

Australian International Aviation College




Domestic Student Handbook



Contents

COURSE AND COMPANY DETAILS	3
1 WELCOME	4
2 ABOUT AIAC	5
3 HANDBOOK PURPOSE	5
4 STATEMENT OF QUALITY ASSURANCE.....	6
5 STUDENT ENROLMENT	6
5.1 PRE-ENROLMENT INTERVIEW	6
5.2 OTHER REQUIREMENTS.....	7
5.3 APPEALS PROCESSES	7
5.4 COMMUNICATION	7
6 CAMPUS INFORMATION.....	8
6.1 FLOOR PLANS/EVACUATION DIAGRAMS	8
6.2 LOCATION	8
6.3 OTHER AIRPORTS.....	8
6.4 FACILITIES	8
6.5 TRANSPORT	10
7 LIVING IN PORT MACQUARIE	11
7.1 PORT MACQUARIE	11
7.2 LIBRARIES.....	11
7.3 ACCOMMODATION.....	11
7.4 PERSONAL MAIL	11
7.5 WEATHER	12
8 COURSE INDUCTION AND ORIENTATION	12
8.1 STUDENT PORTALS	12
9 COURSE ATTENDANCE AND PROGRESS MONITORING.....	12
9.1 SICK AND COMPASSIONATE LEAVE	12
9.2 ANNUAL LEAVE & STUDY BREAKS.....	13
9.3 STUDENT APPEALS	13
10 STUDENT SUPPORT SERVICES	13
10.1 DESIGNATED CONTACT (STUDENT CONTACT OFFICER).....	13
10.2 LEGAL HELP.....	14
10.3 INTERPRETING SERVICE	14
11 HEALTH AND WELLBEING	14
12 AIAC SAFETY MANAGEMENT.....	14
13 CODE OF CONDUCT	14
14 PERSONAL INFORMATION AND PRIVACY POLICY.....	15
14.1 CHANGE OF DETAILS	15
15 UNIQUE STUDENT IDENTIFIER	15
15.1 WHO NEEDS A USI AND WHY?	15
16 CANCELLATIONS, DEFERMENT OR TRANSFER	15
16.1 TRANSFERRING STUDENTS.....	15
17 WHO IS CASA?	15
18 FINANCIAL INFORMATION	15
18.1 COURSE DEPOSIT	16
18.2 COOLING OFF PERIOD	16
18.3 INCIDENTAL COSTS	16
18.4 CHANGES TO FEES.....	16
18.5 PAYMENT TERMS.....	16
18.6 REFUNDS.....	16
18.7 PROTECTING PRE-PAID FEES	16
19 COMPLAINTS AND APPEALS	16
20 ACCESS AND EQUITY POLICY	16
21 STUDENT COMPLETION PROCEDURES.....	17

	Australian International Aviation College Domestic Student Handbook Enrolment Supporting Document AIAC-RTO-PP-025_v1	Page 3
		VERSION: 2
		05-Oct-2022

Course and Company Details

RTO/CRICOS Name	Australian International Aviation College Pty Ltd.				ABN	12 050 100 279				
RTO Code	45675				CRICOS Code		03903C			
Training Package Code	AVI				Training Package Title		Aviation Training Package			
Qualification Code	AVI50222				AVI50519					
Qualification Title	Diploma of Aviation (Commercial Pilot Licence – Aeroplane)				Diploma of Aviation (Instrument Rating)					
Version of Training Package	2	Status	Current	<input checked="" type="checkbox"/>	2	Status	Current	<input checked="" type="checkbox"/>		
			Superseded	<input type="checkbox"/>			Superseded	<input type="checkbox"/>		
Training Package Link	training.gov.au/Training/Details/AVI50222				training.gov.au/Training/Details/AVI50519					
AQF Level	5				5					
Delivery Period	9 months full-time				16 weeks full-time					
Pre-requisites	Nil*				AVI50222 Diploma of Aviation (CPL-Aeroplane)					
Industry	Aviation – Air Transport Professionals									
Licencing & Regulation	Civil Aviation Safety Authority (CASA) as directed by Civil Aviation Safety Regulation (CASR)									
Learner Group	Prospective Commercial Pilots or Flight Crew. Domestic students and CRICOS students on the student visa (subclass 500)									
Locations	Port Macquarie Airport – Flight Training Suite 4, 149 Gordon Street, Port Macquarie – Classrooms									
Mode of Delivery	Face to face									
Contact Person	Damien Murray, RTO Compliance Officer									
Contact Details	0490 954 329 – rto@aiacollege.com									
Authorised By	Ged Byrne, Head of Operations (HOO) hoo@aiacollege.com									
*Minimum entry requirements apply										



1 Welcome



Welcome to Australian International Aviation College (AIAC). We are glad to have you join us. Aviation is a very rewarding career and one that will see you go many places. Flying can be an amazing and rewarding career. At AIAC you will be inspired and challenged to be the best pilot that you can possibly be. Your experience will be like nothing you have ever experienced before. Our instructors will provide continuous encouragement, they will equip and inspire you to fulfill the dreams in your heart to be a pilot.

Flying an aeroplane is an exciting and thoroughly enjoyable experience, one that you will never tire of. That thrill of applying pressure to the throttle, pushing it forward and feeling the thrust of an aircraft move forward until its wings create lift. The feeling you get when you feel the wheels leave the ground is something that will always have that special feeling. Even the most experienced pilots still enjoy the thrill of flying somewhere new or being able to experience a new type of aircraft. Aviation always provides something new to challenge and inspire you. Your journey through the Pilot ranks and various aircraft types will provide you with a great source of personal achievement and inspiration.

When you become a pilot, you become a part of an elite group of well-trained professionals. You will meet new people and colleagues that will become lifelong friends that will form part of your aviation family and career, now and into the future. Throughout your journey of becoming a pilot you will learn more about yourself and be able to develop skills that will constantly amaze you. You will become an excellent decision maker as the environment and challenges of piloting present themselves.

"Once you have tasted flight, you will forever walk the earth with your eyes turned skyward, for there you have been, and there you will always long to return." — Leonardo da Vinci


Imagine the destinations! Whether you are interested in an international career or a domestic career in your home country. Aviation can take you places; you will be able to meet so many people and be able to experience so many cultures. You will never tire of the endless possibilities that become available to you. Even if you do tire of the cockpit, there are so many other career opportunities in aviation that your pilot training and experience will be able to benefit you in.

As the Head of Operations, I am personally interested in your entire journey here at AIAC. I look forward to meeting you and hearing the story that led for you to become involved in Aviation.

Ged Byrne

Head of Operations
Australian International Aviation College.



	Australian International Aviation College Domestic Student Handbook Enrolment Supporting Document AIAC-RTO-PP-025_v1	Page 5
		VERSION: 2
		05-Oct-2022

2 About AIAC

The Australian International Aviation College (AIAC) is a privately owned and operated Flight School that has been operating since 1990 and is now a member of Hainan Airlines (China). Located in Port Macquarie which is located on the North Coast of New South Wales.



Formally known as Johnston Aviation Services, who catered for domestic flight training and Arena International Aviation who serviced the needs of international training developed a respected technique and personalised environment over the past two decades they continued to ensure impeccable high standards of training and safety were maintained across both flight training colleges.

Using new factory Diamond aircraft for flight training ensures that the training is not only safe but is also carried out using the most advanced systems available. Over time we have developed highly proficient training techniques and offer a personalised environment to ensure that our high standards of training and safety are maintained across all our courses for our international students.

Experienced Staff

Many of our flight instructors have been trained by our company from the onset of their own flight instructor rating training; this ensures that we maintain and facilitate a high level of standardisation in our training methods and leads to enhancing the learning experience of students which ensures consistency and uniformity. Our flight instructors undergo in-house training and checking programs to ensure they continue to fly and instruct to optimum levels of proficiency. Our Chief Flying Instructor and CASA Flight Examiners are also active pilots and instructors with over 20 years of experience and knowledge of the flight training industry. They are all closely involved in the tuition and instruction of all students.



Australian International Aviation offers a unique learning environment of excellence where students of all levels are catered for. With uncongested airspace and next to no taxi delays your training dollar is maximized enhancing your learning experience therefore offering you more time to learn in the air. Above all the Australian International Aviation is committed to training safe, ensuring competent, and employable pilots.

3 Handbook Purpose

The purpose of this Domestic Student Handbook is to provide relevant information to potential and current international student that is enquiring about studying at AIAC. The Domestic Student Handbook includes relevant information relating to AIAC and is designed to help prospective and current students make informed decisions about studying in Australia and at AIAC. The Domestic Student handbook should be used as a reference whilst studying at AIAC.

The information provided with our best intention; however, students are encouraged to conduct further research and make their own conclusions to any matter relating to this document or their visit to Australia.


Copies of all **policies and procedures** (P&P) referred to in this document can be found at <https://rebrand.ly/student-policies>. It is recommended that all prospective students download and read the following P&P's:

- Recruitment & Enrolment
- Student Attendance
- Complaints and Appeals
- Recognition of Prior Learning (RPL) & Credit Transfer (CT)
- Student Support
- Student Code of Conduct
- Refunds
- Student Progress Monitoring
- [Schedule of Fees and Payment Terms](#)
- Student Transfers
- [Pre-Enrolment Information Pack](#)
- Defer-Suspend-Cancel
- [Enrolment Application](#)

For all enquiries please contact the office:

Email: info@aiaccollege.com | Phone: +61 2 6584 0484

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	Australian International Aviation College Domestic Student Handbook Enrolment Supporting Document AIAC-RTO-PP-025_v1	Page 6
		VERSION: 2
		05-Oct-2022

4 Statement of Quality Assurance

As a Registered Training Organisation, AIAC seeks to provide the highest and best quality of education and training. To ensure that we provide a high standard of education and training AIAC seeks to be compliant with the VET Quality Framework as outline below. The Vocational Education and Training Quality Framework is aimed at achieving greater national consistency in the way RTOs are registered and how they are monitored to ensure that the standards in the vocational education and training sector are enforced.

The VET Quality Framework comprises:

- Standards for Registered Training Organisations 2015
- Australian Qualifications Framework
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements, and
- Data Provision Requirements.

In addition to the above, AIAC is compliant with the National Code of Practice. The National Code of Practice is a set of national standards that governs the protection of International students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students.

AIAC is also compliant with all Civil Aviation Safety Authority regulations including the high standards of operating and maintaining aircraft and the syllabus content. All certification documents/certificates that the learner receives from AIAC complies with the Australian Qualifications Framework ensuring that your certifications are genuine and nationally recognised.

5 Student Enrolment

For information on how to enroll and the minimum requirements for enrolment, international students should refer to the **Recruitment & Enrolment Procedure** (Domestic) and the **Enrolment Application form**.

Recognition of Prior Learning (RPL) or Credit Transfers (CT) may be available for students who have demonstrated previous flying experience or who have completed some AQF units of competencies. Please refer to our **RPL/CT Policy**. Fees will apply for RPL and CT process as AIAC may need to conduct flight or other assessment.

AIAC does not guarantee any assessment, graduation, migration, or employment outcomes. All training is competency based and students will be required to fulfil all the course requirements to ensure that they are able to graduate.

The Enrolment process is complete when:

- All applications and supporting documents have been received at AIAC
- Written agreement has been signed by the student and returned to AIAC
- Course deposit has been paid and receipted

5.1 Pre-enrolment interview

In most cases students will be interviewed either remotely or upon arrival at AIAC (or both) to determine their suitability for completing the course and to also assess potential areas that the student may need to be provided extra support.

Aviation is an intense career and the training that AIAC delivers reflects the demands of the job. Therefore, AIAC will only enroll students who are believed to be able to complete the course within the required timeframes. AIAC may ask to review further evidence such as school reports or certificates, any qualifications that have already been achieved, English Language proficiency), personal references and any other items deemed necessary.

5.2 Other Requirements

To study Aviation in Australia, you will also need to apply for an ARN, pass a medical examination at a DAME and hold an ASIC. This must be done prior to enrolment to ensure students meet all CASA eligibility requirements.

To apply for these items, you will need to have your own valid email address. Refer to the **Recruitment & Enrolment Procedure** for more information.

1. The first step is to apply for your ARN. Without this, you cannot get your medical or ASIC. You will need to prove your identity with certified documents. For more info and to apply, visit <https://www.casa.gov.au/standard-page/individual-aviation-reference-number-application>
2. After you have received your ARN, you can then apply for your medical through CASA and attend an examination at a DAME. To apply for your Medical or to find a DAME or for more information, refer to <https://www.casa.gov.au/licences-and-certification/aviation-medicine/medical-certification-process>
3. For information on obtaining your ASIC, please visit <https://aviationidaustralia.net.au/application.html>. Once you have finished your application, AIAC will need to verify and send them off on your behalf.



If a student has issues with vision, hearing or any other medical impairments, the student may not be able to complete the courses in which they are enrolled into as Part 61 Manual of Standards cannot be attained, nor numerous competency standards of AVI50222/AVI50519, most particularly, the licensing unit AVILIC001. Note that in most instances, wearing glasses will not prevent you from becoming a pilot.

5.3 Appeals processes

The final decision of enrolment rests with our Head of Operations. If you feel the result of your application assessment is not a fair and accurate representation of you or your ability to complete the course, you may appeal the decision through contacting the CO at rto@aiacollege.com for your assessment to be re-viewed.

If you have been declined an invitation to enroll, AIAC will provide to students with a written report of why our assessors did not feel your application was successful. You will have the ability to address any of our concerns and how you could address those concerns. Upon receiving your appeal application, the RCO will then consult a different aviation expert from whom already reviewed your application; and a second 'ability to complete' evaluation will be performed on your behalf. If your appeal is declined a second time, we ask you wait 90 days before you attempt another enrolment at AIAC. AIAC is not liable for any costs that may be incurred during an appeals process. Refer to our **Complaints and Appeals procedure** for more information.

5.4 Communication

All students will need their own personal email address. AIAC's formal communication process will primarily be through emails. Students will have access to college computers and internet to access emails if needed. Once enrolled, students will also be given an Office365 account with an outlook email address. This is how AIAC will communicate with students once enrolled.



6 Campus Information

6.1 Floor plans/Evacuation diagrams

Floor plans for all AIAC locations can be viewed in the building or on the Student SharePoint site in the 'Factsheets' folder.

6.2 Location

AIAC's base of operations is at the Port Macquarie Airport, NSW which is located on the beautiful east coast of Australia. We are a short one-hour flight north of Sydney or an easy five-hour drive along the picturesque Pacific Motorway. The AIAC facilities at Port Macquarie consist of 3 buildings:

- Hangar 1 – Flight Sim, Study rooms, lunch area & Instructor rooms.
- Hangar 24 – AIAC Maintenance & Engineering facility.
- Admin Building – AIAC Offices & admin staff.



AIAC also have a number fully equipped classrooms located at Gordon Street, Port Macquarie where ground theory sessions and exams take place. Transport to and from can be provided if needed and is included in your school fees.

6.3 Other Airports

You will also experience various other airports as you progress through your aviation training. The different airports allow you to experience varying situations, conditions, and airspace requirements, giving you the tools needed to be workplace ready. Some of the airports you will visit include:

6.3.1 Kempsey Airport

Kempsey is a small rural town about 45 minutes' drive north of Port Macquarie. Mostly made up of farming communities. Kempsey is best known for the iconic Australian hat, the Akubra and the Slim Dusty Centre. The airport is in Aldavilla, located about 10 minutes west of Kempsey Town.

6.3.2 Tamworth Regional Airport

Located about 4 hours west of Port Macquarie is the regional airport of Tamworth. Tamworth is famous for its Country Musical festival and the Golden Guitar. At Tamworth you will experience flying in Controlled Airspace and be communicating with the control tower. Tamworth Airport is larger and busier than Port Macquarie and is currently undergoing a \$4M upgrade to its terminal.

6.3.3 Gold Coast Airport

Beautiful one day, perfect the next! Yep, you will even get to experience the warm Queensland sunshine when refueling at the busy Gold Coast Airport. Located at Bilinga, just a few minutes' drive from Coolangatta. Here you will get to experience airport operations at a small, yet busy international airport. Keep an eye out for whales during the cooler months as you fly up the east coast of Australia you might just see one!

6.4 Facilities

6.4.1 Aircraft

AIAC is proud to own and operate the New Generation of Diamond Aircraft. We fly the Diamond DA42NG, multi engine aircraft and the Diamond DA40NG, DA40CS & DA20CS single engine aircrafts. You can check out these aircraft in more detail at <http://www.diamondaircraft.com> or on our website. We also use a modern Mechtronix DA40/42 Flight Training Device with a 200° x 40° High Definition screen.



6.4.2 Classrooms

Our classrooms are comfortable, modern, and clean. Each student will have his/her own study space. We use a range of teaching devices to include multi-media systems and whiteboards for an immersive learning experience. Classroom etiquette requires all international students to be attentive, polite, and respectful at all times to both their instructors and peers. Water is always allowed in the classroom, but no other food or drinks are permitted. You are welcome to come and visit our facilities at any time.

6.4.3 Flight Training Device

AIAC is proud to own one of a handful of Class 5 Flight Simulation Training Devices (FSTD) in Australia. It is a motionless system equipped with the latest in technology boasting the Garmin G1000 which is a fully integrated instrument panel. The projection system uses three high powered, high definition Sony projectors creating an immersive 180-degree view of the landscape in front of the cockpit. The cockpit is based on the Diamond aircraft with pilot and co-pilot seating and full aircraft controls as they appear in the Diamond Aircraft. The FSTD is equipped to service the Diamond DA40 and DA42NG aircraft.



6.4.4 Study Resources


As well as the above aircraft and FSTD, students will have access to Wi-Fi and printing when on campus. In the foyer of Hangar 1 there is a multimedia display showing current flights in the area and the current weather conditions. AIAC is equipped with a general use library for all students to access which includes a variety of aviation documents and textbooks. Other items such as headsets, kneeboards, life vests etc. will be issued as needed. You will need to supply your own computer device and personal effects such as pens, pencils, notebooks, uniforms, and any other items relating to personal study needs.

Below is a list of training resources that AIAC will supply for your learning experience.

- | | |
|---|---|
| <ul style="list-style-type: none"> • Jeppesen Airways Manual • BAK and PPL textbook • CPL Aerodynamics textbook • CPL Meteorology textbook • CPL Navigation textbook • CPL Aircraft Gen. Knowledge textbook • CPL Human Factors textbook • CPL Operations planning book • Instrument Rating Manual • Civil Aviation Safety Regulations • Aviation Headsets • Navigation Kneeboards • Pilot Equipment Bag • Pilot log book | <ul style="list-style-type: none"> • Planning Chart Australia • Coffs Harbour VTC Chart • Sydney VTC Chart • Newcastle VNC • Brisbane VNC • Gold Coast VTC Chart • Armidale WAC • Sydney WAC • Brisbane WAC • CR-2 Navigation ruler • 180nm navigation ruler • Navigation protractor • ERSA • Mini Maglight |
|---|---|

6.4.4.1 AVI50222 Aircraft

As well as spending a minimum of 9 hours in the FSTD, students studying the Diploma of Aviation – CPL Course will fly exclusively in the New Generation, Diamond DA40-NG aircraft. This DA40-NG aircraft was manufactured in 2015 and comes equipped with the Garmin G1000 glass cockpit with wrap around canopy so that you can fully enjoy your surroundings. It is equipped with the latest technology and provides 4 seats for comfort and safety. The G1000 incorporates the latest features including the ultra-precise GFC700 Automatic Flight Control System. With a maximum cruise speed of over 280km/h, long max range of 984nm, high crosswind capability and precision handling, the DA40-NG is a superb aircraft to train in.

	Australian International Aviation College Domestic Student Handbook Enrolment Supporting Document AIAC-RTO-PP-025_v1	Page 10
		VERSION: 2
		05-Oct-2022

6.4.4.2 AVI50519 Aircraft

The Diploma of Aviation – Instrument Rating includes a minimum of 21.5 hours in the FSTD. Additionally, cadets will get to fly in the Diamond DA40-NG and spend a minimum of 12.5 hours in the Diamond DA42-NG twin engine. Advanced twin technology, safety, and performance; with its panoramic wrap around canopy, the DA42-NG offers exceptional visibility. The fully integrated G1000 flight deck comes with a 3-axis GFC700 AFCS, Yaw damper and Electronic Stability & Protection. The 170hp turbo-charged Austro AE300 engine combined with exceptional aerodynamics allow the DA42-NG to reach a top cruising speed of just over 350kph. A comfy and spacious cabin, baggage area and long range (1273nm) will allow you to be able to fit your golf clubs in and head to almost any golf resort in the eastern half of Australia, or even New Zealand.

Please note, we do not fly to New Zealand! View our website for more info on our aircraft and facilities.

6.4.5 Meals On and Off Campus

AIAC does not provide any meals during your study period. All meals are the responsibility of the cadet. AIAC Campus is located at the Port Macquarie Airport where there is a takeaway shop located that serves breakfast and lunch. We encourage students to bring a packed lunch. AIAC provides fridges, microwaves, kettles and other kitchen utensils and facilities for food preparation should international students require these. All meals off campus are the responsibility of the student. All AIAC accommodation is provided with kitchen facilities.

6.5 Transport

AIAC buses service most areas within Port Macquarie. There is a set timetable for pick up and return in place from the AIAC Airport campus. The timetable might vary and upon your arrival to the college however we will update you with the latest timetable information as soon as possible. If the AIAC bus timetable does not suit your flying schedule as set out by your instructor, the instructor will look after your transport needs.

6.5.1 Driving to College

AIAC recommend that all international students use the AIAC buses provided for transport. However, for international students who do wish to drive to college, free parking is available near the Admin Building at Lot 11, Abbott close, on the grassed area.

6.5.2 Public Transport

Port Macquarie has a quality public bus system. There is also a train station located at Wauchope with a bus service running to Port Macquarie. The Train line is on the Brisbane to Sydney line and takes around 7 hours to go from Wauchope to Sydney.

Refer to <https://www.busways.com.au/> or <https://transportnsw.info/regional> for more information. Route 341 is the local bus that stops at the Port Macquarie Airport.

The Busways network map for the Greater Port Macquarie region can be found here https://www.busways.com.au/sites/default/files/network-maps/2019-03-09/Port-Macquarie-Network-Map_0.pdf



7 Living in Port Macquarie

7.1 Port Macquarie

Located on the east coast, Port Macquarie is a rapidly growing coastal town. Living in Port Macquarie means that you can expect sunny days on the warm beaches, wonderful fishing opportunities, good shopping experiences and a lovely selection of bars and restaurants.

Travelling around Port Macquarie is easy, with access to most parts of the city only taking 10-15 minutes from any point. The CBD area of Port Macquarie is located on the banks of the Hastings River and a short walk from the beach. On the western fringe of the city you have wonderful wilderness areas including state forests and national parks, all of which include beautiful bush walks, rivers, and streams. All International students studying the Diploma will be based in Port Macquarie.



Check out the following websites for more information.

<http://www.pmhc.nsw.gov.au/About-Us/Our-Region/Living-and-working-in-Port-Macquarie-Hastings>

<https://www.discoverportmacquarie.com.au/>

<https://www.portmacquarieinfo.com.au/>

<https://www.visitnsw.com/destinations/north-coast/port-macquarie-area>

7.2 Libraries

Port Macquarie has a well-stocked public library where students can borrow books, CD's, DVD's and other material for free. The library also gives free access to a range of e-services, including the ability to learn a language online... a great source for you to practice your English! You will need some identification documents (Passport etc.) as well as a document showing your Australian address to register at the libraries (can be supplied by AIAC).

For more information, refer to <http://mnclibrary.org.au/>

7.3 Accommodation

7.3.1 Accommodation

Students will need to find their own accommodation. Some sites to look at include:

<https://flatmates.com.au/> | www.realestate.com.au | <https://www.rent.com.au/>

7.3.2 Billeted Accommodation

AIAC be able to assist students in finding billeted accommodation. AIAC will discuss this option with the student prior to arranging this. Homestay accommodation usually involves a student living with another family in their home in a shared or private room. In most cases (but not all) gas, electricity and other services are usually included in this price.

7.4 Personal Mail

All students are welcome to have personal mail sent to the college. Mail can be collected from the reception area of the campus at 11 Abbott Close, Port Macquarie. The receptionist on duty will handle your enquiry.

All mail sent to the college for students should be addressed as follows:

Student Name
 C/- Australian International Aviation College
 11 Abbot Close
 Port Macquarie, NSW 2444
 Australia

7.5 Weather

Australia is lucky to have some of the best weather in the world. Port Macquarie is even more blessed, being located on the Mid North Coast of the eastern seaboard. This means we have mild winters and relatively warm summers.

Climate data for Port Macquarie (Port Macquarie Airport AWS, 1995–2017) [hide]													
Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year
Record high °C (°F)	41.9 (107.4)	46.6 (115.9)	34.5 (94.1)	32.3 (90.1)	30.1 (86.2)	26.8 (80.2)	26.5 (79.7)	34.6 (94.3)	37.9 (100.2)	39.4 (102.9)	38.6 (101.5)	43.3 (109.9)	46.6 (115.9)
Average high °C (°F)	27.7 (81.9)	27.6 (81.7)	26.4 (79.5)	24.2 (75.6)	21.6 (70.9)	19.5 (67.1)	18.8 (65.8)	20.2 (68.4)	22.6 (72.7)	24.1 (75.4)	25.2 (77.4)	26.7 (80.1)	23.7 (74.7)
Average low °C (°F)	18.4 (65.1)	18.4 (65.1)	17.0 (62.6)	13.9 (57)	10.4 (50.7)	8.3 (46.9)	6.5 (43.7)	6.8 (44.2)	9.5 (49.1)	11.9 (53.4)	15.2 (59.4)	16.9 (62.4)	12.8 (55)
Record low °C (°F)	9.5 (49.1)	10.6 (51.1)	7.9 (46.2)	5.0 (41)	−1.6 (29.1)	−2.9 (26.8)	−3.0 (26.6)	−1.2 (29.8)	1.6 (34.9)	2.0 (35.6)	4.3 (39.7)	8.0 (46.4)	−3.0 (26.6)
Average rainfall mm (inches)	155.3 (6.114)	165.5 (6.516)	176.0 (6.929)	139.0 (5.472)	114.4 (4.504)	140.6 (5.535)	64.0 (2.52)	69.2 (2.724)	61.8 (2.433)	73.1 (2.878)	154.8 (6.094)	108.0 (4.252)	1,416.7 (55.776)
Average precipitation days	12.2	13.2	15.2	13.5	13.0	11.8	10.5	8.5	9.3	10.2	13.9	12.5	143.8
Average afternoon relative humidity (%)	65	66	65	64	61	60	55	52	56	59	65	64	61

Source: Bureau of Meteorology^[10]

8 Course Induction and Orientation

On your first day at AIAC you will be greeted and welcomed by the AIAC team. All students will be required to attend a compulsory orientation program. During the induction process students will meet key staff who will be involved in the delivery of their course. At the conclusion of the orientation program, students will be asked to sign a checklist stating that certain aspects were covered in the induction training.

8.1 Student Portals

You will also be given student login details for the FSM, SharePoint and the AIAC student portal (known simply as the 'Intranet').

9 Course Attendance and Progress Monitoring

Students are required to be available for training continuously. Students are required to attend all scheduled training sessions whether in the classroom or in the air. Students will be required to sign in and out of class.

Leaves of absence or interruptions to training at AIAC are to be discouraged but not prohibited. Scheduled holidays during the training period may be applied where there is good reason. Reasons that holiday request can be approved could include but not limited to sick or compassionate leave, significant cultural holiday seasons, religious observances etc. Please note that any leave from college does not extend your Visa requirements or course completion timeframes.

Refer to our **Student Attendance P&P** and our **Student Progress Monitoring P&P** for more information.

9.1 Sick and Compassionate Leave

AIAC acknowledges that life is never perfect and that from time to time there may be good reasons for a person's non-attendance at AIAC. If the student is ill for two consecutive days they must produce a medical certificate, and also complete the required Leave Application form. This will not cancel a non-attendance but will provide a reason for it. Sick and Compassionate leave may include:

- a personal illness, or injury or
- an emergency affecting the member.

If the student is too ill to attend AIAC they must notify their instructor immediately of their intentions. If the student requires an extended period for compassionate leave, they may be required to complete a leave application form and submit this to the CO. The CO in communication with the HOO and appropriate instructors will reply in writing within 5 days of the outcome of the application.

Compassionate leave applies when:

- immediate family, or
- a relative, or
- a member of the student's member's household contracts or develops a personal illness, or sustains a personal injury, that poses a serious threat to his or her life, or:

- the member of the immediate family or household or the relative dies.

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

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or, a traumatic experience which could include:
- involvement in, or witnessing of a serious accident; and
- witnessing or being the victim of a serious crime.

Due to the nature of aviation, the student must take note that their attendance records will not be altered due to compassionate or compelling circumstances. The non-attendance will still apply, and the student will be required to catch up.

All medical, dental or any other personal appointments should be made outside of AIAC requirements. International students may be asked to present a doctor's certificate if their non-attendance extends for more than 2 days. If the student requires counselling or further support to encourage improved attendance, see the **Student Support P&P**.

9.2 Annual Leave & Study breaks

Due to the nature of the course students study breaks may be needed to complete remedial training, should this be required flight instructors in consultation with the HOO will determine with the student if this is necessary.

All NSW Public Holidays (excluding Christmas day and Boxing day) are normal study days. This more accurately represents the nature of Aviation and gives the learner the best chance of graduating on time therefore reducing costs of the course.

Leave requests outside of these times will generally be declined except on compassionate or extenuating circumstances. If students intend on travelling, they will be required to inform AIAC of the intended travel details. Any remedial training may need to be done during your study break to help you catch up.

9.3 Student Appeals

The student has 20 working days to appeal any decision by the college by following the procedures as outlined in the **Complaints and Appeals Policy**.

10 Student Support Services

We understand throughout life different people experience different journeys that may impact their ability to study and study well. AIAC is caring, sympathetic and understanding of these journeys. We want to ensure that each student is adequately cared for in every step whilst on their journey at AIAC. Support is available for Academic or Non-Academic issues.

Please refer to our **Student Support** and **Student Intervention Strategy Procedure & Policies** for more information.

10.1 Designated contact (Student Contact Officer)

Your SCO is Damien Murray. The SCO is an AIAC staff member assigned to assist you regarding any issues, questions, or problems you may have. Firstly, all students should try speaking to their designated flight instructor prior to seeking assistance from the SCO.

If your flight instructor is unavailable or unable to assist you, contact the SCO at rto@aiaccollege.com or on 0490 954 329.



10.2 Legal Help

Disputes can arise in many areas of life - whether it is a misunderstanding with a neighbour over a fence, a disagreement between you and a family member, conflict in your workplace, or even a dispute over debt. If we are unable to assist you, we recommend contacting the CJC which is a free service (<https://www.cjc.justice.nsw.gov.au>).



10.3 Interpreting Service

The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Immigration and Border Protection for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.



Fees may apply.

Web: <https://www.tisnational.gov.au> - Phone: 13 14 50

11 Health and Wellbeing

Students can access support by simply asking a staff member. If the staff member cannot assist, they will refer you to someone who will endeavour to assist you finding the most appropriate service for you.

Assistance may include:

- GP (Doctor) and medical information
- Emergency Services (Police, Fire, Ambulance)
- Hospital information
- Counselling and Support services
- Community Justice Centre
- Other emergency contacts and more.



12 AIAC Safety Management

AIAC prides itself on providing a safe flight training environment. AIAC have several safety policies and procedures that govern the way we operate. These include:

- Safety Management System (SMS) including
 - Drug and Alcohol Management Plan (DAMP)
 - Emergency Response Plan (ERP)
- Workplace Health, Safety & Environmental Policy & Procedure
- Critical Incidents Policy & Procedure

The Critical Incidents Policy & Procedure can be found online with our other policies. Students will be introduced to the SMS as part of their orientation. As part of your training at AIAC, you will be required to familiarise yourself with the 142 exposition which contains the SMS.

13 Code of Conduct

AIAC practices integrity, openness, and professionalism in all it seeks to achieve.

AIAC therefore expects the same from those who choose to study here. We expect all students to comply with all Australian laws and any intentional decision to break any of these laws could jeopardise students continual learning at AIAC.

Good behaviour is essential for success at AIAC. All students should recognise that any voluntary and or consistent breach of any code of conduct could result in disciplinary action which could possibly affecting their enrolment at AIAC and notification sent to DoHA.

AIAC maintains a zero blood and alcohol policy for all students and employees in all its campuses.

Refer to our **Student Code of Conduct Policy & Procedure** for details. The code of conduct covers:

- | | |
|--------------------------------|----------------------|
| ➤ Uniforms | ➤ Social Media |
| ➤ Alcohol and Drugs | ➤ Selfies |
| ➤ Smoking | ➤ Mobile phones |
| ➤ Student obligations | ➤ Vehicles |
| ➤ Plagiarism | ➤ Misconduct |
| ➤ Acceptable use of Technology | ➤ Other requirements |



14 Personal Information and Privacy Policy

AIAC needs to collect personal and private details of all individuals who choose to study at the college. We are required to have a privacy policy as set out by the Australian Privacy Principles guidelines described in the Privacy Act 1998. Personal Information means any details, opinions or information that might relate to an individual's identity. Refer to our **Personal Information and Privacy policy** for details.

14.1 Change of details

All students are required to provide us with an address, emergency contact, phone, and email. The student also has a responsibility to notify us within 7 days if any of these changes. AIAC will also confirm your details every 6 months.

15 Unique Student Identifier

The USI is a reference number made up of ten numbers and letters that:

1. Creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
2. Will give you access to your training records and transcripts
3. Can be accessed online, anytime and anywhere
4. Is free and easy to create and
5. Stays with you for life



15.1 Who needs a USI and why?

If you are a new or continuing student undertaking nationally recognised training, you will need a USI to receive your qualification or statement of attainment. If you do not have a USI you will not receive your qualification or statement of attainment. If you have an exemption under the Student Identifiers Act 2014, the results of your training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

In this case, AIAC will confirm in writing that you wish to proceed with your education without a USI.

16 Cancellations, Deferment or Transfer

AIAC hopes that all students who participate in our courses will succeed. However, AIAC reserves the right to cancel or suspend a course because of willful misconduct, poor progress, poor attendance and or compassionate grounds.

Students may also be able to defer, suspend or cancel their enrolment at any time, but only in limited circumstances.

16.1 Transferring Students

Transferring to or from AIAC can only be permitted under certain circumstances. Refer to our **Transfer Policy & Procedure** for more information.

17 Who is CASA?

The Civil Aviation Safety Authority (CASA) was established on 6 July 1995 as an independent statutory authority. Under section 8 of the, Civil Aviation Act 1988, CASA is a body corporate separate from the Commonwealth.




CASA's primary function is to conduct the safety regulation of civil air operations in Australia and the operation of Australian aircraft overseas. It is also required to provide comprehensive safety education and training programs, cooperate with the Australian Transport Safety Bureau, and administer certain features of Part IVA of the Civil Aviation (Carriers' Liability) Act 1959.

18 Financial Information

As part of the eligibility criteria to enroll at AIAC, the Finance Manager will confirm that all students can pay for their tuition fees and living expenses whilst enrolled in the applicable courses.

Refer to the [Schedule of Fees & Payment Terms](#) and the **Refunds Policy & Procedure** for information about Tuition fees & Incidental costs related to studying; or for more information on the below items.

	Australian International Aviation College Domestic Student Handbook Enrolment Supporting Document AIAC-RTO-PP-025_v1	Page 16
		VERSION: 2
		05-Oct-2022

18.1 Course deposit

The course deposit is a non-refundable part of your tuition fees that must be paid to secure your place in our program. The deposit is used to source your training materials, pilot equipment, PPE, and other items necessary for your training.

18.2 Cooling off Period

A student may cancel enrolment without penalty before the course deposit has been paid.

18.3 Incidental costs

Incidental costs are costs that may or may not be related to your study but are not tuition fees. Incidentals include things like food, entertainment, medical, uniforms, travel, remedial training, medical certificates etc. These are either paid to AIAC or a third-party and are not refundable by AIAC. The prospective student should understand that any remedial training or re-sitting of exams is not included in your tuition fees and is an extra cost for the student.

18.4 Changes to fees

AIAC flight training is affected by several external influences which could cause possible fee fluctuations. For example, external factors such as fuel, government fees and other miscellaneous charges could affect the cost of training.

AIAC reserves the right to pass on fee increases where external factors affect the agreed upon cost of training. The student will be notified in writing 20 working days before any adjustments in fees will be implemented.

18.5 Payment Terms

Refer to the [Schedule of Fees & Payment Terms](#).

18.6 Refunds

Whether a student will or will not receive a refund depends on the reason for their request. A Refund application form is available upon request. Refer to the **Refunds Policy & Procedure** for more information.

18.7 Protecting Pre-Paid Fees

Note that the following does not apply as AIAC does not collect pre-paid fees in excess of \$1,500. The following is included simply for your information.

Any fees for self-sponsored students that are paid prior to commencing study that are more than \$1500 are protected in accordance with state regulations.

In the unlikely event that AIAC is unable to deliver your course in full, you will be offered a refund of all the unused fees you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

19 Complaints and Appeals

AIAC believes that a person, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, and without prejudice or fear of reprisal or victimisation. The person has the right to present the complaint or appeal formally and in writing.

AIAC will manage all complaints and appeals fairly, equitably, and as efficiently as possible and with transparency. AIAC will encourage the parties to approach the complaint or appeal with an open mind, and to resolve problems through discussion and conciliation. All complaints/appeals will be responded to, regardless of who the complaint/appeal is against.


Refer to the **Complaints and Appeals Policies & Procedures** for more information.

20 Access and Equity Policy

AIAC values social justice. AIAC is committed to acknowledging and providing for the right of all people to have fair access to the services of society, to be treated in caring and equitable ways, and to live with dignity in an environment free from bias, prejudice and discrimination. All staff at AIAC share the responsibility that our Policy and Procedures are always adhered to.

AIAC is committed to Equal Opportunity and recognises its responsibilities under both state and federal anti-discrimination legislation. To this end we are striving to promote non-discrimination against ant

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	Australian International Aviation College Domestic Student Handbook Enrolment Supporting Document AIAC-RTO-PP-025_v1	Page 17
		VERSION: 2
		05-Oct-2022

person on the grounds of sex, sexual preference, marital status, race, political or religious conviction or age. We are focused to strive to create a harassment free environment and promote equality of opportunity for disadvantaged groups, and bias free communication.

Students who feel that the AIAC Access and Equity Policy has been breached are encouraged to follow the Grievance Policy until the issue is satisfactorily resolved.

Refer to the **Access and Equity Policy & Procedure** for more information.

21 Student Completion Procedures

Upon completion students will be required to complete our student exit procedure. The procedure will address:

1. All financial accounts are settled
2. All college equipment is returned
3. College provided accommodation is left satisfactory
4. Students will be asked to complete a brief feedback survey form
5. All certificates & licenses issued
6. Security Bond will be returned (conditions apply)
7. International students are reminded of their DoHA obligations
8. Student exit checklist to be completed (document no AIAC-RTO-SD-017_V1)

