



STUDENT HANDBOOK

AVI50315 Diploma in Aviation (Commercial Pilot Licence - Helicopter)



Airwork Helicopters

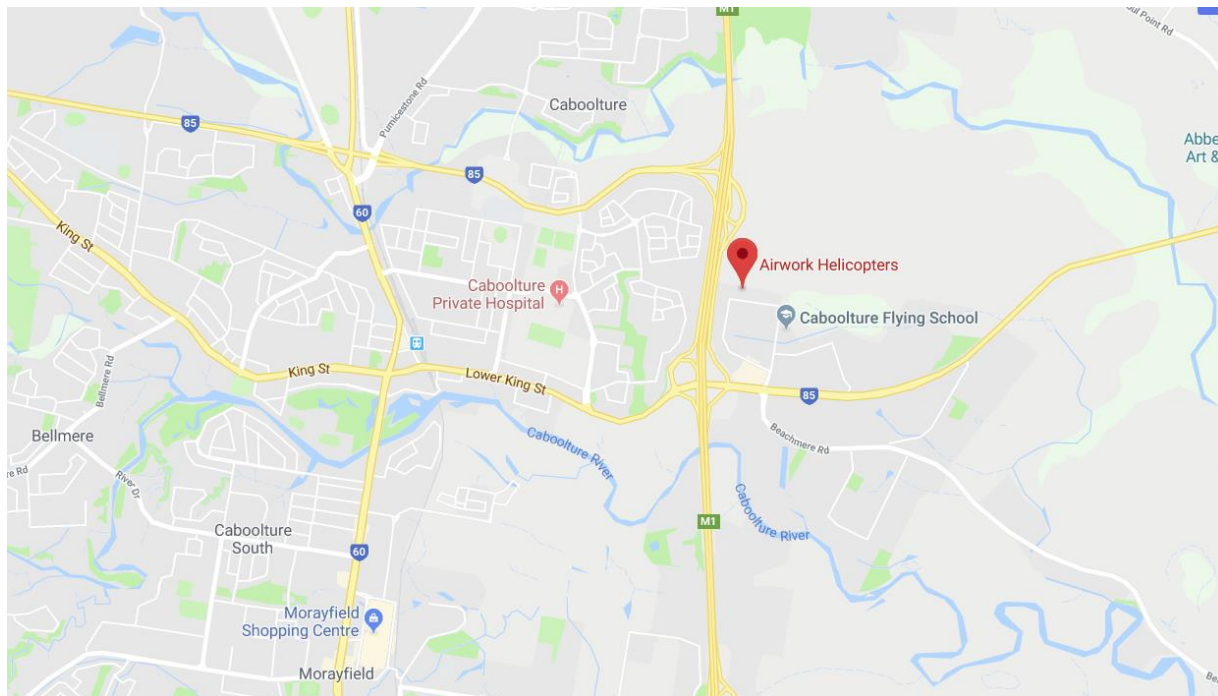
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Introduction

This information handbook is designed to provide prospective students with information about the services provided by Airwork Helicopters and our approach to providing you a safe, fair and supported environment to participate in training and assessment. Additional information is available to you upon request from your trainer or one of our helpful staff.

Approvals

CASR Part 141 Flight Training Organisation
ASQA Registered Training Organisation No. 30839
CRICOS Registered Training Organisation No. 0239G
VET Student Loans Approved Course Provider No. ESE20/7778

Our Mission

Airwork Helicopter's mission is to deliver quality training assessment that meets the needs of learners and the aviation industry.

Our Objectives

In recognition of this mission, our objectives are:

People

We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.

Safety and Equity

We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.

Integrity and Ethics

We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.

Quality Committed

We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.

Learner Centred

We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.

Industry Engagement

We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Compliance

A systematic process-based approach to continuous improvement and quality management. Airwork Helicopters continues to document, monitor and improve our key business process to meet the needs of our clients. The relationship between Airwork Helicopters processes and the overall health of our quality system is monitored and analysed to ensure that the ongoing improvement and ensures compliance with all legislation, regulations and standards. We measure our success through sustainable business growth built on the satisfaction and success of our clients.

Management and Administration

A Focus on Core Business

We ensure that all initiatives undertaken with Airwork Helicopters management system and services support the effective and efficient delivery of our core business, quality vocational education and training.

Effective Planning and Leadership

Airwork Helicopters' instructors and support staff work to develop a clear purpose and direction of our future that all Airwork Helicopters employees can understand support. Involvement and development of our people: Airwork Helicopters employees are encouraged to undertake self-development activities and utilise their skills and experience to contribute to the future growth and success of Airwork Helicopters clients and themselves. We offer strong communication channels and regular opportunities for staff to develop and contribute to improvement initiatives. Factual approach to decision making: We use reliable data, wherever possible to guide and prioritise our planning, risk management, decision making and improvement activities.

Mutually Beneficial Supplier Relationships

Airwork Helicopters seeks to develop effective relationships with our suppliers, to ensure that such partnerships create value for all parties and maintain a high quality of service for our clients.

Airwork Helicopters shall notify the designated authority in writing of any prospective or actual changes to the ownership or the managerial positions of Airwork Helicopters as soon as practicable prior to the change taking effect of within 10 working days of its effect where the change cannot be determined until it takes effect. Airwork Helicopters shall provide the designated authority with the new owner or high managerial position changes for the purpose of making an assessment.

Marketing and Promotions

Airwork Helicopters promotes its VET products and services accurately, ethically and appropriately to avoid vague and ambiguous statements and elimination of misleading comparisons about courses and other providers. Airwork Helicopters ensures it's marketing and promotions uphold Australia's reputation as a desirable destination for the education and training industry.

Fees and Charges

Payment of fees

A binding contract is created between the student and Airwork Helicopters when the student accepts the place offered by Airwork Helicopters upon signing the Student Agreement and paying the fees indicated in the letter of Offer. The fees are due before commencement of the course. The due date of remaining fees will be in the student agreement under payment schedule.

Payment options

Direct

Unless otherwise advised:

- Fees will be payable in Australian currency (\$AUD)
- Tuition Fees do not include the cost of textbooks, stationary, materials or other individual items of equipment necessary for the course
- Fees reflect the content of the course only

Inclusions and Exclusions

Inclusions:

- Ground school and two attempts at each of the CASA CPL exams
- Aircraft, aircraft insurance and maintenance
- Landing fees
- Fuel and operational costs of aircraft
- Instructor hire
- Training facilities
- Assessment costs, including CASA approved testing officer

Exclusions:

- Class 1 Medical
- ASIC Aviation Security Identification Card
- Travel costs to exams
- Accommodation and living expenses
- Textbooks (purchased from Advanced Flight Theory)
- Maps
- Aeronautical Information Publication (AIP)
- Enroute supplement Australia (ERSA)
- Flight Computer
- Logbook

Payment

Payment can be made direct deposit (telegraphic transfer), Bank Cheque or Credit Card (Credit Card payments will attract a 2% Service Fee).

If you pay by telegraphic transfer, your bank will charge you a transaction fee for the use of this facility. Please check with your bank and include the fee in the amount when paying, as Airwork Helicopters is not liable for these fees. Failure to do this will result in you receiving an invoice from Airwork Helicopters upon arrival, for any outstanding fees resulting from this transaction.

Payment as per your "Letter of Offer/Acceptance" is due before the commencement of your course. You will be issued an invoice per 10 hours of flying throughout your course (paid in advance) and payment is required within 2 days of issue date.

VET Student Loans

The **VET Student Loans Program** is an Australian Government Loan program that helps eligible students enrolled in **Approved Courses** at diploma level or above, at **Approved Course Providers** pay their **Tuition Fees**. The loan has income-contingent repayment arrangements, which means you only need to make repayments if you are earning above the minimum repayment threshold. You can make voluntary repayments at any time.

Information for students on VET Student Loan is available at:

[MySkills.gov.au \(Financial Assistance\)](https://myskills.gov.au/financial-assistance)

[Department of Education, Skills and Employment \(VET Information for Students\)](https://www.education.gov.au/vet-information-students)

Please read the information on the above URL prior to enrolling with Airwork Helicopters.

VET Student Loan Information:

- It is a loan from the Commonwealth
- The loan is a personal debt until repaid to the Commonwealth. The compulsory repayment threshold is adjusted annually and is \$46,620 for the 2020-2021 financial year.
- Students may wish to seek independent financial advice before applying for a loan
- The loan may, reduce a student's take home wages (after tax) until the debt is repaid
- The loan may reduce the student's borrowing capacity
- At least twice a year you are required to submit a progression form to confirm your continued engagement in your course of study. Your ongoing access to a VET Student Loan is dependent upon you demonstrating that you are still engaged in and progressing through your course.
- A student does not need to take the full loan amount, they can elect to self-fund part of their tuition.
- Based on the loan fee of 20% being applied to the total \$80,388 (maximum loan fee available for this course), the total VET Student Loan is \$96,465.60.
- You must meet the eligibility criteria to access a VET Student Loan
- All information available on the URL above.
- A census day is a date by which enrolment may be cancelled without incurring tuition fees for the course or part thereof.

Please read the VET Student Loans Information Booklet prior to applying for a Loan.

[Click Here to Download Information for VET Student Loans](#)

Course Enrolment and Admission Process

Airwork will be an objective, non-biased, merit-based and compliant enrolment and admission process to ensure students receive equal treatment and are enrolled and admitted consistently as per independent procedures.

Course Entry Requirements

The following are the mandatory entry requirements for enrolment with Airwork Helicopters in the Diploma of Aviation (Commercial Pilot Licence – Helicopter).

Requirements for prospective Students:

- Aviation Reference Number (ARN)
- Unique Student Identifier (USI)
- Proof of Citizenship/Visa
- Proof of age
- ASIC Card
- Class 1 Medical (CASA approved)
- Student academic suitability, either a Senior Certificate or Certificate IV or higher
- LLN Assessment

We require to sight original documents or receive a certified copy.

Course Application Process

Intending students should make enquiries to Airwork Helicopters staff requesting information about courses offered by Airwork Helicopters. Training information will be forwarded to prospective students.

Upon deciding to pursue training, an enrolment pack will be sent to prospective student.

Enrolment and Verification

Prospective students will be directed to complete an enrolment form and provide relevant evidence (*see entry requirements*). And complete the LLN assessment.

Once all requirements have been met, you will be contacted by our Chief Flying Instructor for the student interview to determine suitability for the program.

Course offer

Once each application has been considered on merit, information provided, testing and interviewing completed. If deemed suitable, Airwork Helicopters will provide a formal offer for placement into the course.

How to apply for VET Student Loan

Complete the request for a VET Student Loan electronic Commonwealth assistance form (eCAF) by the census day.

You must first enrol with a provider and indicate you wish to access a VET Student Loan. Your provider will need to verify the pre-populated information and complete the mandatory fields. You must then wait at least two full business days after you have enrolled in your studies before submitting the eCAF.

The eCAF must be in on or before the First Census Date for which you would like the loan to apply.

(Census Date for a course, or part of a course is the last day you can: withdraw enrolment without incurring debt, complete the eCAF to apply for a VET Student Loan)

Airwork Helicopters will set Census days and will send you a VET Student Loans Fee notice at least 14 days prior to all Census days.

After the eCAF has been submitted, Airwork Helicopters will provide you with a Commonwealth Assistance Notice within 28 days of the Census date for each study period.

Once you submit your eCAF, you will receive an email confirming your loan approval and a copy of your completed form. *(If under 18 years of age a parent or guardian must complete)*

You must have a Tax File Number.

Documents required:

- Birth Certificate
- Driver's licence
- Passport
- Citizenship certificate
- Visa Documents
- Australian Year 12 Certificate or Australian Qualifications Framework Certificate IV or higher qualification.
- USI

Withdrawal and Refunds

Students who cancel their enrolment before the commencement of a training program will be entitled to a refund of fees paid *(less a non-refundable amount – see below for clarification)*.

Requests for refunds will be processed and transacted at the end of each month in which the cancellation notification was received. Where a student has purchased training workbooks and subsequently cancels, Airwork Helicopters will not refund monies for the textbooks unless a written request for a refund is received, and Airwork Helicopters is satisfied that the textbooks are in as new condition. Students who cancel their enrolment part way through a training program must notify Airwork Helicopters in writing if consideration of fee reimbursement is required. Once Airwork Helicopters is notified a refund may be issued for the component of training not commenced. Airwork Helicopters is entitled to retain fees for any component of the course completed up until the point of notification by the student cancellation.

If a student provides a written request for withdrawal/refund due to a transfer to another education provider Airwork Helicopters may refund or transfer the remaining tuition fees to the other provider (less any costs involved in the transfer). There is no obligation on an institution to agree to the transfer.

Should a student become seriously ill or is required to return home due to exceptional circumstances of a compassionate nature (such as death or severe illness of immediate family) and can no longer continue their study, Airwork Helicopters may refund the balance of unused fees paid. The fee refund is wholly at the discretion of the Director. Appropriate evidence, such as a death or medical certificate will be required.

Refunds will be granted:

- In the unlikely event that Airwork Helicopters is unable to offer or continue to offer your program, you will be offered a full refund of unused fees paid. In these instances, the refund will be processed in Australian Dollars within 2 weeks of the Airwork Helicopters deciding that it cannot offer or continue to offer the program of study.
- Where written notice of withdrawal is received from you or your representative more than 28 days before the program begins, less a non-refundable amount equivalent to 25% of the fees paid.
- Where written notice of withdrawal is received from your or your representative 27 days or less before the program begins, less a non-refundable amount equivalent to 50% of the fees paid.

Refunds will not be granted:

- Where you or your representative provides written notice of withdrawal on or after the program commencement date/census date (VET Student Loan).
- Where student's enrolment is cancelled due to a serious breach of Airwork Helicopters student rules, including non-attendance or unsatisfactory progress.
- Misbehaviour by the student.

FEE-HELP Re-Credit

A Student's FEE-HELP balance can be re-credited under Part 6 of the VET Student Loans ACT.

A Student may apply to Airwork for their FEE-HELP balance to be re-credited under section 68 of the VET Student Loans Act because of special circumstances. This is to be done in writing to the CFI/HOO. Applications must be made within 12 months after the Census Date for the course, or the part of the course, concerned, or within that period as extended by Airwork.

Special circumstances:

- Are beyond the student's control; and
- Do not make their full impact on the student until on or after the census day or the course, or the part of the course; and
- Make it impracticable for the student to complete the requirements for the course, or the part of the course, during the student's enrolment in the course, or the part of the course.

Applications will be assessed by the CFI. Where they meet the criteria, the applicant's FEE-HELP balance is to be re-credited via the TCSI system within 28 days and the applicant will be notified in writing.

If deemed not to have meet the criteria above, the student will be notified in writing that their application has not been accepted.

Re-Crediting by Secretary (VET Student Loans)

The Secretary may re-credit the student's HELP balance if the Secretary is satisfied that the course provider, or a person acting on the providers behalf, engaged in unacceptable conduct in relation to the student's application for the VET Student Loan.

Client Service

Airwork Helicopters success is dependent on the ongoing satisfaction of our clients. Airwork Helicopters maintains strong, effective two-way communication channels with our clients to help identify and meet current and future needs, closely monitors satisfaction levels and success rate with the services provided by using student surveys and feedback forms.

Premises and Facilities

Airwork Helicopters has:

- Classrooms equipped with Whiteboards, Data Projectors, Tables and Chairs
- Internet access
- Tea, Coffee and Milk
- Lunch area
- Briefing rooms
- Helicopters
- Hangars
- Maintenance rooms

Airwork Helicopters shall notify the designated authority and the students enrolled with them of any intention to relocate premises (*including the head office*) as least 20 working days before the relocation.

Vocational Education and Training

Airwork Helicopters qualified and experienced staff provide exceptional vocational education and training products and services. We use modern resources and professional educators, trainers and assessors with current technical expertise to exceed client expectations.

Daily Living

Caboolture is located 40 minutes north of the heart of Brisbane and 40 minutes to the south of the Sunshine Coast. Queensland is on Australian Eastern Standard Time (AEST), which is Ten (10) hours ahead of GMT.

The area offers a range of international food and beverages including traditional Australian seafood, Asian (including Chinese, Japanese, Korean, Malaysian, Thai, Vietnamese), European (including French, Greek, Italian), Indian and Mexican. Further information is available with local newspapers or the Yellow Pages phone book and websites.

Transport

Transport is available by way of extensive train and bus routes to all Brisbane or the Sunshine Coast areas.

Smoking

In Australia it is illegal to smoke in public buildings, this includes Airwork Helicopters, restaurants, bars and shopping centres. You are not allowed to smoke within 5 metres of public transport waiting points such as Bus Stops and Taxi Ranks, Care Services, Age Care Facilities and all non-residential building entrances.

Privacy

Under the Privacy Act Airwork Helicopters are not permitted to give an individual's information to any other person except for administration purposes. Airwork Helicopters follow our privacy policy which is available on [Our Website](#).

Consent for student information is declared in the enrolment and application forms.

This information may include:

- Student Name
- Address
- Contact information
- Date of birth
- Gender
- Passport information
- Driver's licence
- Visa
- File notes
- AVETMISS data
- (USI) Unique Student Identifier
- Fee payment information
- Training records

Complaints, Appeals and Disputes

While Airwork Helicopters will make every effort to provide satisfactory services to students, we accept that there are situations that may arise where students have genuine causes for grievance about the educational or support services we provide. In such situations, there are internal and external processes available to students with the opportunity to have grievances addressed and resolved. Information on these procedures will be provided during student's orientation program at the beginning of each course intake.

Confidential help and support will be provided at each step of the process. If you are unhappy with decisions, procedural matters or any issues directly related to the successful completion of your course, you may wish to discuss a problem, lodge a written complaint, or access independent mediation to resolve a dispute.

Airwork Helicopters Complaints and Appeals Policy and Procedures will:

1) Inform students that they can:

- a) Make an internal complaint or external complaint, appeal and be referred for external dispute resolutions, and that the student has the right to pursue other legal remedies for dispute resolution.
- b) Students may nominate a support person or be represented by another person, if the student so chooses at any stage of the complaint and appeals processes at no extra cost.

2) Ensure practices for student grievances:

- a) Maintain the student's enrolment and allow for a support person;
- b) Maintain and share written records with students.
- c) Commence the process within Ten (10) working days and complete it in a timely manner;
- d) Refer students for external independent, in expensive dispute resolution and formal concerns;
- e) The students right to access Airwork Helicopters internal student complaints and appeals processes within Twenty (20) working days.

3) Maintain records about student grievances to comply with relevant Australian legal and other requirements.

4) Implement appropriate documented policies and processes for the induction performance management and training of staff and suppliers involved with student complaints and appeal processes.

If it is not possible to resolve the complaint internally, Airwork Helicopters will arrange for independent mediation to resolve disputes at no extra cost. At present there is no fee for use of this service, but this may change. Independent mediation is available:

Dispute Resolution Branch, Queensland Department of Justice and Attorney General

Floor 13, Central Courts Building, 170 North Quay QLD 4000

Phone: 07 3239 6269 Facsimile: 07 3239 6284

Student Support Services

If you have a question or a problem, please contact the Manager of Students at Airwork Helicopters, who can offer assistance with such things as accommodation, information on the local environment, student records (change of contact details, address and phone), payments (tuition fees) and illness. There is no extra charge for student assistance. Where the Manager of Studies cannot assist, they will be able to refer you to a necessary person/organisation for further assistance.

The Manager of Students may refer you to a person who can help you with:

- Counselling (Career Guidance, Personal)
- Advocacy
- Learning Skills
- Literacy
- Language and Numeracy Skills
- Family Support
- Childcare
- Legal Services
- Disability Services
- Religious, Cultural and Recreational Activities
- Sport
- Transport (Driving Lessons, Queensland Driver's Licence and public transport).

Academic

Airwork Helicopters will monitor, record and assess the course progress of each student for each unit of the course for which a student is enrolled. All students' academic and classroom performance is monitored, and instructors are required to identify any student whose behaviour or academic performance indicates they may be "at risk" of failing to achieve satisfactory course progress. Instructors will arrange with the Manager of Students to counsel students and discuss strategies to assist the student to achieve course requirements.

Students enrolled in courses who fail 50% or more of the subjects in any one semester will be required to meet with the Manager of Students and the Chief Flying Instructor to identify reasons for the unsatisfactory academic progress. An intervention strategy will be discussed and implemented to assist identified students to achieve satisfactory course progress.

An intervention strategy is an individual "plan" developed by an instructor in consultation with the student. The primary purpose of the intervention strategy is to provide specific assistance and/or advice to address the issues preventing the student from achieving competency. The intervention strategy must be agreed to and signed by the instructor and the student, and a copy placed in the student's file.

Attendance

It is a condition of your contract with Airwork Helicopters that you attend 80% of course contact hours.

Consideration will be given to students with less than 80% attendance only of:

1. There is documentary evidence demonstrating that compassionate or compelling circumstances apply; and
2. The student is attending at least 70% of the course contact hours; and
3. The student records clearly indicate that the students are maintaining satisfactory progress

Student attendance is based on Training Session Reports, where your attendance will be marked present or absent for the session (*regardless of the reason for absence*)

At the end of each week the Manager of Students will record the attendance of every student in the relevant attendance file and recalculate your attendance rate.

If you are identified as being “at risk” of not meeting the 80% attendance requirement you will be informally interviewed by the Manager of Students to discuss your attendance level and identify any issues that are impeding the student’s attendance.

An intervention strategy may be put in place. An intervention strategy is an individual plan developed by an instructor in consultation with the student. The primary purpose of the intervention strategy is to provide specific assistance and/or to address the issues preventing the student from achieving competency. The intervention strategy must be agreed to and signed by the instructor and the student, and a copy placed in the student file.

You may be advised to undertake or receive:

- Counselling/Referral for assistance with any personal issues which may be affecting attendance/course progression
- Counselling/Referral for assistance with medical issues that might be influencing attendance/course progression
- Counselling/Referral for assistance with environmental issues which might be influencing attendance/course progression
- Modification of study load where appropriate
- Additional assistance

For absences longer than 5 consecutive days without approval, the student will be contacted by the Manager of Students.

LLN Assessment

Airwork Helicopters require all prospective students to complete the LLN Assessment to be eligible to meet course suitability requirements. We use LLN Robot system through the Learning Resources Group. The LLN is an assessment and learning resources that have been mapped to the Australian Core Skills Framework (ACSF) – the national reference point for assessing performance in the core skill areas – and are one of the few Australian government approved LLN assessment tools for RTO compliance obligations.

The results of assessing a student's competence in reading and numeracy will be reported:

- To the student as soon as practicable after the assessment; and
- To the Secretary in the form, manner and by the time requested by the Secretary

These results must be retained for at least five years.

Unique Student Identifier (USI)

A USI is a reference number made up of numbers and letters that give student access to their USI account. The National Vocational Education and Training (NVET) Data collection uses the students USI to link their training results from all providers including all completed training units and qualifications.

Students can create a USI on the [USI Website](#).

The USI must be provided to Airwork Helicopters prior to commencement of the course.

Enrolment

An enrolment form will be forwarded to the student. Upon payment of your enrolment fees, we will issue a receipt and confirm your enrolment in writing.

Induction

Prior to the commencement of the course, students will be required to complete an induction/orientation with our staff. This induction introduces the student to the Study Environment, Schedules, OHS and any administration processes before starting their course.

Student Rights

Students are entitled to:

- A safe and healthy studying environment
- Non-discriminatory and friendly working and learning
- Fair, courteous and respectful personal treatment
- Personal details kept in confidence
- Counselling when required for both academic and personal
- Subjects and assessment information and procedures

Student Responsibilities include:

- Be aware of safety, follow Airwork Helicopters OHS, emergency procedures
- Report any incidents, accidents or injuries
- Do not participate, condone or approve of conduct which is harassing, discriminatory or unfair
- Treat other students and staff with courtesy, respect and fairness.

- Be punctual and regular in attendance
- Comply with VISA requirements
- Inform Airwork Helicopters of any changes in circumstances, e.g. Address, phone number, visa status etc.
- Dress appropriately while on Airwork Helicopters premises.
- Pay fees as required by Airwork Helicopters
- Provide Airwork with a USI within two weeks of start date.

Students are not allowed to:

- Smoke only in Designated Areas
- Swear or act in an offensive manner
- Litter on the Premises
- Harass other Staff or Students
- Damage, steal or misuse Airwork Helicopters property
- Be under the influence of Drugs or Alcohol
- Promote any religious or political ideology while on premises
- Breach Copyright Laws
- Plagiarism or cheating

Students must abide by these rules at all times while on Airwork Helicopters premises. Airwork reserves the right to discipline or expel any student whose conduct is unsatisfactory. No refunds will be made in the case of expulsion.

Class Conduct

A mature attitude in respect to classroom conduct is expected of all students. Mobile phones must be on silent while attending class.

Other Conditions

In general, your formal program may be conditional upon the following:

- Satisfying the required English level required to complete the course.
- Attendance Certificate and academic results from any previous study at an Australian Registered Training Organisation.

Occupational Health and Safety Information

OHS is shared responsibility of all management, staff and students.

General Health and Safety

- Do not leave items/cords on paths or walkways
- Correct lifting techniques
- Appropriate footwear
- Appropriate clothing
- Follow all signage

Hazard Control

- If you see any potential hazard, take action
- Report to management

Accident/Incident Reporting

Airwork Helicopters has a duty of care to its students and staff to have a plan for the management of a critical incident.

A Critical Incident is defined as:

'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'

If there is an incident on Airwork Helicopters premises:

1. Contact the emergency services – fire, ambulance, police
2. Contact our CFI or Director

All accidents, injuries or near misses must be reported to Staff for entry into the register. The aim of the system is to prevent accidents from occurring again by rectifying the hazard.

First Aid

First Aid kits are located in various locations around Airwork Helicopters facility.

- Upstairs main office
- Hangar floor

All injuries requiring first aid must be reported, treated and recorded in the accident register.

Emergency Procedures

Fire on Premises

In the event of fire:

1. **Raise the alarm – Contact the Fire Brigade (000)**
2. Alert others
3. Alert management
4. Evacuate the immediate area
5. Assemble as directed by the trainer/assessors.
6. Evacuate building when instructed.

Evacuation

Follow your trainers' directions immediately, move quietly and calmly to the assembly area and await instructions.

Building alarms and Other Emergencies

If in the event of an alarm; stay calm, follow your instructor's directions and follow the evacuation procedure.

Records Management

When a student enrolls at Airwork Helicopters, a student file is created for the storage of relevant information.

Your student file contains information on each of the critical processes relating to your study:

- Recruitment
- Prices
- Entry Requirements
- Course Information
- Enrolment
- Contact Details
- Orientation
- Attendance (*Medical Certificates, Exceptional Compassionate Leave*)
- Academic Performance
- Student Support Services
- Disagreements and Misunderstandings
- Refunds and course achievements (*Certificates*)

Your record is archived for Thirty (30) years under the Vocational, Education, Training and Employment Act 2000.

Results of Assessment

Results will be mailed to you. At the completion of your course, your qualification will be presented to you by the Director of Airwork Helicopters. Your licence will be issued by Civil Aviation Safety Authority (CASA) and will be posted to you within one month of the successful completion of your flight test.

If you do not complete all elements of your course, you will be issued with a 'Statement of Attainment' for the modules you have completed successfully.

Legal Services

If you do not understand the words in a legal document, **DO NOT SIGN IT**. You should seek advice from the Legal Aid Commission, or a knowledgeable person. There are no additional costs to students for this referral. The Legal Aid Commission offers free advice and assistance with applications and legal documents, on the phone or in person.

Further Information:

Legal Aid Queensland

Address: 42 King Street, Caboolture

Phone: 1300 651 188

Open hours: 9:00am to 5:00pm Monday to Friday

Website: <http://www.legalaid.qld.gov.au>

The Anti-Discrimination Commission receives complaints from people who feel they have been treated unfairly, have been discriminated against, or are experiencing sexual harassment. There are no additional costs to students for this referral. Further information is available from:

Further Information:

Anti-Discrimination Commission

Address: Level 17, 53 Albert Street, Brisbane
(Cnr Albert & Margaret Streets, near the city Botanic Gardens)

Postal address: City East Post Office
PO Box 15565
City East, QLD, 4002

Open hours: 9:00am to 5:00pm Monday to Friday

Phone: 1300 130 670

Facsimile: (07) 3247 0960

Website: <http://www.adcq.qld.gov.au>

Fair Work Commission

The Fair Work Commission's role is to set award pay rates and conditions, and to help employers and employees work towards cooperative and productive workplace relations. We also actively help workplaces to prevent disputes, as well as helping to resolve them when they do occur.

Further information:

Fair Work Commission

Phone: 1300 799 675 (between 9am – 5pm Monday to Friday)

Website: <https://www.fwc.gov.au>

The Queensland Government respects your privacy and has established rules to ensure that your personal information is protected. These rules govern the way personal information is collected, stored, used and disclosed to prevent it from being misused or passes on without your permission.

Personal information collected as a result of your enrolment will be used by Airwork Helicopters for general student administration, vocational education and training administration and regulation, as well as planning, reporting, communication, research, evaluation, auditing and marketing. Only authorised staff has access to this information.

Formal Concerns Raised with State Authorities

If a student is concerned about the actions/conduct of Airwork Helicopters, they may approach the State Authority for CRICOS Registration. In Queensland this is ASQA (Australian Skills Quality Authority). ASQA has the power to suspend or cancel the Institute's registration or a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the Institute should be addressed in writing to:

Australian Skills Quality Authority

Phone: 1300 701 801

Website: www.asqa.gov.au

Complaint Online Form: <https://rms.asqa.gov.au/registration/newcomplaint.aspx>

Compliments

We want to know about your experience as a student while studying at Airwork Helicopters, please tell us, and write a letter to describe your study experience. We will also conduct a student survey towards the end of your time with us.

Contact Information

Official Point of Contact for Students

Airwork Helicopters

Address: 5/19 Lear Jet Drive
Caboolture QLD 4510

Phone: +61 7 5495 8000

Fax: +61 7 5495 8008

Email: admin@airwork.com.au

Website: www.airwork.com.au

Position	Name
CEO	Myles Tomkins
General Manager	Paul Bredereck
Chief Flying Instructor	Rhys Chapman
Office Manager	Leigh-ann Davies
Student Manager	Wendy Stewart
Flying Instructor	Kate Furey
Flying Instructor	Brett Martin
Flying Instructor	Sam Collins
Flying Instructor	Rorie Savage

Important Numbers and Contact Details

Organisation	Phone Number
Ambulance	000
Fire	000
Police	000
Student Emergency Contact	0408 069 565
Fair Work Australia	131 628
Lifeline	131 114
Poison's information centre	131 126
Overseas Student Ombudsman	1300 362 072
Caboolture Hospital	(07) 5433 8888
Mental Health Line	1300 642 255