



# DOMESTIC STUDENT HANDBOOK

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## 1. INTRODUCTION

### USING THIS HANDBOOK

So, you want to learn to fly a helicopter? At Bankstown Helicopters, we believe the quality of the flight training we provide our students is a direct result of our highly experienced instructors, extensive fleet and the safe, relaxed environment at each of our training schools. Our pilot training began in 1976, with the opening of Heliflite Training School. We launched Bankstown Helicopters in 1982 and Central West Helicopters in 2008, before welcoming Queensland's Redcliffe Helicopter School to the network in 2011. In 2012, we created an umbrella organisation to manage our growing network of flight training schools. Bankstown Helicopters is now one of Australia's leading pilot training facilities, with twelve Grade 1 Instructors who hold more than 50,000 hours of flight time in total. Our helicopters are always maintained to an exemplary condition, and we have our own on-site refuelling facility to reduce delays between lessons.

With more than 40 years' experience, we understand exactly how to get the best out of every student that learns to fly with us.

This handbook is to be issued to all those students who are looking to enrol with Bankstown Helicopters trading as Bankstown Helicopters. You must have a passion to fly helicopters. But at the core of this business there is a passion for profession flight training.

We have been teaching commercial and recreational pilots for more than 40 years to develop their skills and knowledge as a pilot.

We are an Australian registered flying school registered and accredited by the Civil Aviation Safety Authority (CASA) as well as the Australian Skills Quality Authority (ASQA). This dual accreditation presents challenges as well as opportunities with CASA monitoring our flying skills and in-air safety and ASQA monitoring our quality of training. CASA also mandate how the courses are to be delivered, assessed, and demonstrated in the air.

We are registered to accept both Australian students within Australia and also students from overseas on a student visa.

We are registered by the Australian Skills Quality Authority (ASQA) to deliver AVI50322 Diploma of Aviation (Commercial Pilot Licence – Helicopter).

In this handbook Bankstown Helicopters will be taken to mean Bankstown Helicopters Pty Ltd. But this handbook also addresses the requirements of Central West Helicopter School and Queensland Helicopter School.

### BUSINESS LOCATION/S

**Bankstown Helicopters:** Link Road, Bankstown Aerodrome NSW 2200

**Central West Helicopter School:** Aerodrome Road, Spring Hill NSW 2800

**Queensland Helicopter School:** Boomerang Court, Kippa Ring QLD 4021

### LEGISLATIVE COMPLIANCE

We must comply with the following legislation within the operations of our college:

- Affirmative Action (Equal Employment Opportunity for Women) Act 1986
- Anti-Discrimination Act 1977 (Commonwealth)

- Copyright Act 1968
- Equal Opportunity Act 2010
- Information Privacy Act 2000
- Privacy Act and National Privacy Principles (2001)
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Standards for Registered Training Organisations (RTOs) 2015]
- Unique Student Identifiers Act 2014
- Work Health and Safety Act 2011
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002.

## **AVIATION COMPLIANCE**

### **Tier 1**

- Civil Aviation Act 1988 (CAA)
- Airspace Act

### **Tier 2**

- Civil Aviation Regulations 1988 (CAR)
- Civil Aviation Safety Regulations 1998 (CASR)
- Airspace regulations 2007 (ARs)

### **Tier 3**

- Manual of Standards (MOSs)
- Civil Aviation Orders (CAOs)
- Airworthiness directives
- Any other legislative instruments that may be put forward advisory circulars, Civil Aviation Advisory Publications (CAAPs) and Airworthiness Advisory Publications (AACs)

CASA also publishes various advisory documents to provide additional guidance about the delegated legislation. These advisory publications describe the intent and purpose of the legislation and explain how it is possible to comply with the legislation.

### **1. Primary legislation**

The CAA and *Airspace Act 2007* fall under the responsibility of the Minister for Infrastructure and Regional Development. Amendments to the two Acts require the approval of Cabinet or the Prime Minister. They must be passed by both Houses of Parliament and assented to by the Governor-General.

The *Airspace Act 2007* requires the Minister for Infrastructure and Regional Development to make an 'Australian Airspace Policy Statement' outlining the Government's policy in respect to the classification, designation and strategies for the administration and management of Australian-administered airspace. This Statement must be reviewed at least every three years with consultation between the Department, CASA, AirServices Australia and other relevant entities. [https://www.infrastructure.gov.au/sites/default/files/migrated/aviation/australian-airspace-policy/files/Airspace\\_Act\\_2007.pdf](https://www.infrastructure.gov.au/sites/default/files/migrated/aviation/australian-airspace-policy/files/Airspace_Act_2007.pdf)

### **2. Delegated legislation**

Delegated legislation is a generic name for the regulations and other legislative instruments. The *Airspace Regulations 2007* are delegated under the *Airspace Act 2007*; the CAR and CASR, the MOSs, CAOs and ADs are delegated legislation under the CAA.

## 2.1 Regulations

The CAR and CASR provide regulatory controls over civil aviation safety. They set out in some detail the safety standards that are required in relation to airworthiness of aircraft, licences and ratings of flight crew and maintenance personnel, air traffic control, rules of the air, dangerous goods and many other safety issues. The regulations are made by the Governor-General (acting on the advice of the Minister for Infrastructure and Transport) under section 98 of the CAA. CASA develops policies and standards, engages in public consultation, and gives drafting instructions to the Office of Parliamentary Counsel (OPC). OPC prepares draft regulations on the basis of CASA's instructions. The draft regulations are given legal clearance (settlement) by OPC and are then processed through CASA and the Department before being submitted by the Minister to the Federal Executive Council (EXCO) to be made into law by the Governor-General.

The regulation/amendment becomes effective either on a date specified in the regulation/amendment or on the day after the notification of making is registered and published by OPC in the Federal Register of Legislation (FRL). Once made (i.e., signed and issued), regulations and amendments are tabled in Parliament and are subject to disallowance in accordance with the *Legislation Act 2003*.

## 2.2 Manual of Standards (MOS)

MOSs are detailed technical requirements, including uniform specifications and standard applications, that complement requirements set out in the CASR. They contain only those standards that are clearly authorised by a particular regulation—they are not used to promulgate advisory material.

CASA is authorised to draft and make a MOS when a clear requirement exists to specify standards that, for the purposes of clarity and/or effective administration and upkeep, should not be contained within the CASR.

A MOS is drafted as a legislative instrument by CASA's Legal Affairs, Regulatory Policy, and International Strategy Branch (LARPIS) and made by the Director of Aviation Safety (DAS). A MOS becomes effective either on a specified date or on the day after the notification of making is registered and published in the FRL. Once made, a MOS is tabled in Parliament and is subject to disallowance in accordance with the *Legislation Act 2003*.

## 2.3 Civil Aviation Orders

The CAOs typically contain technical detail and requirements that complement those set out in the CAR. The CAOs are generally made under the authority of the CAR, rather than the CAA itself, although some existing CAOs are made directly under the CAA (e.g., CAO 82 is made under the authority of subsection 98 (4A) of the CAA). Orders are drafted by CASA's LARPIS and approved by the Director of Aviation Safety and then is effective either on a specified date set out in the CAO or on the day after the notification of making is registered.

## 2.4 Airworthiness Directives

Part 39 of CASR provides for CASA to issue an AD for a kind of aircraft, or a kind of aeronautical product, if an unsafe condition exists in that aircraft or aeronautical product of that kind and the condition exists, is likely to exist or could develop in other aircraft or aeronautical products of that kind.

ADs are drafted by CASA's technical specialists and signed by a CASA delegate in the Airworthiness and Engineering Standards Branch (AESB). The AD becomes effective on the particular date specified in the AD and is registered and published in the FRL. Once issued by CASA, ADs are tabled in Parliament and are subject to disallowance in accordance with the *Legislation Act 2003*.

### **Accessing legislation on the internet**

For access to Australian Legal Information Institute databases of Commonwealth and State legislation, see [www.austlii.edu.au](http://www.austlii.edu.au).

For access to information about work health and safety legal obligations, see <https://legislation.nsw.gov.au/view/html/inforce/current/sl-2017-0404>

For legislative and regulatory requirements relating to vocational education and training (VET), see the following websites:

- NSW Department of Education <https://education.nsw.gov.au/>
- Australian Skills Quality Authority [www.asqa.gov.au](http://www.asqa.gov.au).
- Civil Aviation Safety Authority [www.casa.gov.au](http://www.casa.gov.au)

## **2. SOME OF THE ESSENTIAL PERSONNEL WORKING WITH YOU**

**All of staff may be contacted through the front desk Administration**

### **CHIEF EXECUTIVE OFFICER - William Miller Snr.**

The CEO is the most senior role within Bankstown Helicopters and is responsible for overseeing all operations.

### **HEAD OF OPERATIONS (HOO) - William Miller Snr.**

The HOO is responsible for the health and safety of all staff and students and the successful operation of Bankstown Helicopters.

### **COMPLIANCE MANAGER - Alan Cohen**

The Compliance Officer works closely with the Head of Operations and is responsible for monitoring the compliance of the organisation against the Standards.

### **ADMINISTRATION MANAGER - Michael Bennett**

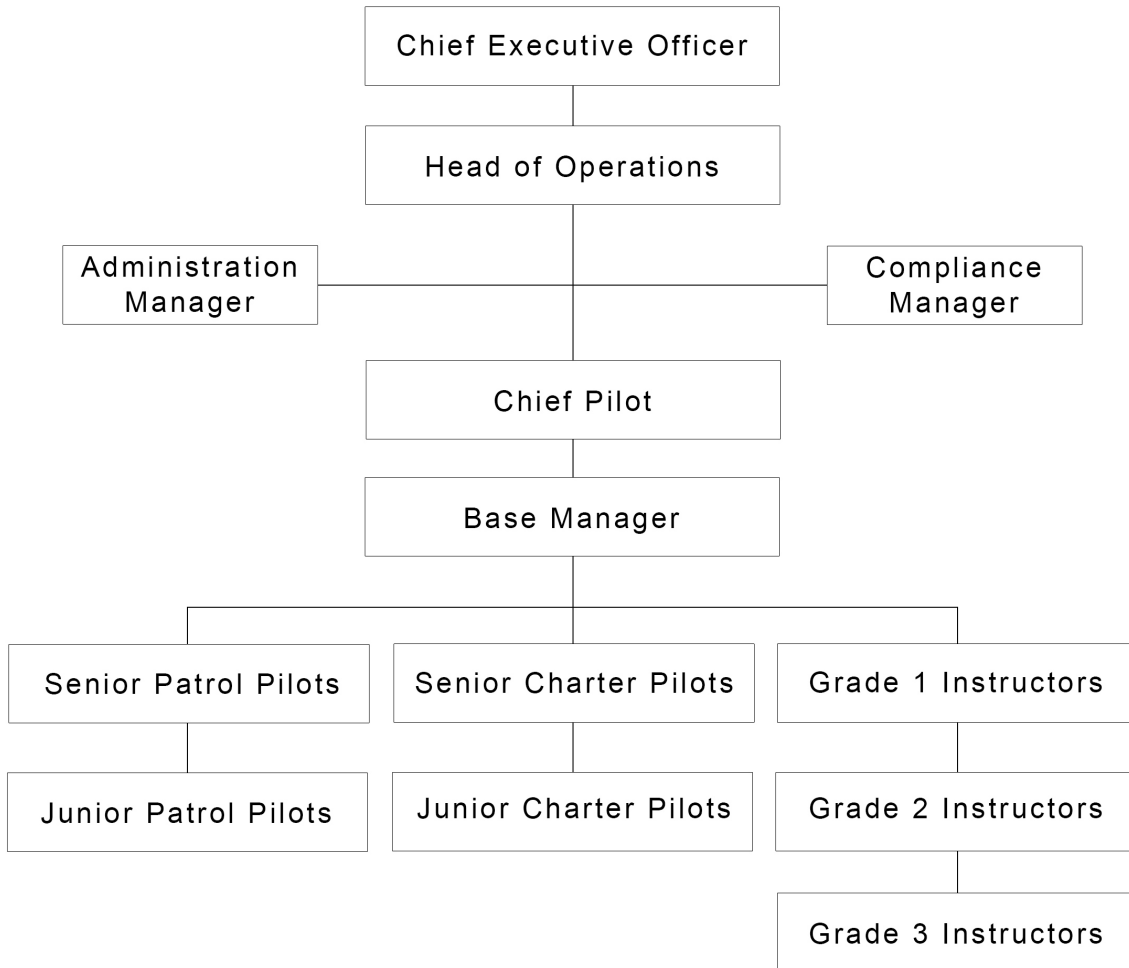
The Administration Manager is responsible for all administrative tasks such as handling all payments and student files.

### **FLIGHT INSTRUCTORS**

1. Michael Bennett
2. Edward Underdown
3. Glenn Cameron
4. James Campbell
5. Alexander King
6. Michael Papas
7. Justin Kritzinger
8. Peter Dubrovich
9. Stuart Hough
10. Mark Foster



**ORGANISATION CHART**



### 3. INFORMATION

#### ATTENDANCE

TABLE 1: TIMETABLE FOR DELIVERY AND ASSESSMENT FLIGHTS

Del Wk	Unit delivered	F2F Hours	Ass Hours	Unsup Hours	Prac (Flight #)	Written Asst (Week)
	<b>Phase 1: Introduction</b>					
1	AVIF0023 Induction and Introduction to helicopter flight Apply aircraft safety procedures	30		10		1
	<b>Phase 2: Ground Theory</b>					
2-13	Helicopter flight theory	360		120		
	<b>Phase 3: Helicopter flight</b>					
14-15	AVIF0023 Apply aircraft safety procedures	60	7		9	
16	AVIE0006 Maintain aircraft radio communications	30	7	30	23	18
17	AVIY0037 Operate at a controlled aerodrome	30	7		29	19
18	AVIY0089 Operate helicopter solo in the circuit area	30	7	30	30	20
19	AVIY0084 Conduct helicopter pre-solo exercises	30	7		32	21
20-23	AVIF0027 Implement aviation fatigue risk management processes	120	7	20	37	26
24	AVIF0029 Implement threat and error management strategies	30	7	10	39	27
25	AVIY0035 Operate in Class G airspace	30	7	10	38	28
26	AVIO0017 Manage disruptive behaviour and unlawful interference with aviation	30	7	20	52	29
27	AVIY0036 Operate at non-towered aerodromes	30	7		43	29
28-29	AVIY0088 Operate helicopter on solo navigation flights	60	7	20	44	30
30	AVIF0033 Manage aircraft passengers and cargo	30	7	10	51	31
31	AVIY0086 Manage abnormal situations and emergencies - helicopters	30	7	10	54	32
32	AVIY0085 Control helicopter during advanced manoeuvres	30	7	20	55	33
33	AVIY0034 Operate in controlled airspace	30	7		55	33
34-35	AVILIC0004 Licence to operate a commercial helicopter	60	7	20	56	34
	<b>TOTAL HOURS</b>	<b>1050</b>	<b>112</b>	<b>340</b>		

- **Face-to-face hours** include the in-class training and in-helicopter flights and completion of VET written assessments. This includes the practice flights and flights with mentoring by the Flight Instructor.
- **Unsupervised hours** are the flight preparation, conduct and debrief of the scheduled flights
- **Flight Sequence number** is the flight number within the 55 flight sequences at which the listed unit is signed off as the student is “Competent”.
- **Assessment hours** are based upon the “Scheduled Flights” at which the student unit sign off is attained and includes allowance for flight planning, pre-flight checks, assessment flight and post flight debrief.

### **Sick leave**

If you are unable to attend a class due to sickness, it is ideal that you contact Bankstown Helicopters and notify them on the day. You do not need a medical certificate if you only miss one class; however, if you miss 2 or more classes you will be required to submit a medical certificate to Bankstown Helicopters. You will also need to submit a medical certificate to Bankstown Helicopters if you are sick on a day that an assessment is due.

### **Holidays or leave**

If you have holidays or leave planned at a time during your course, you must notify Bankstown Helicopters of the dates you will be absent from class. This is to ensure any documentation you need is set aside for you for your return.

### **Expulsion**

Bankstown Helicopters reserves the right to expel students for serious breaches of discipline following appropriate disciplinary procedures. Fees paid are not refunded to expelled students.

## **STAFF RESPONSIBILITIES FOR ACCESS/EQUITY AND EQUAL OPPORTUNITY ISSUES**

You should direct all problems and information requests to the Administration Manager, who will refer the issue to the best person if they cannot resolve it themselves.

The Head of Operations acts as the access and equity officer for Bankstown Helicopters so if you are experiencing any harassment or discrimination, refer the matter to the Head of Operations in writing.

Bankstown Helicopters:

- aims to ensure that access to training is available, regardless of gender, socioeconomic background, disability, religion, age, marital status, sexual preference, or race
- delivers training services in a non-discriminatory, open, and respectful manner
- ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs
- has updated facilities to give reasonable access to clients of all levels of mobility, and physical and intellectual capacity
- conducts client selection for training opportunities in a manner that includes and reflects the diverse client population
- actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged
- provides culturally inclusive language, literacy and numeracy advice and help that assists clients to meet their personal training goals
- is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system

- requires staff and students to comply with access and equity requirements at all times.

Bankstown Helicopters provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in line with our Code of Practice. All of our students are made aware of their rights and responsibilities through this student handbook.

## **STUDENT SELECTION**

We encourage applications from everyone who meets the entry requirements. Training inquiries are coordinated by the Administration Manager.

## **ENROLMENT**

When you ask about one of our courses, the Administration Manager will send you:

- a pre-enrolment form
- this student handbook
- information on recognition of prior learning (RPL) and a RPL application form
- a course information brochure including course fees
- fee refund information
- an application for a unique student identifier (USI)
- the complaints and appeals information and form.

An interview either by phone or in person will be set up for you to discuss the course you would like to enrol in with one of our flight instructors or the Head of Operations.

After your interview, it may be decided that you need to take a language, literacy and numeracy (LLN) assessment. If this is the case, this will be done at Bankstown Helicopters' premises. The flight instructor will arrange a suitable time to conduct the assessment.

When you have been accepted to enrol in the course, you will be provided with an enrolment form (either in person or via email) along with confirmed fee schedule. You must return the completed enrolment form and once processed by Bankstown Helicopters, you will receive a confirmation of enrolment. To secure your enrolment you must pay the course deposit as stipulated on payment plan.

No certificate or qualification will be issued until course tuition fees have been organised with the Head of Operations.

The Head of Operations will be making a decision about your enrolment based on the information you give, so it is important that you give us everything we need.

## **UNIQUE STUDENT IDENTIFIER**

### **Student information**

All students in Australia must have a Unique Student Identifier (USI), a lifelong number which will enable your records and results, to be collected in an online system and available on demand. By having a USI, you will be able to access your training records and results (or transcript) whenever you need to.

You must have a USI before Bankstown Helicopters can enrol, obtain a Aviation reference Number or issue a certificate or a statement of attainment, unless you fall into one of the exemption categories. These exemptions include:

1. You are an offshore international student studying outside of Australia

2. You have completed the requirements for a VET qualification or statement of attainment before 1 January 2015.

For further information on USI exemptions, refer to <http://www.usi.gov.au/Pages/exemptions.aspx>.

The Department of Industry has developed a video to help students access a USI: <http://usi.gov.au/students/Pages/default.aspx>. If you are unsure or unable to apply for a USI, we can apply for one for you. Simply complete our Application for USI form, giving us permission to apply for it on your behalf.

### ***Protection of Student's Privacy***

Your USI contains personal information, contact details and your training records and results. The USI system has been designed to keep this information safe and secure and is only accessed by the organisations and employers you to choose to have access to your records.

### **ACTIONS ON CLOSURE OF THE RTO**

Bankstown Helicopters is a confident business providing quality training outcomes to students for 40 years. If the RTO is closed for any reason whatsoever we will offer a copy of all student records in soft copy and, where available, hard copy, to ASQA. The format for the soft copy shall be as agreed between the 2 parties but will normally be the data files from our software package.

If ASQA does not elect to take the copy of the records, then they will be transferred to and remain available from an agreed repository, with a listing of the student database left with ASQA for backup.

Students will be offered placement at another RTO that has the relevant qualification on scope; this will be organised by Bankstown Helicopters. If money has been paid in advance of training, it shall be refunded, less:

- course fees for training delivered up to the time of closure

Where funds have not yet been paid and training has not yet been provided then those funds may be payable to the RTO that Bankstown Helicopters has engaged to complete.

## 4. FEE STRUCTURES

### COMPULSORY FEES

The course fees for each of the qualifications provided by Bankstown Helicopters as well as fees for RPL are summarised in the fee schedule that you will receive from the Administration Manager before enrolment.

Contained in this fee schedule is detailed information regarding:

- total course fees
- payment terms
- the nature of guarantees
- fees and charges for extra services
- refund policy
- cooling-off periods
- fees paid in advance.

Fee payment schedules may be negotiated on an individual basis with the Administration Manager in consultation with the Head of Operations. If you do not pay your fees, it may result in the cancellation of your course, and you will not be awarded a certificate or statement of attainment.

All fee payments can be made via EFTPOS, credit card, cash, or direct deposit.

If you have any concerns regarding the payment of your fees either in advance or throughout the duration of your course, you can speak to the Administration Manager to see if other arrangements can be made.

### REFUND POLICY

Students are provided with the refund policy before enrolment. Refund information is always available from the Administration Manager.

Requests for refunds are to be made in writing, by email or by fax to the Head of Operations using the refund application form, which is available from the Administration Manager or the website. All fee refund applications are considered on a case-by-case basis; however, for most cases the following will apply.

Student withdrawal from course one day or more before the course start date	Full refund of fees paid
Student withdrawal from course after start date	Partial refund equivalent to 75% of unused fees paid
Course transfer (once only, starting within 3 months of course cancellation)	Partial refund equivalent to 75% of unused fees paid
Course cancellation by RTO due to course being cancelled	Refund of any unused fees paid
Course cancellation by RTO due to business closure	Refund of any unused fees paid

The Head of Operations is responsible for the approval of all fee refund applications. Applications for refunds may take up to 5 working days to be processed. Refund payments will be finalised no later than 10 working days after the dated receipt of the application.

This refund policy is subject to review from time to time in line with the change to conditions policy outlined below.

### **CHANGE TO CONDITIONS**

Bankstown Helicopters reserves the right to change fees, conditions, course times or course start dates. You will be notified as soon as practicable of any changes to the operation of Bankstown Helicopters. If there are any changes that may affect your training and/or assessment, including in relation to any third-party arrangements or changes in ownership, you will be notified as soon as practicable.

## 5. RECOGNITION AND PRIOR LEARNING

### NATIONAL RECOGNITION

Bankstown Helicopters 'recognises' the qualifications that are presented by any student, provided that they are original (or verified) copies from any Australian registered training organisation or from an approved appropriate aviation regulator where the credit recognition has been put in place.. Students must map those qualifications to the course currently being done.

To apply for course credit, simply attach a copy of your original qualifications or statement of attainment and complete the Application for Credit Transfer of Recognition of Prior Learning through the Administration Manager. The Administration Manager reserves the right to contact a training organisation to check your qualification.

### RECOGNITION OF PRIOR LEARNING

The RPL process allows students to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific units of competence within their course.

All students may apply for recognition of their existing skills before the course starts using our RPL kit and information form for AVI50322. RPL kits are available from the Administration Manager. The costs associated with RPL are summarised on the fee schedule.

All RPL applicants will be asked to provide evidence to support their claim and this should be attached to the application form. Examples of evidence might include: documentation such as certificates issued by other training organisations, support letters from employers, course outlines of previously studied courses. We also recognise the credentials issued by other RTOs operating under the Standards.

All assessments of RPL applications are reviewed by a flight instructor who is qualified to conduct the assessment. The flight instructor is also responsible for identifying any gap training that may be required to complete the full qualification.

From time to time or when deemed necessary, we will have an extra person or subject expert be part of the assessment process. The assessment of RPL by the flight instructor is based on their assessment of your ability to competently continue the development within the course. We have your interests at heart: we will allow credit in an existing course provided it does not adversely affect your ability to complete the course satisfactorily.

Participants may request a review of the RPL decision through our appeals procedure outlined in this student handbook.

Bankstown Helicopters reserves the right to conduct a language, literacy and numeracy (LLN) test.

### CREDIT TRANSFER

When you have completed a unit of study at another RTO that is identical or equivalent to one in which you are currently enrolled, you may be eligible for credit transfer. This means that you won't need to complete that unit of study again.

To apply for credit transfer, fill out the credit transfer form that can be obtained from the Administration Manager and attach copies of the evidence you have (e.g. statement of attainment or certificate) before emailing it to the Administration Manager to show you have completed that unit.



## 6. YOUR RIGHTS AND OBLIGATIONS

### USE OF YOUR PERSONAL INFORMATION

Your personal information will only be used for training and assessment purposes or purposes relating to your enrolled course(s). However, from time to time, we may ask your permission to use your photo or testimonial for marketing purposes. In this case, you will be asked to give your written permission.

It is a requirement of the national vocational education and training regulator ASQA to request participant's permission to release information in certain circumstances. In this case, your personal details and student records may be made available:

- to any Australian Government agency
- to any state government agency
- when requested by a court/tribunal.

### WELFARE AND GUIDANCE SERVICES

We try to provide welfare and guidance to all students/clients. You should speak with a flight instructor who may put you in contact with appropriate people or organisations to resolve any matter that you may be worried about. This includes:

- learning pathways and possible RPL opportunities
- provision for special learning needs
- provision for special cultural and religious needs
- provision for special dietary needs
- any other issue.

### WHAT YOU CAN AND CANNOT DO

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any student who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then the student may be asked to leave the course. You must be of good behaviour and respect the rights of others.

Working with others within Bankstown Helicopters is not a requirement by law, but rather is seen by Bankstown Helicopters as necessary to maintaining an open and friendly study environment for all students, and as such will be strictly enforced by the college. Being involved in the Bankstown Helicopters community may require maturity and, at times, understanding. If you have any concerns about how you should act, speak with your flight instructor or the Head of Operations.

### UNACCEPTABLE BEHAVIOUR

Unacceptable behaviour includes:

- interruption of the flight instructor while delivering course content during real-time demonstrations (e.g. webinars)
- being disrespectful to other participants
- discriminating against teachers and/or other students based on race, religion, gender, etc.
- harassment by using offensive language or gestures
- sexual harassment
- acting in an unsafe manner that places you or others at risk
- refusing to participate when required in group activities
- continued absence at required times
- being under the influence of alcohol or illegal drugs

- other objectionable behaviour
- academic dishonesty and plagiarism.

## **YOUR RIGHTS**

You have the following rights once you have enrolled:

- expect us to provide courses of high quality that recognise and appreciate your individual needs and learning styles
- to be treated with respect by others, to be treated fairly and without discrimination
- to be free from all forms of intimidation
- to study in an ordered and cooperative environment
- to have any disputes settled in a fair and rational manner
- to work and learn in a supportive environment without interference
- to express and share ideas and to ask questions
- to appeal for a review of the results of an assessment
- privacy and confidentiality, and secure storage of your records in line with our policies, to the extent permitted by law.

## **YOUR RESPONSIBILITIES**

Your responsibilities are to:

- understand and accept the enrolment conditions for the course you are undertaking
- give accurate information about yourself at enrolment, and advise us of any changes to your personal information
- recognise the rights of staff, flight instructors, assessors, third parties or organisations and other students to be treated with dignity and fairness, and behave in an appropriate and acceptable manner towards them
- attend regularly and be punctual
- ensure you attend classes sober and free from drugs
- pay your fees as they are due in line with your fee schedule
- promptly report all incidents of harassment or injury to the office
- respect the organisation's property and observe all instructions for the use of equipment
- prepare for each class and bring all required materials and equipment.

## **IF YOU DON'T COMPLY WITH OUR RULES**

If you do not comply with our rules, the consequences will be as follows:

- A flight instructor or the Head of Operations will contact you to discuss the issue or behaviour and to determine how the issue might be fixed. This will be documented, signed by all parties and included on your personal file.
- If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the Head of Operations to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
- Should the issue or behaviour continue, you will be provided with a final warning in writing and a time frame in which to fix the issue. A copy of this letter will be included on your personal file.
- Should the issue or behaviour still continue, training services will be withdrawn and you will be notified in writing that your enrolment has been terminated.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that everyone is satisfied with the final resolution.

## **PRIVACY AND CONFIDENTIALITY RECORDS ACCESS**

Bankstown Helicopters is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provided you organise it with the Administration Manager with a minimum of 2 days' notice.

Individual participant records are stored in a locked, secure office area. Access to individual participant training records must meet Commonwealth and state privacy legislation and is limited to:

- flight instructors and assessors to update the records of their students
- management and staff as required to ensure the smooth and efficient operation of the business
- people as are permitted by law to access these records (e.g. subpoena, search warrants, social service benefits, evidence act)
- officers from ASQA or their representatives required under the Standards
- participants authorising releases of specific information to third parties in writing
- participants themselves after making application in writing.

Software and hard copy systems retain participant results for a period of not less than 30 years.

On your enrolment form there is a place to sign to say that we can give information to government departments about your enrolment, attendance and performance. We do this as it is a government requirement.

## **DISCRIMINATION AND HARASSMENT**

It doesn't matter how old you are or whether you were born in Australia or overseas – the equal opportunity legislation and federal anti-discrimination laws protect your rights. It is against the law for someone to treat you unfairly (discriminate) or harass you (hassle or pick on you) because of your actual or assumed:

- age
- carer status
- disability/impairment
- gender
- lawful sexual activity
- marital status
- physical features
- political belief of activity
- pregnancy
- race
- religious belief of activity
- sexual orientation.

It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to harass or victimise you because you have done so. It is also against the law to authorise or assist another person to discriminate or harass someone.

Discrimination in education occurs if a personal characteristic is used when:

- deciding who will be admitted as a student including refusing to accept a student's application
- denying or limiting access to benefits
- any other unfair treatment based on a personal characteristic defined by law.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law classifies this as sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, email, office intranets, videoconference or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, speak to your flight instructor immediately and tell them about it. If you don't want to speak with your flight instructor, then you should see the Head of Operations to get some help.

## **SAFETY**

The *Work Health and Safety Act* is strongly enforced Australia-wide. It means that you cannot be placed at risk through anything that you may be asked to do by Bankstown Helicopters. Your flight instructors and assessors have been specially trained in Bankstown Helicopters' safety standards.

If you are asked to do anything you feel is unsafe, you should:

1. stop.
2. advise the flight instructor of your worries and do not proceed.
3. stop anyone else with you from doing anything unsafe.

It is the staff at Bankstown Helicopters' responsibility to keep you in a safe learning and working environment and they must not allow any work to be done that is unsafe.

We are an alcohol and drugs of abuse free training facility: undertaking any part of your study intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or undertaking any other illegal activity, then you may be reported to the police for appropriate action.

If you act unsafely, then you may be required to do extra training to show that you understand the safety requirements and can comply with them.

## **COMPLAINTS**

If we do not resolve or finalise complaints or appeals within 60 days, the complainant will be notified in writing by the Administration Manager.\*

Bankstown Helicopters maintains a supportive and fair environment, which allows training participants, staff and stakeholders to lodge complaints. Complaints are ideally resolved as amicably as possible using this formal appeal process. We will adhere to the National Complaints Code to respond to complaints about vocational education and the organisation itself. This means that our complaints process is:

- well publicised and explained
- accessible so you can lodge complaints and appeals by phone, electronically or in writing
- fair and protects your rights
- free so you can lodge a complaint without charge
- handled in a manner that protects your privacy
- transparent, equitable, objective and unbiased
- comprehensive so that it can effectively resolve a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct, etc.

### **Step 1**

If the complaint is about a fellow student, you should first discuss the matter with the student and try to resolve it. If you are not able to resolve it, then you should discuss the problem with your flight instructor/assessor to try to resolve it. If you were not able to resolve it, go to step 2.

If your complaint is regarding your flight instructor/assessor, or the organisation, then go straight to step 2.

### **Step 2**

You should lodge a formal written complaint to the Administration Manager by completing a complaints and appeals form that can be obtained from the Administration Manager or from the website. The Administration Manager will acknowledge receipt of the formal complaint in writing.

Bankstown Helicopters will commence the complaints process within 10 working days of the formal lodgement of the complaint and supporting information. All reasonable measures are taken to finalise the process as soon as practicable.

### **Step 3**

If the complaint was not able to be resolved to your satisfaction by the Administration Manager, then you must ask for the complaint to be escalated to the Head of Operations. The Administration Manager will email your complaint to the Head of Operations.

The Head of Operations will acknowledge receipt of the formal complaint in writing and start investigation into the matter within 10 working days. The Head of Operations is empowered to make a determination that is considered to be fair and equitable by both parties. The complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

### **Step 4**

If you are still not satisfied with the outcome, the matter may be referred to an independent mediator such as the local National Training Complaints Hotline (13 38 73) or the Department of Fair Trading (Victoria: 1300 55 8181) for review.

**NOTE: ASQA WILL NOT ACCEPT A COMPLAINT FROM YOU UNTIL THE ABOVE FOUR STEPS HAVE BEEN COMPLETED**

### **Recording**

A copy of all the documentation, in particular the complaint and its outcome, is placed in the student's file. A copy of the documentation is forwarded to the complainant.

Where the resolution requires a documented change to policies and procedures, the Head of Operations notifies the appropriate staff member of the change to ensure that the procedure for document change as listed in the procedure for document control is followed, with the appropriate records made.

In the event that a complaint is substantiated, Bankstown Helicopters will take prompt and appropriate action to resolve the circumstances.

Complaints cannot be anonymous because this is considered unfair in that ongoing discussion cannot take place to resolve the issue between both parties. Information submitted to a flight instructor or any staff member is treated with respect and taken as an opportunity for improvement to the organisation's practices and quality management system. Privacy requirements and student/individual rights are maintained at all times.

If the student chooses to access our complaints and appeals processes, Bankstown Helicopters will maintain the student's enrolment while the complaints and appeals process is ongoing.

***\* We aim to finalise any complaints and appeals within 60 days of the initial lodgement. If the complaint cannot be finalised within 60 days, the RTO will notify the complainant in writing why it has not been finalised and any other information they can give at the time to help the complainant.***

### **APPEALS**

If you are not happy with the outcome of a complaint, then the following appeal process is followed.

The appeal is discussed directly with the Head of Operations. If this does not resolve the matter then the appeal is to be documented and submitted to trigger mediation by using either a simple written letter or a copy of the complaints and appeals form.

The Head of Operations records the student's dispute in Bankstown Helicopters' Register for Continuous Improvement, puts a note on the student's file and organises attendance by the student and Bankstown Helicopters representatives at the local court to meet with the VET Ombudsman representative. These are trained mediators, familiar with the alternative dispute resolution mediation process. The process is also without cost.

You can also contact the Ombudsman of New South Wales at

<https://www.ombo.nsw.gov.au/Making-a-complaint>

**NOTE: The National Training Complaints Hotline is also accessible on 13 38 73 (Monday to Friday from 8am to 6pm nationally) or via email at <https://www.dewr.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form>**

You may deliver your own version of the matter to the mediator and request a support person be present. The rules of alternative dispute resolution apply.

The matter should then consider the issues raised and attempt to resolve the appeal to the satisfaction of the appellant. All appeals of complaints that are found to be proven must be acted on through the continuous improvement process to make systematic changes to prevent the problem happening again.

The final agreement achieved through the alternative dispute resolution process is put into court orders, which bind the parties to the agreed resolution. There is no further appeal mechanism beyond this point. The student may always revert to common law. Each step of the complaints and appeals process will allow the student to make representation either orally or in writing before reaching a decision.

If the student has complaints that do not directly concern Bankstown Helicopters but may affect their ability to achieve competency, they shall be referred to appropriate external support groups for help.

## 7. SUPPORT AND ASSESSMENT

### LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of our students. Our enrolment form asks students to give information regarding their literacy and numeracy needs or any other special learning needs. In the event of LLN becoming an issue, the flight instructor will contact you to discuss their requirements. In addition, students may be required to complete a language, literacy and numeracy (LLN) assessment before the course starts.

The Head of Operations may ask that you organise for yourself to undergo formal testing and possible English remedial courses to improve your English speaking or writing ability, at your own expense. Numeracy problems will be accommodated through using other forms of assessment.

Where LLN competency is essential for course students, we have made every effort to ensure that students are adequately supported to enable them to complete their training.

### SUPPORT SERVICES

The teaching staff of Bankstown Helicopters are available to give general advice and help with matters such as studying, homework, accommodation, English language problems and counselling. Students who need special or intensive help will be referred to an appropriate external service. Any costs associated with the external service will be at your own expense.

Please see the list of support services in the local area at the back of your student handbook.

### WEB-BASED DOCUMENT LIBRARY

At all times you have access to view and download various forms related to your studies with us at Bankstown Helicopters. This library is located on our official website and is password protected for security purposes. You can access the library at any time of your choosing with the following credentials:

**URL:** <https://www.australianhelicopterpilotschool.com.au/student-library-24/>

**Password:** BK#student24\$

Please see the list of support services in the local area at the back of your student handbook.

### FLEXIBLE LEARNING STRATEGIES AND ASSESSMENT PROCEDURES

We customise our training and our assessments to meet your specific needs. If you are having difficulty achieving competency in any unit of competence, please discuss the matter with your flight instructor and where possible we will give you alternative learning/assessment strategies. This may, for example, be on- or off-the-job assignments or projects.

### COMPETENCY-BASED TRAINING AND ASSESSMENT

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. This is listed in the course brochure and also the course details listed on [training.gov.au](http://training.gov.au).



In competency-based training you have to demonstrate the skills that you are learning. These are recorded to provide evidence of your skill should anyone ask in the future. You will be asked to perform within the group and you must be aware that at all times you are learning and being assessed even if it is a group activity.

## **ASSESSMENT**

Assessment is carried out by the comparison of your skills and knowledge against the requirements of the Standards.

Assessments are not intended to be a stressful activity – they are conducted in a relaxed and friendly manner. Do not regard your assessment as an examination. Your flight instructor simply needs to know which competencies from your course you have mastered, and which competencies need further practice. Your flight instructor will be flexible in the assessment method/s used.

## **APPEALS AGAINST ASSESSMENT OUTCOMES: REASSESSMENTS**

Bankstown Helicopters maintains a supportive and fair environment, which allows training participants to appeal their assessments and recognition decisions. Appeals are ideally resolved as amicably as possible using this formal appeal process.

### **Step 1:**

Discuss the matter with your assessor and explain the reason why you believe the assessment outcome is unfair. If you are not satisfied with the discussion, then go to step 2.

### **Step 2:**

Lodge a written appeal to the Administration Manager by completing a complaints and appeals form (Form 06). The Administration Manager will forward the appeal to the Head of Operations, who will start investigation into the matter within 10 working days.

The Head of Operations will appoint a mutually agreed on, qualified and independent assessor to review the records of assessment of the student's competence against the training package requirements. Where insufficient records to determine competence are available, the student may give extra evidence of competence. The independent assessor's determination is final.

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

## **TRAINERS AS ASSESSORS**

Your flight instructor is to objectively assess and judge your performance either practically or written against a set of standards. Your flight instructor has been selected based on a sound knowledge of your course and must be skilled in its application to the Australian workplace.

## **FORMS OF EVIDENCE**

In general, basic forms of skills evidence include:

- Direct performance evidence – current or from an acceptable past period – from:
  - Written answers to questions
  - Training aids prepared in projects
  - Demonstrated skills/simulations, including competency and skills tests, projects, assignments.
  -
- Supplementary evidence, from:



- oral and written questioning
- personal reports.

### **ACADEMIC DISHONESTY AND PLAGIARISM**

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

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

## 8. GRADUATION

*It is in your long-term interests to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way.*

Once you have successfully completed all of the units of competency required by your course (or you have exited the course) you will receive your certificate in the mail. The certificate lists the qualification gained and all of the individual units that make up the subjects within the course. You will receive your certificate within 30 calendar days.

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

### INCOMPLETE QUALIFICATIONS

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

### REISSUING QUALIFICATIONS

If you need extra copies of your qualification, then application must be made to the Head of Operations of Bankstown Helicopters in writing with proof of identity provided.

Ideally, you should attend Bankstown Helicopters to confirm that it is you who is asking for the copy of the qualification and why you need it.

Other people or companies will **NOT** be able to get a copy of your qualification or academic record if they cannot clearly establish that:

- you have authorised this information to be released
- they are the person or company to whom the information is to be transferred
- the necessary fee has been paid.

### POTENTIAL STUDENT OUTCOMES

Upon successful completion of our Commercial Helicopter Pilot course, now known as the Diploma of Aviation (Commercial Pilot Licence - Helicopter), graduates are afforded a plethora of employment prospects within the helicopter industry as commercial pilots.

Given the inherently distinctive nature of the helicopter industry, we have compiled below an entry level list of the prevalent job roles and occupational avenues that are typically accessible to recent graduates of our Commercial Helicopter Pilot course.

- Aerial surveying and mapping
- Agricultural crop dusting and spraying
- Offshore oil and gas platform transportation
- Tourism and scenic flights
- Powerline and pipeline inspections
- Wildlife and environmental monitoring
- Filmmaking and aerial cinematography
- VIP and corporate transport
- Geological exploration and mineral prospecting

- Helicopter banner towing for advertising
- Helicopter pilot for news and traffic reporting
- Marine pilot transfer services
- Heli-skiing
- Helicopter aerial construction
- Game capture and wildlife management
- Livestock management and mustering
- Heli-fishing guide
- Helicopter photography operations
- Helicopter maintenance flight support
- Helicopter tour guide

Candidates who successfully complete our Commercial Helicopter Pilot course can look forward to a wide range of job opportunities in the helicopter industry. The list provided above showcases various roles, emphasizing the versatility of skills gained during our course. These opportunities highlight the valuable contributions our graduates can make to the field of aviation, enriching the sector with their expertise. Additionally, they can enjoy a broad range of employment options.

## 9. FEEDBACK

Bankstown Helicopters actively wants your feedback and regularly does evaluations of all courses and activities to achieve continuous improvement. You can get a student feedback form from the Head of Operations.

We monitor compliance with standards and our policies and procedures through the use of evaluations at the completion of courses.

Any grievances or deficiencies are documented on a corrective action record to ensure appropriate follow-up action is taken.

## 10. SUPPORT SERVICES

### ACCOMMODATION SERVICES

Affordable Community Housing 1300 692 245  
Homeless Persons Information Centre  
1800 234 566  
Providential Homes 1300 364 701  
Richmond Fellowship of NSW 8882 4000  
St Michael's Family Centre 9639 0155  
Wentworth Community Housing 4777 8000

### CALD SERVICES

Adult Migrant English Program (AMEP) 9621 4175  
STARTTS 9854 7300

### LANGUAGE, LITERACY AND NUMERACY SERVICES

Mission Australia – Skills for Education Program 1300 676 937  
Australian Government Department of Human Services

### EMPLOYMENT

Ability Options Limited 8811 1777  
Break Thru People Solutions 8884 3000  
CRS Australia 1800 277 277  
Max Employment 9834 8200  
Nova Employment 9831 7199  
The Salvation Army Employment Plus 9679 5400

### SEXUAL HEALTH

Hospitals  
Bankstown Lidcombe Hospital - (02) 9722 8000  
Bankstown Medical Centre - 9790 0024

### COUNSELLING SUPPORT

ADRA Community Centre 9622 7188  
Family/Financial/Gambling Counselling – Catholic Care 8822 2222  
Gambling Help Counselling Service –9686 1281  
Interrelate Family Centres 8882 7850  
Relationships Australia 9806 3299  
Salvo Care Line 1300 36 36 22

### DRUG & ALCOHOL SUPPORT

Alcohol & Drug Information Service (ADIS)  
9361 8000  
Alcoholics Anonymous (AA) 1300 222 222  
Bridges Inc. 9622 7511  
DRUG ARM 9755 0596  
Drug and Alcohol Multicultural Education Centre 9699 3552  
New Enterprise Incentive Scheme – Mission Australia 9675 1022  
Reading Writing Hotline 1300 655 506

### LEGAL SERVICES

Police Local Area Command - 000  
National Training Complaints Hotline - 133873

Welfare Rights Centre - 9211 5300

Women's Legal Contact Line - 8745 6988  
Brydens Lawyers - 1800 848 848

**MEN'S SERVICES**

MensLine Australia (24hrs) 1300 789 978

**MENTAL HEALTH**

Alice's Cottages (Women's Supported Accom.) 9622 9791  
Compeer Mental Health Friendship Program 9622 2411  
Embark Cottage 9690 8972  
Family & Carer Mental Health Program (UCMH) 8842 8289  
Recovery & Resource Service Program – PRA 9690 8972

**REGIONAL RESOURCE GROUPS**

Australian Red Cross 9229 4272  
Women Partners of Bisexual Men Service 9560 3011  
Community Resource Network (CRN) 9832 4762

**SEXUAL ASSAULT**

1800 Respect - 1800 737 732

**TRANSPORT**

Transport Infoline 131 500

**WOMEN'S SERVICES**

Jessie Street Domestic Violence Service 9622 7999  
Pam's Place 1800 656 463  
WASH House 9677 1962

**GOVERNMENT DEPT (STATE/FEDERAL)**

Department of Immigration and Citizenship 131 881

**USEFUL NUMBERS & WEBSITES**

Australian Electoral Commission (AEC) 4702 5000

**YOUTH SERVICES**

Ask! A Free Legal Service for Youth 9305 6600  
BLITS 0416 552 520  
BREED Taskforce Inc. 9853 3200  
Hebersham Aboriginal Youth Service (HAYS) 9832 9330  
Legal Aid Hotline for Under 18s 1800 101 810  
Mackillop Family Services 9628 3333  
Quakers Hill Youth Support Services 9626 6620  
The Street University, Ted Noffs Foundation 8886 2800  
Youth Emergency Accommodation Line 9318 1531  
Youth Insearch 9659 6122

**HELPLINES**

[www.centrelink.gov.au](http://www.centrelink.gov.au)  
[www.community.nsw.gov.au](http://www.community.nsw.gov.au)  
[www.communitybuilders.nsw.gov.au](http://www.communitybuilders.nsw.gov.au)  
[www.keepthemsafe.nsw.gov.au](http://www.keepthemsafe.nsw.gov.au)

## 11. RECEIPT

I confirm that I have read this student handbook before enrolment and understand the contents. I agree that I will at all times follow the rules and requirements that are listed here.

I have been given orientation training that included talk about the requirements under the national training packages and the course requirements including further study options.

Name:.....

Signature:.....

Induction date:.....