

# Australian International Aviation College



## Domestic Student Handbook





## Contents Page

<b>Welcome &amp; About</b>	4
Welcome to AIAC	4
Who We Are	5
Why This Handbook Matters	6
Our Commitment to Quality	6
Our Courses	7
<b>Before You Enrol</b>	8
Enrolment Requirements	8
Casa Medical Requirements	8
English Language Requirements	9
Pre-Enrolment Interview	9
Enrolment Process Overview	9
Unique Student Identifier (USI)	10
Recognition of Prior Learning (RPL) & Credit Transfer (CT)	10
Appeals processes	11
Other Requirements	11
Email and Communication Requirements	12
<b>Fees &amp; Payments</b>	12
Course Fees	12
Deposits & Payment Terms	13
Cooling-Off Period	13
Refunds (Summary)	13
Incidental Costs	13
<b>Studying With Us</b>	14
Orientation & Getting Started	14
Location	14



<b>Classrooms</b>	15
Flight Training Device	16
Study Resources	16
Aircraft	17
<b>Attendance Requirements</b>	18
Study Breaks & Holidays	18
<b>Student Support &amp; Services</b>	19
<b>Safety &amp; Conduct</b>	20
Safety Management & Reporting	20
Code of Conduct	20
<b>Privacy &amp; Personal Information</b>	22
Updating Your Details	22
<b>Deferral, Withdrawal, Cancellation &amp; Transfer</b>	22
<b>Complaints &amp; Appeals</b>	23
<b>Equal Opportunity</b>	23
<b>Additional Aviation Information</b>	23
Who Is CASA?	23
<b>Contact Directory</b>	24
RTO Contact Details	24



## Welcome & About

### Welcome to AIAC

Welcome to the Australian International Aviation College and thank you for your interest in starting your aviation journey with us. Aviation is a rewarding career that can take you around the world, introduce you to new experiences, and provide lifelong opportunities.

At AIAC, our goal is to inspire, support, and challenge you to become the best pilot you can be. Our instructors provide continuous guidance and encouragement, helping you build the skills, confidence, and professionalism required for a successful aviation career.

Flying is an exciting and enjoyable experience that never loses its appeal. The moment an aircraft accelerates down the runway and lifts into the sky is a memorable experience for every pilot, whether it is their first flight or their hundredth. Aviation offers constant opportunities to learn, grow, and achieve new milestones. As you progress through different aircraft types and pilot qualifications, you will experience significant personal and professional achievement.

Becoming a pilot also means joining a close and highly skilled community. You will meet people from around the world, forming friendships and professional networks that may last throughout your career. You will develop strong decision-making skills, resilience, and confidence as you meet the challenges of flight training.

Aviation can lead you to many destinations, whether you pursue an international career or stay within your home country. Even beyond flying roles, the aviation industry offers a wide range of career pathways where your skills and training will be highly valued.



*“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



## Who We Are

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). AIAC is in Port Macquarie, located on the North Coast of New South Wales, Australia.

Formerly known as Johnston Aviation Services (domestic training) and Arena International Aviation (international training), our organisations have developed a respected reputation for over more than two decades for maintaining exceptional training standards and a personalised learning environment.

We utilise modern, factory-built Diamond aircraft equipped with advanced systems, enhancing both safety and learning outcomes. Our structured training methods developed over many years, ensuring consistency, standardisation, and high levels of instructional quality across all courses.

Many of our instructors completed their initial training with us, allowing us to maintain a strong culture of instruction. All instructors participate in ongoing in-house training and checking programs to ensure they maintain exceptional levels of proficiency. Our Chief Flying Instructor and CASA Flight Examiners are active, highly experienced pilots with more than 20 years in the industry, and they play an active role in the training of all students.

Our training environment features uncongested airspace and minimal taxi delays, allowing our students to maximise their time in the air and make the most of their training investment. Above all, AIAC is committed to developing safe, competent, and employable pilots.





## Why This Handbook Matters

This Student Handbook provides essential information for prospective and current students considering or undertaking study at AIAC. It includes key details about our organisation, studying, and the policies and procedures relevant to the students' training.

Students should use this handbook both when making an informed decision about enrolment and as an ongoing reference during their training. While every effort has been made to ensure the accuracy of the information, students are encouraged to conduct further research to support their individual needs.

Copies of all referenced policies and procedures are available on our website. Prospective and current students are encouraged to read the following:

- Complaints and Appeals Policy and Procedure
- Data Protection Policy & Procedure
- Personal Information and Privacy Policy & Procedure
- Student Support and Wellbeing Policy & Procedure
- Student Attendance and Course Progress Policy & Procedure
- Student Course Variation Policy & Procedure
- Recognition of Prior Learning (RPL) & Credit Transfer (CT) Policy and Procedure

More detailed information about studying and living in Australia, safety, working conditions, and support services can be found at:

- [www.studyaustralia.gov.au](http://www.studyaustralia.gov.au)
- [www.studiesinaustralia.com](http://www.studiesinaustralia.com)

## Our Commitment to Quality

As a Registered Training Organisation (RTO), AIAC is committed to delivering high-quality education and training that meets national standards. We comply with the VET Quality Framework, which ensures consistent, high-quality training and assessment across Australia.

We also adhere to all Civil Aviation Safety Authority (CASA) regulations, including aircraft operations, maintenance standards, and training syllabus requirements. All certification issued by AIAC complies with the Australian Qualifications Framework, ensuring your qualifications are genuine and nationally recognised.



## Our Courses

Our courses are designed for prospective commercial pilots or flight crew, domestic students, and CRICOS students on a student visa (subclass 500).

Our face-to-face training locations:

- Port Macquarie Airport – Flight Training Tenancy 26
- Sovereign Hills Shopping Centre (Classrooms) + Dedicated EXAM room (ASPEQ)

<b>Our Courses</b>		
<b>Qualification Code</b>	AVI50222	AVI50519
<b>Qualification Title</b>	Diploma of Aviation (Commercial Pilot Licence – Aeroplane)	Diploma of Aviation (Instrument Rating)
<b>CRICOS Course Code</b>	105394D	05393E
<b>Version of Training Package</b>	3	2
<b>Status</b>	Current	Current
<b>Training Package Link</b>	<a href="https://training.gov.au/Training/Details/AVI50222">training.gov.au/Training/Details/AVI50222</a>	<a href="https://training.gov.au/Training/Details/AVI50519">training.gov.au/Training/Details/AVI50519</a>
<b>AQF Level</b>	5	5
<b>Delivery Period</b>	9-13 months full-time	4 months full-time
<b>Pre-requisites</b>	Nil* *Minimum entry requirements apply	AVI50222 Diploma of Aviation (CPL-Aeroplane)

### **AVI50222 Diploma of Aviation (Commercial Pilot Licence - Aeroplane) Delivery**

An important factor in Aviation training that the student must understand is that for safety reasons, the training will follow a pre-determined structure where student's abilities increase as they progress through the course.

A unit of competency (UOC) may not necessarily be delivered as stand-alone units over a set period. Some units in this course are delivered together (clustered). This means that learning activities, practical tasks, and assessments may cover more than one unit at the same time, where knowledge and skills overlap. A student is not expected to achieve most CASA or NTP competency standards until they are ready for the CPL flight test.



The AVI Training Package units of competencies have been incorporated into the CASA Part 142 integrated training program and delivered by qualified instructors. As such, the AVI UOC's will also be delivered and assessed side-by-side with the CASA UOC's as they pertain to the flight training progress and not as stand-alone modules. For instance, the unit AVIY0055 - Take off aeroplane, this is delivered and assessed every flight lesson, and the student should be 'competent' only at the current level of training (i.e. RPL, PPL, CPL).

Also note that the student will be training alongside other cadets in a similar, non-Diploma program with slight variations.

The CPL training is broken into 6 phases. Throughout the 6 phases, the student will receive both theory and practical lessons side-by-side. Additionally, they will be required to pass theory exams and flight assessments at set points during the training.

Generally, the week will be made up of 2-3 days for flight lessons, 2 days of ground theory, 1 day for self-study and 1 day for either self-study or extra flight training if needed (due to weather delays or extra tuition required). A typical day for your flight lessons may include flight preparation, long briefing, pre-flight briefings, flying lessons and post-flight briefing.

AIAC has some flexibility in the lesson plan and may need to adjust or move your theory subjects from time to time. Please contact us if you would like a copy of the delivery plan.

### **AVI50519 Diploma of Aviation (Instrument Rating) Delivery**

Our AVI50519 course includes the Instrument Rating, Multi-Engine endorsement and Night VFR rating (NVFR remains valid only if your IR remains current). The same rules for the CPL Diploma apply for delivering the Units of Competencies for the Instrument Ratings course. Please contact us if you would like a copy of the delivery plan.

## **Before You Enrol**

### **Enrolment Requirements**

For up-to-date information on how to enrol and the minimum entry requirements, students should refer to our website and our **Enrolment Application Form**. These documents contain the most current and detailed enrolment information.

### **CASA Medical Requirements**

As part of the enrolment application, students must provide:

- A translated Police Clearance Check
- A translated medical certificate addressing CASA's medical requirements



Students with significant vision, hearing, or other medical impairments may not be able to meet the medical or competency requirements of CASA Part 61 or the licensing and competency requirements of AVI50222/AVI50519, including the licensing unit AVILIC001.

*Note: Wearing prescription glasses does not normally prevent a student from becoming a pilot.*

## **English Language Requirements**

Students whose first language is not English must hold an **IELTS score of 6.0 overall**, with no individual band (Listening, Reading, Writing, Speaking) below **5.5**.

During the pre-enrolment process, the student may also be required to complete an Aviation English Language assessment to help determine any additional learning support they may require.

## **Pre-Enrolment Interview**

Most students will be invited for an interview remotely upon completion of the Enrolment Application Form. The pre-enrolment interview helps determine:

- The students' suitability for the course
- Any support needs that may assist the students' study
- The students' readiness for the demands of aviation training

Because aviation is a demanding profession, AIAC will only enrol students who are likely to complete the course within the required timeframes. The student may be asked to provide additional evidence, such as:

- School reports or academic transcripts
- Existing qualifications
- English language results
- Personal references
- Any other relevant supporting documents

## **Enrolment Process Overview**

The enrolment process is considered complete when all the following have been finalised:

- All application forms and supporting documents have been submitted
- The student has signed and returned the Written Agreement
- The course deposit has been paid and receipted

AIAC does not guarantee assessment outcomes, graduation, migration pathways, or employment opportunities. All training is competency-based, and students must meet all course requirements to be eligible to graduate.



AIAC may use third-party education agents for student recruitment only. These agents are not involved in training delivery, assessment, or course outcomes. All training and assessment activities remain the sole responsibility of AIAC. Third-party agents are contracted, monitored, and reviewed regularly, and student feedback is actively used to ensure recruitment practices remain effective and compliant.

### **Unique Student Identifier (USI)**



A Unique Student Identifier (USI) is a 10-character alphanumeric reference number that:

- Creates a secure online record of the students' nationally recognised training
- Provides access to the students' training records and transcripts
- Can be accessed anytime, anywhere
- It is free and simple to create
- Stay with the person for life

### **Who needs a USI?**

All students undertaking nationally recognised training in Australia require a USI to receive a qualification or Statement of Attainment. Without a USI, AIAC cannot issue certification.

If the student qualifies for an exemption under the *Student Identifiers Act 2014*, their training outcomes will not be accessible through the national system and will not appear on an authenticated VET transcript. In this situation, AIAC will obtain written confirmation from the student before proceeding with enrolment.

<https://www.usi.gov.au/students/create-your-usi>

### **Recognition of Prior Learning (RPL) & Credit Transfer (CT)**

Students may be eligible for Recognition of Prior Learning (RPL) or Credit Transfer (CT) if they can demonstrate previous flying experience or have completed relevant AQF units of competency.

Please refer to our RPL/CT Policy for detailed information on eligibility, evidence requirements, and processes.

Fees apply for RPL and CT assessments, as AIAC may be required to conduct flight assessments or other forms of evaluation.



## Appeals processes

Final decisions regarding enrolment are made by the Head of Operations.

If the student believes the outcome of their application is not accurate or fair, they may appeal by contacting AIAC. The application will be reviewed.

If an enrolment application is declined, AIAC will provide a written explanation outlining the reasons for the decision. You may respond to these concerns and provide further evidence.

Upon receiving an appeal, the AIAC will consult a different aviation specialist (not previously involved) to conduct a second “ability to complete” assessment.

If your appeal is unsuccessful a second time, you must wait 90 days before submitting a new enrolment application.

AIAC is not responsible for any costs incurred during the appeals process.

For additional information, refer to our Complaints and Appeals Procedure.

## Other Requirements

To study aviation in Australia, students must also obtain:

- An Aviation Reference Number (ARN)
- A CASA medical certificate
- An Aviation Security Identification Card (ASIC)



### 1. Aviation Reference Number (ARN)

This is the first step. Students cannot apply for a medical certificate or ASIC without an ARN. Identity documents must be certified.

Apply here: <https://www.casa.gov.au/>

### 2. ASIC

After receiving an ARN, students can apply for their ASIC (e.g., Aviation ID or ASIC).

Information: <https://aviationidaustralia.net.au/>

Once the application is complete, AIAC will verify and submit it on the student's behalf.

### 3. CASA Medical Certificate

Students can then apply for a CASA medical and complete the medical examination with a Designated Aviation Medical Examiner (DAME). AIAC will assist with this process.



## Email and Communication Requirements

All students must have their own personal email address.

AIAC uses email as the primary communication method for:



- Scheduling changes
- School notices
- Important course information

After enrolment, the student will receive:

- An AIAC Outlook email address
- An Office365 account
- A login to the Smart Student Management System for scheduling and logbook updates

## Fees & Payments

### Course Fees

As part of the eligibility criteria for enrolment at AIAC, the Finance Manager will assess whether the student can meet the cost of their tuition fees and living expenses for the duration of their studies.

The student will receive the schedule of fees and payment terms along with their written agreement upon completion of the enrolment process.

### Minimum Flight Hours and Additional Fees

The course fees are based on the minimum requirement of 150 flying hours as specified for the qualification.

If a student requires additional flying hours or training beyond the minimum 150 hours to achieve competency, this will be discussed with the student at the time it is identified that additional training is required.

Any additional flying hours and associated fees will be explained in advance, and the student must provide consent to the additional fees before any additional flying hours are conducted.

The need for additional flying hours may arise due to individual learning progress, assessment outcomes, or regulatory and safety requirements.

Students are responsible for all costs associated with approved additional flying hours required to meet competency standards.



A full breakdown of fees, including charges for additional flying hours, is available in the Schedule of Fees, which students are encouraged to request and review prior to enrolment.

Flight training costs may be affected by external influences such as fuel prices, government charges, and other operational costs. AIAC reserves the right to adjust fees where external factors impact the cost of delivery. Students will be notified in writing 20 working days before any fee changes take effect.

## **Deposits & Payment Terms**

The course deposit is a non-refundable portion of your tuition fees and must be paid to secure your place in the program. This deposit is used to purchase training materials, pilot equipment, PPE, and other items required for your training.

## **Cooling-Off Period**

A student may cancel their enrolment without penalty before paying the course deposit.

## **Refunds (Summary)**

Refund eligibility depends on the circumstances. Students must submit a Refund Application Form, available upon request. For full information on refund rules and timeframes, refer to the Fees, Payments and Refunds Policy.

## **Incidental Costs**

Incidental costs are expenses that are not included in the tuition fees. Incidental costs paid to AIAC are non-refundable. Incidental costs paid to third parties may or may not be refundable. Check with the provider on their refund policy.

The following gives an idea of **other costs associated with our training**. Whilst we aim to provide current and accurate information, AIAC accepts no responsibility for third-party price changes that may have been introduced since this document's publication. It is the student's responsibility to confirm any pricing sources outside of AIAC.

- **CASA medical certificate fee – class 1 approx. \$75**
- **CASA DAME medical examination from \$260 (payable at doctor surgery) plus any pathology and ophthalmology reports**
- **Student uniform from \$250**
- **ASIC card approx. \$300**
- **ICAO AELP test approx. \$300**

If enrolling in dual diploma, the incidental fees usually only need to be paid once.



The tuition fees cover the students' first exam for each lesson. Students should be aware that **additional** training beyond the course hours, additional flight hours, and exam re-sits are **not** included in tuition fees and will incur the additional charges.

- Additional RPL flight test \$950
- Additional CPL flight test \$1200
- Additional CPL exam \$175 - \$220 per exam
- Addition MEA & IR Test \$2200

## Studying With Us

### Orientation & Getting Started

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.

The induction and orientation will take 5 days to complete.

### Student Portals

Students will also be given student login details for the "Smart" Scheduling system and SharePoint (also known as the 'Intranet').

### Location

AIAC's base of operations is at the Port Macquarie Airport, NSW, 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.
- Sovereign Hills Shopping Centre – Tenancy 26. 2 classrooms and 1 stand-alone CASA Exam Room – administered through ASPEQ.

Transport to and from these venues can be provided.



## Other Airports

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

### 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.

### Tamworth Regional Airport

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

### Gold Coast Airport

Beautiful one day, perfect the next! Yep, students 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, the students 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!



## Classrooms

Our classrooms are modern, comfortable, and well-maintained. Each student has their own dedicated study space, and lessons are supported with a range of teaching tools, including multimedia systems and whiteboards, to create an engaging learning experience.



We expect all students to follow classroom etiquette by being attentive, polite, and respectful to instructors and peers at all times.

Water is permitted in the classroom; however, food and other drinks are not allowed.

You are welcome to visit our facilities at any time during business hours.

## **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 technology, boasting the Garmin G1000, which is a fully integrated instrument panel.

The projection system uses three high-powered, high-definition 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.



## **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 to the students during their learning experience.

- Jeppesen Airways Manual
- BAK and PPL textbook
- CPL Aerodynamics textbook
- CPL Meteorology textbook
- CPL Navigation textbook
- CPL Aircraft Gen. Knowledge textbook
- Planning Chart Australia
- Coffs Harbour VTC Chart
- Sydney VTC Chart
- Newcastle VNC
- Brisbane VNC
- Gold Coast VTC Chart
- Armidale WAC



- 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
- Sydney WAC
- Brisbane WAC
- CR-2 Navigation ruler
- 180nm navigation ruler
- Navigation protractor
- ERSA
- Mini Maglight

## 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 & DA20CS single-engine aircraft.

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.

### 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 our students can fully enjoy their 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.

### 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 turbocharged Austro AE300 engine, combined with exceptional aerodynamics, allows 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 the student to fit their 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.*



## Attendance Requirements

### Summary (Domestic & CRICOS)

Students are expected to attend all scheduled training sessions and assessments. Attendance is monitored, and ongoing absences may affect course progress.

Leave or interruptions to training are discouraged but may be approved for valid reasons (e.g., illness, compassionate grounds, significant cultural or religious events).

For more information on attendance requirements please refer to the Student Attendance and Course Progress Policy & Procedure.

## Compassionate & Compelling Leave

We recognise that unexpected events can occur. If a student is ill for two consecutive days, they must provide a medical certificate and complete a Leave Application Form. This does not remove the absence but records the reason.

Compassionate or compelling circumstances may include (but are not limited to):

- Serious illness or injury (with evidence)
- Bereavement of immediate family members
- Major natural disaster or political upheaval requiring emergency travel
- A traumatic event such as a serious accident or crime
- If extended leave is required, the student must submit a Leave Application Form. The CO, in consultation with the HOO, will provide a written outcome within 5 days.

Due to aviation requirements, attendance records cannot be altered, even for compassionate or compelling circumstances. Students are still required to catch up on any missed learning or flight time.

Medical, dental, or personal appointments should be made outside scheduled training hours where possible.

## Study Breaks & Holidays

Some study breaks may be required for remedial training. Flight instructors, together with the HOO, will advise students if this is necessary.

All NSW Public Holidays (except Christmas Day and Boxing Day) are treated as normal study days to reflect aviation operational requirements and support on-time course completion.



Leave outside public holidays will generally be declined unless compassionate or extenuating circumstances apply. Students planning travel must notify AIAC in advance. Any remedial training may need to be completed during study breaks.

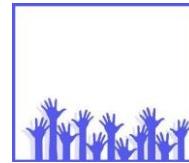
## **Student Support & Services**

We understand that every student has their own life experiences and challenges that may affect their ability to study. AIAC is committed to ensuring each student is looked after throughout their training journey.

We can provide academic, personal, and welfare support, including help with learning needs, well-being concerns, referrals to external services, interpreter support, and emergency assistance. Reasonable adjustments can be available to support access to training and assessment.

Full Policy: Refer to the Student Support & Wellbeing Policy.

## **Course Progress**



To complete a course, students maintain satisfactory academic progress. We monitor assessment results, participation, and practical performance, and if concerns arise, we will provide support through intervention meetings.

Full Policy: Student Attendance and Course Progress Policy & Procedure.

## **Assessment & Reassessment**

- Assessments may include practical tasks, written work, observations, or exams.
- If the student is not yet competent on their first attempt, they may be offered a reassessment. Additional reassessment attempts may incur a fee.
- We ensure all assessment practices are fair, consistent, valid, and reliable.

## **Working While Studying**

We strongly recommend limiting work during training. Aviation study is intensive, and daily schedules may vary. Fatigue management is a key part of the course and the aviation industry. Working additional hours may increase fatigue, affect alertness, and result in grounding until adequate rest is achieved, potentially delaying progress.

## **Accessing Support**

Students can access support simply by asking any staff member. If that staff member cannot assist, they will refer the student to someone who can.



Support may include information or referral to:

- Local doctors (GPs) and medical services
- Emergency services (Police, Fire, Ambulance)
- Hospital services
- Counselling and support organisations
- International student assistance services
- Community Justice Centre (CJC)
- Other emergency contacts

## **Safety & Conduct**

Safety is our priority. All students must follow safety procedures, report hazards, and use facilities responsibly. In aviation environments, strict adherence to safety rules is mandatory.

Full Policy: Work, Health, Safety and Environmental Policy & Procedure.

### **Safety Management & Reporting**

AIAC operates under a comprehensive set of safety systems and procedures.

These include:

#### **1. Safety Management System (SMS)**

Introduced during orientation and outlined in the 142 Exposition. Students must familiarise themselves with all SMS components.

#### **2. Key Safety Frameworks**

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

## **Safety Support**

AIAC has a Safety Manager. If a safety concern arises, notify our Safety Manager or Flight Instructor. They will escalate to the Safety Manager if required.

## **Code of Conduct**

AIAC promotes integrity, professionalism, and respect.

All students are expected to:



- Uphold Australian laws
- Maintain professional behaviour
- Treat others with respect
- Comply with all safety requirements

Unacceptable behaviour includes:

- Harassment, discrimination or bullying
- Unsafe actions
- Disruptive behaviour
- Breaches of Australian law
- Any presence of drugs or alcohol (zero tolerance for all students and staff)

Violations may result in disciplinary action, suspension or cancellation of enrolment, and may be reported to DoHA. Please note that there may be a \$1500 termination fee due to misconduct. Further information on this will be provided in the Written Agreement upon enrolment.

Refer to the Student Code of Conduct for further information.

### **On-Campus Safety Requirements**

To maintain a safe aviation training environment, students must comply with campus and airside safety rules.

#### **Personal Protective Equipment (PPE)**

- Mandatory uniform requirement: black enclosed shoes (preferably leather, non-slip, oil-resistant)
- Hi-Vis vest: issued by AIAC must be worn airside or in hangars
  - Must be returned after graduation
- Protective gloves: provided for refueling and specific tasks
- Recommendation: sunglasses and sunscreen

#### **Airside Access**

- Students must hold a valid **ASIC** before entering any airside area
  - Fines apply for unauthorised access
- Restricted areas must not be entered under any circumstances
- PPE and WHS compliance form part of your assessment

#### **Flight Safety Equipment**



- Life vests are required for all over-water flights and will be issued as needed
- Fuel handling and airside procedures will be covered in orientation

## Access Restrictions

Students who are not wearing correct PPE or do not hold an ASIC will be denied entry to hangars, classrooms, and other training areas.

## Privacy & Personal Information

AIAC collects and stores personal information to deliver training, meet regulatory requirements, and support the students' learning experience. We are committed to protecting your privacy and handling your information lawfully and securely.

Student details may be shared with authorised government bodies, such as ASQA, NCVER, and the USI Registry, when required by legislation. We do not share your personal information with any other party unless required by law or with the student's consent.

Full Policies:

- Personal Information & Privacy Policy
- Data Protection Policy

## Updating Your Details

To ensure accurate records, all students must provide:

- a current residential address
- an emergency contact
- a valid phone number
- a current email address

Students must notify AIAC within 7 days if any of their details change. We will also confirm your contact information at least every 6 months.

## Deferral, Withdrawal, Cancellation & Transfer

Students may request to defer, suspend, withdraw, or cancel their enrolment in specific circumstances. AIAC may also suspend or cancel a student's enrolment for reasons such as misconduct, poor progress, or serious attendance concerns.

International students must continue to meet visa requirements when requesting any changes to enrolment.



Transfers to or from AIAC are only permitted under certain conditions for overseas students.

For full details, refer to the Student Course Variation Policy & Procedure.

## **Complaints & Appeals**

We are committed to treating all students fairly and respectfully. If a student has a concern about training, assessment, staff, other students, or any aspect of our services, they may lodge a complaint at any time.

If the student disagrees with a decision made by AIAC they may submit an appeal.

Appeals are reviewed by a senior staff member who was not involved in the original decision. If the student remains dissatisfied, an external review option is also available.

AIAC handles all complaints and appeals fairly, confidentially, promptly, and with transparency.

Full details are available in the Complaints & Appeals Policy.

## **Equal Opportunity**

AIAC is committed to providing a safe, inclusive, and equitable learning environment free from discrimination, harassment, and bias. We uphold state and federal anti-discrimination laws and ensure all students have fair access to training and support.

We do not tolerate discrimination based on sex, sexual orientation, marital status, race, age, disability, political or religious belief, or any other protected attribute.

If a student believes this has been breached, they are encouraged to follow the Complaints Procedure.

Refer to the Access, Equity and Anti-Discrimination Policy & Procedure.

## **Additional Aviation Information**

### **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.

## Contact Directory

### RTO Contact Details

Contact Person: RTO Compliance Officer

Contact Phone: 02 65840484

Contact Email: [rto@aiacollege.com](mailto:rto@aiacollege.com)

Authorised By: Head of Operations (HOO) [hoo@aiacollege.com](mailto:hoo@aiacollege.com)

### Emergency

Police, Fire, Ambulance: 000

Non-emergency police: 131 444

### Support Contacts

Lifeline 13 11 14

Beyond Blue 1300 224 636

Suicide call back service 1300 659 467

Kids Helpline (under 25years) 1800 55 1800

13 Yarn (Aboriginal & Torres Strait Islander peoples) 13 92 76