CASA Manual of Standards Syllabus.
- Course students will be required to pay all landing fees associated with their flying at the end of each flight.
- It is stressed that the amounts for training quoted in this handout are estimates only & that the cost of courses depends on the individual's own rate of progress. Although the estimates are realistic, ADFA must train to a standard, rather than a price. Any extra flying or theory time needed to reach the standard is charged at normal rates.
- Prices are Aust \$ and are subject to change without notice. Some overseas students may need EXTENSIVE general English and other remedial courses and tutorials. Quote available only after an initial assessment.
- Pilot uniforms, Navy trousers and white pilot shirt, are mandatory. These are not included in the prices above.

MULTI ENGINE COMMAND INSTRUMENT RATING

Costs based on having ★ CPL (Aeroplane) ★ 50 hours X-Country (PIC)
★ 5 hours Night (PIC) ★ Twin Endorsement

Flight Costs

15 Hours	Synthetic Flight Trainer @ \$190/hr	\$ 2,850.00
6 Hours	Piper Arrow @ \$375/hr	\$ 2,250.00
16 Hours	Cessna 310 @ \$675/hr	\$10,800.00
Flight Test		
3.5 Hours	Cessna 310 @ \$660/hr	\$ 2310.00
	Flight Test Fee	\$ 990.00
TOTAL FLYING COMPONENT		<u>\$19,200.00</u>

Ground Costs

IREX Exam Fee (CASA & ASL)	\$ 195.00
TOTAL GROUND COMPONENT	<u>\$ 195.00</u>
Ground briefings have not been included, allow approx \$500	

Total Costs

Flight Component	\$19,200.00
Ground Component	\$ 195.00
TOTAL MECIR COST	<u>\$ 19,395.00</u>

Multi-Engine Endorsement, 5hrs min, though allow 7hrs (if required)

6 Hours	Cessna 310 @ \$675/hr	\$4,050.00
+	4hrs Ground Briefings @ \$100/hr	\$ 400.00

Additional Items

Landing Fees and Airlservices Nav Charges →

CASA (Jeppersen) Approach & Landing Charts (DAPS)
 CASA (Jeppersen) Enroute & Terminal Charts (approx. \$300)

Landings	
Pa28R @ \$35.00	
C310 @ \$65.00	
F/Plan @ \$45/hr	

NOTE:

1. Hours are approx. only, achievement of the required standard is the criterion.
2. Aircraft options are suggestions only - the student may opt for a full multi engine rating if they wish.
3. Landing, en-route and approach fees apply to all operations. These charges will be referred to the student at the time they are incurred. Training includes NDB,VOR,DME and ILS. **GNSS RNAV is required this must be included, though theory course is extra.**
4. Solo use of Procedural Trainer available by arrangement.
5. Prices Are Subject To Change without Notice.
6. It should also be noted that the minimum aeronautical experience applicable to the award of the CIR does not include flying hours consumed in the flight test for the CIR.
7. This syllabus has been designed to cater for the use of an approved synthetic flight trainer.
8. GPS ground course is required and student requires GNSS RNAV endorsement on the Command Instrument Rating, this ground course has not been included in above cost. Allow \$800 for GNSS ground course training. CIR Theory course \$1000.

PILOT TRAINING ENROLMENT FORM

for AUSTRALIAN STUDENTS – i.e. no student visa requirements

Please supply the following information & return addressed as follows:

AERO DYNAMIC FLIGHT ACADEMY CONTACT DETAILS

E-MAIL info@flyaerodynamic.com.au

WEB SITE : <http://www.flyaerodynamic.com.au>

MAROOCHYDORE OFFICE

Lot 4 Friendship Ave, Sunshine Coast Airport, Qld, 4564

FAX 07 5448 9375 PHONE 07 5448 9555

FAMILY NAME

GIVEN NAMES

DATE OF BIRTH: DAY.....MONTH.....YEAR.....

M F.

CITIZENSHIP:

TELEPHONE NUMBER:MOBILE

ADDRESS:

..... POSTCODE:

APPLICANTS OCCUPATION:

HIGHEST LEVEL OF EDUCATION ACHIEVED.

Next of Kin

Contact Address

.....

.....

Phone No's

TYPE OF LICENCE FOR WHICH FLYING TRAINING IS TO BE UNDERTAKEN

Private Pilot Licence

Commercial Pilot Licence

Command Instrument Rating

OTHER (give details)

PREFERRED COMMENCEMENT DATE

ALTERNATE COMMENCEMENT DATE

Aero Dynamic Flight Academy (ADFA)

ADFA is an institution registered on the Commonwealth Register of Institutions & Courses For Overseas Students (CRICOS) under the Education Services For Overseas Students Act 2000 (ESOS Act) - PROVIDER CODE 02465F

Registered Training Organisation RTO code 31217

ENROLMENT FORM – NO STUDENT VISA REQUIRED

ENROLMENT FORM - STUDENT VISA REQUIRED

1. FAMILY NAME
2. GIVEN NAMES
3. GENDER: MALE FEMALE 4. NATIONALITY:
5. DATE OF BIRTH: DAY.....MONTH.....YEAR..... 6. COUNTRY OF BIRTH:
7. ADDRESS:
- TELEPHONE NUMBER:
8. STUDENT ADDRESS:
- POSTCODE: TELEPHONE NUMBER:
9. APPLICANT'S OCCUPATION:
10. APPLICANT'S EMPLOYER IN HOME COUNTRY:
- EMPLOYER'S TELEPHONE NUMBER:
11. STUDENT VISA DETAILS. ARE YOU APPLYING FOR:
- (i) A first Student Visa from a diplomatic mission outside Australia? YES NO
- (ii) An extension of temporary entry permit to continue in a current course of study? YES NO
- (iii) An extension of temporary entry permit to transfer into a new course or another institution? YES NO
12. If you are currently studying in Australia, advise most recent institution in Australia, year & State:
..... 19.... STATE.....
13. DETAILS OF SPOUSE OR DEPENDANTS
Do you have a Husband/Wife or any dependants?
- a. already in Australia? YES NO
- b. intending to accompany or join you in Australia? YES NO
- IF YES to either (a) or (b) complete details below and indicate whether dependants will study in Australia.
- | FAMILY NAME | GIVEN NAMES | RELATIONSHIP | DATE OF BIRTH |
|------------------------------|-----------------------------|--------------|---------------|
| | | | |
| <input type="checkbox"/> YES | <input type="checkbox"/> NO | | |
| | | | |
| <input type="checkbox"/> YES | <input type="checkbox"/> NO | | |
- If dependants will study in Australia, give name and Institutions:
- | DEPENDANT'S NAME | INSTITUTION |
|------------------|-------------|
| | |
14. PAYMENT FOR FLYING TRAINING: Up front in Instalments of 4 payments of \$18750.00
15. TYPE OF LICENCE FOR WHICH FLYING TRAINING IS TO BE UNDERTAKEN
- Provider Name: **Aero Dynamic Flight Academy Pty Ltd**
- Diploma Aviation Commercial Pilot Licence AVI50215 52 weeks
- Instrument Rating (Multi Engine) 12 weeks
- Course starts beginning of each month for all courses.
16. COMMENCEMENT DATE: Beginning of which month:.....
17. ALTERNATE COMMENCEMENT:
18. PROPOSED COMPLETION DATE:
19. HIGHEST LEVEL OF EDUCATION ACHIEVED:
1. PLEASE FURNISH AS MUCH INFORMATION AS POSSIBLE TO ENABLE ADFA. TO ASSESS THE STANDARD OF YOUR COMMAND OF THE ENGLISH LANGUAGE.
- Test of English as a Foreign Language (www.toefl.org), Official site <http://www.ielts.org> - Minimum Score – 5.5 Written / 220 Computer
- Applicant's signature:(denotes that the applicant has received a copy information contained in the student handout dated 01-01-17 and fully understands the material contained therein.)

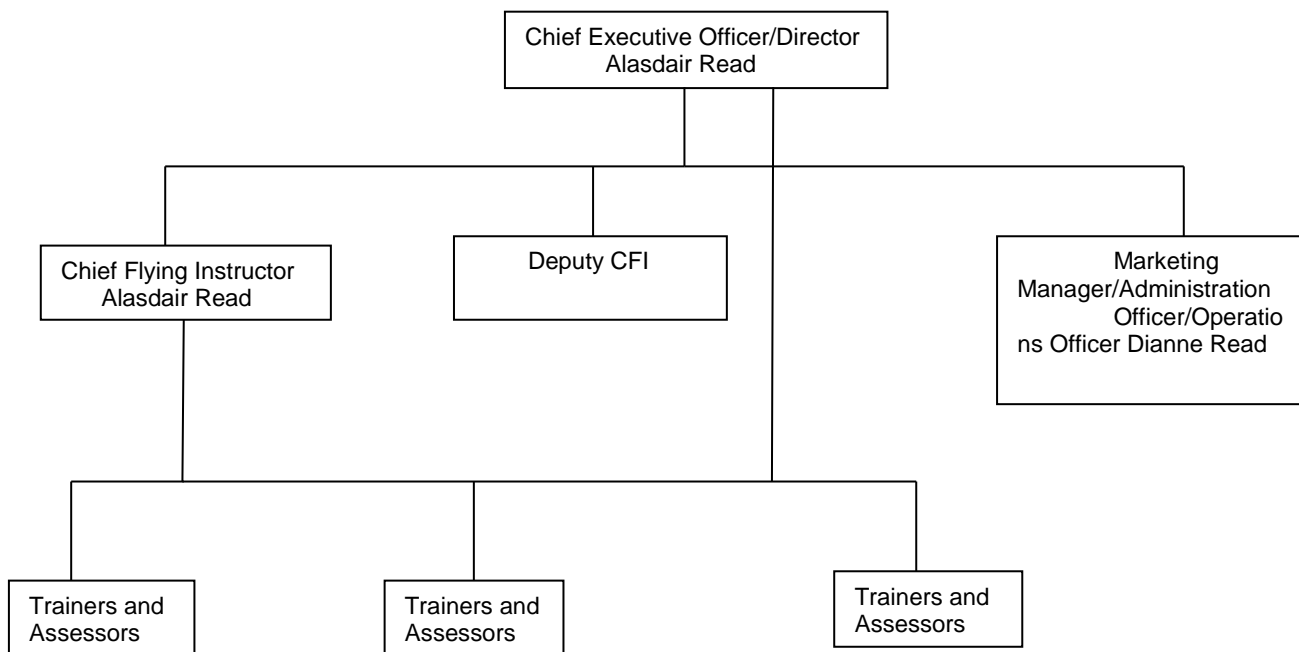
Aero Dynamic Flight Academy (ADFA)

ADFA is an institution registered on the Commonwealth Register of Institutions & Courses For Overseas Students (CRICOS) under the Education Services For Overseas Students Act 2000 (ESOS Act) - **PROVIDER CODE 02465F**

DETAILS REQUIRED FROM APPLICANTS SEEKING ENROLMENT IN PILOT TRAINING COURSES CONDUCTED BY AERO DYNAMIC FLIGHT ACADEMY:

PLEASE SUPPLY THE FOLLOWING INFORMATION & RETURN ONE COPY PLUS THE ENROLMENT FEE OF \$650 AUD ADDRESSED AS FOLLOWS: A.Read : STUDENT ADVISER, AERO DYNAMIC FLIGHT ACADEMY, SUNSHINE COAST AIRPORT, MAROOCHYDORE, QLD., AUSTRALIA. FAX +61 7 54 489375. PH +61 7 54 489555 E-MAIL info@flyaerodynamic.com.au

ORGANISATIONAL CHART



Staff Capability and Premises

Aero Dynamic Flight Academy ensures its staff are suitably qualified and experienced in relation to the functions they perform for students. Each staff member performing education and training for the purpose of the AVI50215 Diploma of Aviation (Commercial Pilot Aeroplane Licence) and AVI50415 Diploma of Aviation (Instrument Flight Operations) have qualifications issued by CASA (Civil Aviation Safety Authority) and are qualified to teach in ground and air Instruction. These qualifications are tested against performance criteria and standards by an independent approved officer every two years and is a requirement to maintain in order to keep their qualifications; as well Aero Dynamic Flight Academy conducts internal performance assessments on each Instructor every 12 months and provides ongoing development to provide exceptional delivery for Aero Dynamic Flight Academy's students. ADFA provides for an Induction program for any new staff as well as an assessment of staff prior to employment, this provides ADFA with staff that are capable of delivering the course requirements. The Chief Flying Instructor holds a Certificate IV TAE40110 in Training & Assessment and is also assessed by CASA every 2 years on performance criteria in order to continue in the role. This ensures staff competency in their delivery and quality assurance and development for delivery of education to its clients and students. All trainers and Instructors hold the TAE40110 certificate.

Aero Dynamic Flight Academy provides training at its head office only at 4 Friendship Avenue Marcoola, Sunshine Coast Airport Qld. The facilities have adequate resources to provide the educational requirements for students course requirements. Aero Dynamic Flight Academy must notify the designated authority and the students enrolled with Aero Dynamic Flight Academy of any intention to relocate premises (including the head office and campus locations) at least 20 working days before the relocation.

Critical Incident Policy and Procedure

Introduction

In the event of a critical incident, Aero Dynamic Flight Academy (ADFA) recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services.

This document outlines ADFA policy, support mechanisms and procedures for managing a critical incident. This policy will ensure that ADFA has:

- an effective approach in responding to critical incidents as they occur
- appropriate support and counselling services available to those affected
- appropriate training and information resources provided to staff.

Definition

A critical incident is defined by the National Code [under Standard 6] as 'a traumatic event, or the threat of such [within or outside Australia], which causes extreme stress, fear or injury'.

Critical incidents may include, but are not limited to:

- serious injury, illness, or death of a student or staff
- students or staff lost or injured during fieldwork experiences
- a missing student
- severe verbal or psychological aggression
- physical assault
- student or staff witnessing a serious accident or incidence of violence
- natural disaster e.g. earthquake, flood, windstorm, hailstorm, or extremes of temperature
- fire, bomb-threat, explosion, gas or chemical hazard
- social issues e.g. sexual assault, drug use, alcohol abuse.

Critical Incident Team

1 ADFA has a Critical Incident Team to assist the Director in the prevention and management of critical incidents at ADFA.

2 The Chief Pilot is the critical incident team leader.

3 The critical incident team also includes:

- a) the Director
- b) the overseas student supervisor
- c) occupational health and safety representative
- d) deputy chief pilot
- e) Safety Officer

4 The responsibilities of the team include:

- a) risk assessment of hazards and situations which may require emergency action
- b) analysis of requirements to address these hazards
- c) establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, community emergency services, hospital, poisons information centre, community health services
- d) 24 hour access to contact details for all students and their families [for overseas students this includes consular staff, embassies]
- e) 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. critical incident team leader, deputy chief pilot,
- f) development of a critical incident plan for each critical incident identified
- g) assisting with implementation of critical incident plans
- h) dissemination of planned procedures
- i) organisation of practice drills
- j) coordination of appropriate staff development
- k) regular review of critical incident plans

Critical Incident Procedures

ADFA critical incident plans assign responsibilities among relevant staff members, and cover all the actions to be taken and timelines for doing so.

1. Immediate Response [within 24 hours]

1.1 identify the nature of the critical incident

1.2 contact emergency services [under no circumstances are students/staff to be transported in private vehicles]

1.3 if applicable secure the area

1.4 ensure safety and welfare of staff and students

1.5 notification of the critical incident team leader

1.6 implementation of appropriate critical incident plan

1.7 liaison with emergency services, hospital and medical services

1.8 managing media and publicity

1.9 contact and inform parents and family members

1.10 identify students and staff members most closely involved and at risk

1.11 assess the need for support and counselling for those directly and indirectly involved

2. Secondary Response [48–72 hours]

2.1 assess the need for support and counselling for those directly and indirectly involved [ongoing]

2.2 provide staff, students, and wider ADFA community, with factual information as appropriate

2.3 arrange debriefing for all students and staff most closely involved and at risk

2.4 restore ADFA to regular routine, program delivery, and community life as soon as practicable

2.5 completion of critical incident report

3. Ongoing Follow-up Response

3.1 identification of any other persons who may be affected by the critical incident and provide access to support services for community members

3.2 provision of accurate information to students and staff

3.3 maintain contact with any injured and affected parties to provide support and to monitor progress

3.4 monitor staff and students for signs of delayed stress and the onset of posttraumatic stress disorder; providing specialised treatment as necessary

3.5 evaluation of critical incident management

3.6 plan for and be sensitive to anniversaries

3.7 manage any possible longer term disturbances e.g. inquests, legal proceedings

Media Releases

ADFA recognises that each critical incident is unique and the dynamics of each situation will need to be assessed when it occurs. To protect the privacy of individuals and to ensure the provision of accurate information, ADFA has developed an agreed approach to media management.

1. The Director, or in his absence the Chief Pilot, normally handles all media releases

1.1 the director or chief pilot gathers information, checks all facts, and determines the official ADFA response

1.2 the director or chief pilot ensures training/advice is provided for all staff to respond to telephone or occasional enquiries following a critical incident

2. the director or chief pilot may delegate media liaison to another member of staff

2.1 the critical incident team leader is the delegated person to manage access of the media to the scene, and to staff, students, and relatives

Evaluation and Review of Management Plan

1. After each critical incident, a meeting of the critical incident team will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications as required.

2. The evaluation process will incorporate feedback gathered from all staff, students, and local community representatives
3. An evaluation report will be made available to ADFA management team and the wider ADFA community.

Changes to Provider Ownership or Management:

ADFA must advise the designated authority in writing of any prospective changes to ownership or change to managerial elements as defined in the ESOS Act section 5. If any of these changes are to take place ADFA, will as soon as practical prior to the change taking effect, or within 10 working days of the change taking effect, notify the designated authority. ADFA has an obligation to its students to inform them of any of these changes within the same time frame as ADFA gives to the designated authority.

ADFA will offer a refund to the student if there is to be a change to the providers legal entity, however, there is no obligation on the students behalf, to accept the refund if the individual is satisfied that their position in the course is not in jeopardy, and they are able to complete even with new ownership or management. ADFA must give this information in writing to the individual, and there must be in writing, a reply from the student with their response.

Transfer of Students between Providers

1. Policy

This policy/procedure supports 'Standard 7 – Transfer between registered providers' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007'.

From July 2007, providers are restricted from enrolling transferring students prior to the student completing 6 months of their principal course. This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal and no letters of release need to be sighted or produced.

The policy of Aero Dynamic Flight Academy is to ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer and the below procedures will be implemented.

The procedures following have been segregated into 'Incoming students' and 'Outgoing students'

2. Procedure

Incoming students

The following procedure is relevant to any student who applies for a course within Aero Dynamic Flight Academy and is currently studying on-shore with another registered provider.

- (a) For this procedure to be completed the applicant must provide a copy of their current Confirmation of Enrolment (CoE) to the Admissions Officer to ascertain if the length of studies completed in their current principal course of study is greater than 6 months. The Admissions Officer may also request a copy of the student's visa to ascertain what the principal course is and when the student arrived in Australia.
- (b) If they have completed more than 6 months of their principal course of study, the application process proceeds as for all off-shore students.
- (c) Where a student has **NOT** completed 6 months of their principal course of study, they are asked to provide an appropriate letter of release in support of their application to the Admissions Officer. Any government sponsor of the student must also provide a letter confirming that the sponsor supports the proposed transfer.
- (d) To support the application students can be provided with a 'Conditional' Letter of Offer, which clearly states that an offer of a place is contingent on their obtaining a letter of release.
- (e) If such a letter of release is received and there are no outstanding matters of concern, the application proceeds as for all off-shore applicants.
- (f) If no satisfactory letter of release is obtained from such students, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to reactivate their application when the 6 month period has passed.
- (g) Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required. Evidence of this occurrence would need to be placed in the student file.

Outgoing students

The following procedure is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principal course of study.

- (a) The only reason a “release letter” shall be issued is where the student can show exceptional circumstances, assessed on a case by case basis by the provider. Such circumstances may include the student experiencing personal difficulties or educational problems that cannot be addressed by the provider’s resources. These circumstances would also include where the provider has ceased to offer a particular program. Grounds for refusing a transfer request include circumstances where the transfer may jeopardise the student’s progression through the course or courses for which the student is enrolled, or where a student is attempting to avoid being reported to DIAC for breach of visa conditions
- (b) Any student wishing to transfer should forward their request in writing to the Chief Flying Instructor, together with documentary evidence to support their request, and a valid letter of offer from the new provider. In circumstances where the provider has ceased to offer a particular program, the affected students do not need to make a specific transfer request, but will instead receive a letter outlining the transfer arrangements. The new provider will then issue the students with a letter of offer
- (c) In assessing the application to transfer, the Chief Flying Instructor will check along with the accounts department the following points:
- Ensure any outstanding fees are paid
 - Ensure the student is fully aware of all issues relating the transferring of providers.
 - Check student records to ensure the student is not trying to avoid being reported to DEEWR due to lack of course progress or poor attendance records.
- (d) Once the above points have been addressed by the Chief Flying Instructor, a ‘Letter of Release’ will be granted at no charge to the student. The student will also be advised of the need to contact DIAC for advice on the transfer’s impact on visa arrangements.
- (e) The Chief Flying Instructor must report the student’s termination of studies via PRISMS
- NOTES
- The above process should not take more than 3 working days once the student has provided the necessary documentation.
 - All requests, considerations, decisions and copies of letters of release should be placed on student’s file
 - The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

‘Conditional’ Letter of Offer to Transfer

To *(Insert Student name)*,

I am writing to acknowledge your application to enrol in course *(insert Course name & Code)*.

As you **have not** completed the first six (6) months of your principal course of study at your current education provider, we are only able to offer you a ‘conditional’ offer of enrolment at this stage.

This condition of enrolment is based on you attaining a ‘Letter of Release’ from your current education provider in your principal course of study.

Please Note: If you are a student under the age of 18 you will not be accepted by Aero Dynamic Flight Academy as we do not accept students under the age of 18 years

This ‘conditional’ offer is valid for a period of 10 working days from the date of this letter and your ‘Letter of release’ must be presented before any further action will be taken in respect to this application.

Please do not hesitate to contact the Chief Flying Instructor if you have any questions.

Regards

Chief Flying Instructor

Letter of Release of student within first six (6) months of study

To whom it may concern,

This letter is to confirm that Aero Dynamic Flight Academy is releasing the following student although they have not completed the first six (6) months of study in their principal course of study:

Student Name: *(Insert Details)*

Student Visa number: *(Insert Details)*

Student Address: *(Insert Details)*

The above mentioned student has been enrolled in the qualification *(insert qualification title and code)* and has requested a transfer to another education provider. The education provider that the release is being granted for has been evidenced with a 'conditional' letter of offer from the following provider:

Provider name: *(Insert Details)*

Provider CRICIS number: *(Insert Details)*

Qualification code: *(Insert Details)*

Aero Dynamic Flight Academy acknowledges that it has informed the student that from the date of this 'Release letter' it no longer is the provider of the principal course of study for the student as identified within the Student Visa.

Aero Dynamic Flight Academy will be notifying the Department of Education, Employment and Workplace Relations (DEEWR) / the Department of Immigration and Citizenship (DIAC) of this change by terminating the student's CoE via PRISMS.

Regards,

Chief Flying Instructor

Letter confirming refusal of transfer request

To

This letter is to confirm that Aero Dynamic Flight Academy will not release the following student who has not completed the first six (6) months of study in their principal course of study:

Student Name: *(Insert Details)*

Student Visa number: *(Insert Details)*

Student Address: *(Insert Details)*

The above named student submitted a transfer request on the grounds of.....

.....
.....

However the request has been refused because *(Insert Aero Dynamic Flight Academy's name)* considers that
..... (insert reasons for refusal)

The above named student has the right to appeal this decision within 20 working days from the date of this letter. A copy of the College's Complaints and Appeals Policy together with a complaint/appeal application form is attached

Regards,

Chief Flying Instructor

Deferring, suspending or cancelling an enrolment

Students are able to initiate deferral, suspension or cancellation of their studies during their stay in Australia only in certain limited circumstances as described below.

Students may also have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by Aero Dynamic Flight Academy to defer, suspend or cancel their studies and Aero Dynamic Flight Academy will not notify DEEWR of a change to the enrolment status until the internal complaints and appeals process is completed.

Student Initiated Deferral

– A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete an ‘Application to defer, suspend or cancel enrolment’ and submit to the Administrations Department or the Chief Flying Instructor.

Student Initiated Suspension

– Aero Dynamic Flight Academy is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to the following:

- Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
 - Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
 - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies; or
 - A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists’ reports)
 - Where Aero Dynamic Flight Academy is unable to offer a pre-requisite unit
 - Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- Students will be required to complete an ‘Application to defer, suspend or cancel enrolment’ in and submit to the Administrations Department or Chief Flying Instructor.
- Students will also be required to provide evidence of the compassionate or compelling circumstances in their application. (I.e. a medical certificate or police report, etc.)

Student Initiated Cancellation

- Students wishing to cancel their enrolment must complete an ‘Application to defer, suspend or cancel enrolment’ and submit to the Student Administrations Department.
- Students wishing to cancel their enrolment prior to completing 6 months of study in their principle course must provide a letter of offer from an alternative provider. This is required under Standard 7 of the National Code and further information can be gained from the ‘Transfer between Providers Policy and Procedure

Provider Initiated Deferral

– Aero Dynamic Flight Academy may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason Aero Dynamic Flight Academy deems necessary to cancel the course.

Provider Initiated Suspension

- Aero Dynamic Flight Academy has the ability to suspend a student's enrolment on the grounds of misbehaviour. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, and vilification or bullying as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories.

- Academic Misconduct
- General Misconduct

Provider Initiated Cancellation

- In some cases where the student's misconduct is severe, Aero Dynamic Flight Academy has the right to cancel the enrolment.
- All students are to be given 20 working days to access the complaints and appeals procedure before reporting any provider initiated suspensions or cancellations of enrolments to the Department of Immigration and Citizenship.

RECOGNITION OF AUSTRALIAN QUALIFICATIONS for COURSE CREDIT

Qualifications gained by trainees at Aero Dynamic Flight Academy are all issued by or on behalf of the Australian Civil Aviation Safety Authority (CASA).

Australian Pilot Licence qualifications are recognised worldwide and particularly by member countries of the International Civil Aviation Organisation (ICAO). Under an agreement the Australian CASA has structured the pilot training syllabus for the professional licences and ratings to ensure that Australian standards meet International standards.

It is important for students to understand the requirements for conversion of their Australian licence to your own national licence. To find these details you should check with your local Aviation Authority to ensure that you have the most up to date information.

PREVIOUS FLYING EXPERIENCE

If you have already gained some flying experience prior to you commencing this course you are eligible to apply for Recognition of Current Credit (RCC). If you are granted RCC before the student visa grant, you will be given a revised schedule for the course duration and cost of training with your confirmation of enrolment letter. If RCC is granted after a student visa is granted the reported change of duration will be notified via PRISMS. If this course credit is granted the student will be given a record which is required to be signed or otherwise accepted and will then be placed in the students file.

RECOGNITION OF CURRENT COMPETENCY CREDITS

Any student wishing to enrol in a course at Aero Dynamic Flight Academy who had previous aeronautical experience must submit all relevant licence details as well as log book statements to the Chief Flying Instructor of Aero Dynamic Flight Academy on the RCC application form (please request this with your application form. The CFI will then assess the student according to the following guidelines and send the student the RCC acceptance or RCC recommendations).

Overseas Licence

Original or certified copy of Licence and Log book (last 5 pages) to be given to the CFI
CFI to check validity of licence with respect to Australian licence with CASA

Student to be issued with the relevant conversion licence as appropriate or given recommendations on how to achieve the conversion of the licence from CASA.

Following the response from CASA on what is required the CFI is to perform an assessment flight including oral theory questions to ensure that the student is at the appropriate skill and theoretical knowledge standard to commence the course from the particular licence issue point.

If the student meets the standard for entry into the course at the appropriate level sought, the CFI will recommend that is where he/she will commence the course.

If the student does not meet the required skill and theoretical knowledge standard to enter the course, the CFI will give a recommendation as to the course of training required to reach the standard for entry into the course.

Australian Licence

Original or certified copy of licence and log book to be given to the Chief Flying Instructor.

The student is granted credit for training as recognised by the Civil Aviation Regulations.

The student performs an assessment flight including oral theory questions to ensure that the student is at the appropriate skill and theoretical knowledge standard to commence that course from the particular licence issue point.

If the student meets the standard for entry into the course at the appropriate level sought, the CFI will recommend that is where he/she will commence the course.

If the student does not meet the required skill and theoretical knowledge standard to enter the course, the CFI will give a recommendation as to the course of remedial training required to reach the standard for entry into the course.

Once the RCC process has been completed the student will be sent the RCC acceptance form along with a letter of offer or the RCC recommendation.

MONITORING COURSE PROGRESS

Aero Dynamic Flight Academy follows the CASA Manual of Standards syllabus which forms part of the AVI50215 Diploma course and has student records which include the progress and evaluation and assessment for each unit of competency that the student must achieve. The requirements for a satisfactory progress of each unit are evaluated and assessed by the Instructor based on elements of competency which must be displayed by the student, a non satisfactory performance will require the element to be repeated for a satisfactory progress to continue. Each unit of competency is recorded in the students' progress file, and any recommendations noted, this strategy of documentation specifies the procedures for identifying whether the student is at risk of not meeting course progress or is at risk of failing to achieve satisfactory progress or whether the student is meeting course progress. If the student is failing to meet a satisfactory course progress, the student will be informed and offered counselling to assist in identifying the reason for the unsatisfactory performance. Students are given the opportunity to be evaluated again on the area that is of concern in the course, however an unsatisfactory outcome must be identified at this point, and an intervention strategy is recommended from the CFI. This strategy is available to students and the staff during the course progress. The strategy will be activated where the student fails or is deemed not competent in 50% or more of the units attempted in any study period.

Where Aero Dynamic Flight Academy (ADFA) assesses the student as not achieving satisfactory course progress, ADFA will notify the student in writing of its intention to report the student for not achieving satisfactory course progress, this includes access to the complaints and appeals process and the student has 20 working days to do so. If the student chooses not to access the complaints and appeals process within this period, withdraws or the process is completed and results in a decision supporting ADFA, then ADFA will notify the secretary of DEEWR through PRISMS that the students course progress is unsatisfactory as soon as practicable.

STUDENT SUPPORT SERVICES

The following support services are to be available and accessible for all students studying with Aero Dynamic Flight Academy. Aero Dynamic Flight Academy will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by the school at no cost to the student but an external service may charge fees when their service is used by the student and this should be clarified by the student prior to using such services outside of Aero Dynamic Flight Academy. Aero Dynamic flight Academy has no control over these external services and their charges.

Academic issues

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

All students' progress and attendance is monitored and guidance and support provided where non satisfactory results are identified. Staff and Instructors are aware of the providers' obligations under the ESOS framework.

A student is able to access the student support officer to discuss any academic, attendance, or other related issues to studying Aero Dynamic Flight Academy at any time. The student support officer or Chief Flying Instructor will be able to provide advice and guidance, or referral, where required.

Referral Services Available

Name & Location, Contact Phone

Chief Flying Instructor – Alasdair Read, Maroochydore, Ph 0403058561

There are many issues that may affect a student's social or personal life and Students have access to the Support officer through normal College hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised. Aero Dynamic Flight Academy does not charge any fees for a referral.

Referral Services Available

Name & Location, Contact Phone

Counselling service- Cheryl Craighead Ph 5450 6879/ 0400 016 786

Lifeline

Ph 5443 5366 www.lccq.org.au

Accommodation

While Aero Dynamic Flight Academy does not offer accommodation services or take any responsibility for accommodation arrangements, Aero Dynamic Flight academy is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements. All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Officer can refer students to appropriate accommodation services. Aero Dynamic Flight Academy does not charge any fees for a referral

Referral Services Available

Name & Location Contact Phone

Marcoola Motel, 900 David Low Way, Ph 5448 7313

Home Assist, Maroochydore, Ph 5476 6130

Real Estate (Rental) North Shore Reality, 5448 9111

Medical Issues

Student Administration will always have an up to date list of medical professionals within access from the academy's location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional. Aero Dynamic Flight Academy does not charge any fees for a referral

Local medical services are as follows:

Referral Services Available

Name & Location Contact Phone

Hospital (Emergency) Nambour, Ph 5470 6600

Doctor, North Shore Medical Centre, Ph 5448 9200

Dentist, Dr Nick Taft & Associates, Ph 5448 7849

Optometrist, Bill Evans, Ph 5446 5411

The emergency phone number for an ambulance in Australia is '000'. (This number should only be dialled in an emergency and you require ambulance, police, or fire attendance.)

Legal Services

Aero Dynamic Flight Academy is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional. Aero Dynamic Flight Academy does not charge any fees for a referral

Referral Services Available

Name & Location Contact Phone

Free legal advice

Munro Thompson Lawyers, Ph 5444 3466

Social Programs

Apart from the Student Orientation Program the Student Support Officer will occasionally organise social events that allow all students enrolled with the school to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer or Chief Flying Instructor

Complaints and Appeals

1. Policy

This policy/procedure supports 'Standard 8 – Complaints and Appeals' of the 'National Code of Practice for Registration

Authorities & Providers of Education & Training to Overseas Students 2007'.

Despite all efforts for Aero Dynamic Flight Academy to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. The following procedures provide students the opportunity to have complaints resolved and resolutions reached.

2. Procedure

Informal process

Where possible all non-formal attempts shall be made to resolve the complaint. This may include advice, discussions, and general mediation in relation to the issue and the student's grievance. Any staff can be involved in this informal process to resolve issues but once a student has placed a formal complaint / appeal the following procedures must be followed.

2.1 General Complaints

All complaints or appeals are submitted to the Chief Flying Instructor. It is their responsibility to deal with the complaint in the first instance. If a student has concerns about the conduct of Aero Dynamic Flight Academy, the student is within their rights to contact the state regulatory authority (SRA), the SRA may suspend or cancel Aero Dynamic Flight Academy's registration, and the student is not prevented from exercising their rights to other legal remedies during the dispute resolution process.

Complaints are to include the following information:

- Submission date of complaint
- Name of complainant;
- Nature of complaint ;
- Date of the event which lead to the complaint
- Attachments (if applicable);

Once a complaint is received it is to be entered into the Complaints and Appeals Register which is monitored by the Chief Flying Instructor (CFI) regularly. The information to be contained and updated within the register is as follows:

- Submission date of complaint
- Name of complainant;
- Description of complaint / appeal
- Determined Resolution; and
- Date of Resolution.

A student may be assisted or accompanied by a support person regardless of the nature of the dispute or complaint. ADFA will continue to maintain the students enrolment while the complaints process is ongoing.

Once a complaint has been filed and logged in the 'complaints and appeals register' the CFI shall notify the CEO of the complaint and provide any further documentation related to the matter.

The Chief Flying Instructor shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint at hand within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

Once a decision has been reached the Chief Flying Instructor shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing.

Copies of all documentation, outcomes and further action required will be placed into the 'complaints and appeals register' by the CFI and on the students file.

Within the notification of the outcome of the formal complaint the students shall also be notified that they have the right of appeal. To appeal a decision Aero Dynamic Flight Academy must receive, in writing, grounds of the appeal. Students are referred to the appeals procedure.

2.2 Internal Appeals

All students have the right to appeal decisions made by Aero Dynamic Flight Academy where reasonable grounds can be established. The areas in which a student may appeal a decision made by Aero Dynamic Flight Academy may include:

- Assessments conducted
- Reported breaches of academic performance or attendance requirements
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Or any other conclusion that is made after a complaint has been dealt with by Aero Dynamic Flight Academy in the first instance.

To activate the appeals process the student is to complete an 'appeal' application which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from staff or the CFI.

The Chief Flying Instructor shall organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate. ADFA will continue to maintain the students enrolment while the appeals process is ongoing.

The student shall have the right to attend the appeal and put forward his/her case. The student may elect to have a support person at the appeal who may at the request of the student represent the student through this appeals process. The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.

Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

Student successful outcome of an appeal must be acted on immediately

General appeals

- Where a student has appealed a decision or outcome of a formal complaint they are required to notify Aero Dynamic Flight Academy in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.

- The appeal shall be lodged through the CFI and he or she shall ensure the details of the appeal are added to the 'complaints and appeals register'.

- The Chief Flying Instructor shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.

- The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.

- Student successful outcome of an appeal must be acted on immediately

Assessment appeals

- Where a student wishes to appeal an assessment they are required to notify their assessor in the first instance.

Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.

- If this is still not to the student's satisfaction the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with student administrations department and the appeal shall be entered into the 'complaints and appeals register'.

- The Chief Flying Instructor shall be notified and shall seek details from the assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another assessor appointed by Aero Dynamic Flight Academy.

- The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.

Appealing decisions to report breach of academic or attendance requirements

- Where a student wishes to appeal the decision of Aero Dynamic Flight Academy to notify DIAC of a breach of academic or attendance requirements the student shall lodge, in writing, a letter outlining the details of their appeal. The student should have extenuating circumstances as to why they have breached their requirements and must be able to provide evidence of these circumstances.

- The appeal shall be lodged through the CFI and the appeal shall be entered into the 'complaints and appeals register'.

- The Chief Flying Instructor shall be notified and shall seek details regarding the initial documentation of the breach and shall make a decision based on the grounds of the appeal.

- The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.

- Where a student has decided to access the appeals process in relation to a reportable breach, Aero Dynamic Flight Academy will not report the breach until the appeals process has been undertaken. Aero Dynamic Flight Academy is required to maintain all relevant responsibilities until the breach has been reported to DIAC via PRISMS.

Appealing deferrals, suspension or cancellation of enrolment decisions

- Where a student wishes to appeal a decision relating to deferment, suspension, or cancellation of their enrolment they are required to lodge, in writing, a letter outlining the details of their appeal. The student should have extenuating circumstances as to why the decision should be reviewed and any supporting documentation supporting their appeal.

- The appeal shall be lodged this with the CFI and the appeal shall be entered into the 'complaints and appeals register'.

- The Chief Flying Instructor shall be notified and shall seek details regarding the initial documentation of the decision and shall make a decision based on the grounds of the appeal.

- The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.

- Where a student has decided to access the appeals process in relation to deferment, suspension or cancellation of their enrolment, Aero Dynamic Flight Academy will not update the student's status via PRISMS until the appeals process is completed. Aero Dynamic Flight Academy is required to maintain all relevant responsibilities until the change in enrolment status has been reported to DIAC via PRISMS.

2.3 External Appeals

If the matter is still unresolved after the above procedures have been implemented and the internal appeals process exhausted, it may require an external independent / third party mediator. Where this is the case, the matter shall be referred to the following person / organisation at no cost to the student:

- ACPET Australian Council for Private Education and Training
- Toll Free 1800 657 644 or 03 9412 5900 National office or 07 3210 1628 Brisbane office

If the third party mediator requests the attendance of the student at any external appeal to discuss or put forward his or her case the student shall have the right to elect to have a support person at the appeal who may at the request of the student represent the student through this appeals process.

The decision of this independent mediator is final and any further action the student wishes to take is outside the Aero Dynamic Flight Academy's policies and procedures. The student shall be referred to the government agencies such as DEEWR and DIAC and this information can be gained from the Chief Flying Instructor.

Where a decision or outcome is in favour of the student Aero Dynamic Flight Academy shall follow the required action to satisfy the students dispute immediately.

‘LETTER THAT ADFA INTENDS TO REPORT THAT THE STUDENT IS NOT ACHIEVING SATISFACTORY ATTENDANCE’

To

This letter is to confirm that Aero Dynamic Flight Academy has assessed that the student named above has not achieved a satisfactory attendance in the course and Aero Dynamic Flight Academy intends to report this breach through PRISMS to DEEWR. The student mentioned is able access Aero Dynamic Flight Academy’s complaints and appeals process as outlined on page 27 – 29 of the student handbook, the student has 20 working days to do so. If the said mentioned student chooses not access this process within the prescribed period, withdraws from the process or the process is completed and results in a decision supporting Aero Dynamic Flight Academy, then Aero Dynamic Flight Academy will notify the secretary of DEEWR through PRISMS that the said student is not achieving satisfactory attendance as soon as practicable.

Student Name: *(Insert Details)*

Student Visa number: *(Insert Details)*

Student Address: *(Insert Details)*

The above named student has the right to appeal this decision within 20 working days from the date of this letter. A copy of the College’s Complaints and Appeals Policy together with a complaint/appeal application form is attached

Regards

Chief Flying Instructor

‘LETTER THAT ADFA INTENDS TO REPORT THAT THE STUDENT IS NOT ACHIEVING STAISFACTORY PROGRESS’

To

This letter is to confirm that Aero Dynamic Flight Academy has assessed that the student named above has not achieved a satisfactory progress in the course and Aero Dynamic Flight Academy intends to report this breach through PRISMS to DEEWR. The student mentioned is able access Aero Dynamic Flight Academy’s complaints and appeals process as outlined on page 27 – 29 of the student handbook, the student has 20 working days to do so. If the said mentioned student chooses not access this process within the prescribed period, withdraws from the process or the process is completed and results in a decision supporting Aero Dynamic Flight Academy, then Aero Dynamic Flight Academy will notify the secretary of DEEWR through PRISMS that the said student is not achieving satisfactory attendance as soon as practicable.

Student Name: *(Insert Details)*

Student Visa number: *(Insert Details)*

Student Address: *(Insert Details)*

The above named student has the right to appeal this decision within 20 working days from the date of this letter. A copy of the College’s Complaints and Appeals Policy together with a complaint/appeal application form is attached

Regards

Chief Flying Instructor

