

BRUCE HARTWIG FLYING SCHOOL

INTERNATIONAL STUDENT INFORMATION HANDBOOK

TRAINING AND SKILLS COMMISSION

CODE OF PRACTICE—OVERSEAS STUDENTS

FOR EDUCATION AND TRAINING ORGANISATIONS REGISTERED TO PROVIDE TRAINING SERVICES AND ASSESSMENT SERVICES AND ISSUANCE OF RECOGNISED QUALIFICATIONS TO OVERSEAS STUDENTS

1. INTRODUCTION

This *Code of Practice* provides the basis for good practice in the marketing, operation, financing and administration of education and training services to overseas students by Bruce Hartwig Flying School, a Training Organisation registered in South Australia by the Training and Skills Commission.

This *Code of Practice* complements the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students* established under Commonwealth law (the *ESOS Act, 2000* and *ESOS Regulations 2001*).

For the purpose of this *Code* “student” refers to any person, participating in education or training delivered by this organisation. A “client” is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training services. “*National Code*” refers to the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students*.

2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

- 2.1 Our organisation has policies and management practices that maintain high professional standards in the delivery of education, training and assessment services, and which safeguards the interests and welfare of students
- 2.2 Our organisation maintains a learning environment that is conducive to the success of students
- 2.3 Our organisation has the capacity to deliver and assess the courses/ qualifications for which it has been registered, including: human and physical resources that meet the requirements of para’s 15 – 18 of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students*
- 2.1 Our organisation monitors and assesses the performance and progress of its students
- 2.2 Our organisation ensures that assessments are conducted in a manner that meets the endorsed components of the relevant Training Package(s) and/or recognised courses
- 2.3 Our organisation is committed to the principles of access and equity in the delivery of its services.

3. ISSUANCE OF QUALIFICATIONS

Our organisation issues Qualifications and Statements of Attainment to students who meet the required outcomes of a Qualification or Unit of Competence, in accordance with all relevant National Guidelines.

4. MARKETING OF TRAINING AND ASSESSMENT SERVICES

- 4.1 Our organisation accepts responsibility under this Code of Practice for the actions of its appointed agents or those responsible for the provision of a course under an arrangement with our organisation in relation to information on the recruitment and placement of overseas students, including prescriptions specified at para 49 of the *National Code of Practice*

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- 4.2 In marketing our services to overseas students, our organisation aims to enhance the reputation of South Australia and Australia as a source of quality education and training.
- 4.3 Our organisation markets its services consistently with the educational, cultural and regulatory systems of countries in which it seeks to market and accurately represents education and training products and services to prospective students and clients.
- 4.4 Our organisation accurately represents recognised education and training products and services to prospective students and clients and does not:
 - 4.4.1 make any inaccurate claims of association with any other provider or organisation, or give inaccurate advice as to acceptance into another course
 - 4.4.2 draw false or misleading comparisons with any other provider or qualification
- 4.5 Our organisation gains written permission from a student or client before using information about that individual or organisation in any marketing materials
- 4.6 Our organisation ensures students and clients are provided with full details of conditions in any contract arrangement with the organisation and will not enrol an overseas student unless we have provided the student with accurate and current information consistent with Attachment A to this Code.

5. RECRUITMENT AND PLACEMENT

- 5.1 Our organisation ensures that offers of course placement are based on assessments by qualified persons of the extent to which the student's qualifications and proficiencies are appropriate to the course of education /training
- 5.2 Our organisation obtains evidence that assessment of an intending overseas student's proficiency in English has been carried out (unless this is clearly not relevant). Evidence of assessment meets the requirements of the Migration Regulations
- 5.3 Our organisation ensures that the educational background and English language proficiency of intending students is assessed by suitably qualified persons, and provides for the training of such staff and agents, as appropriate.
- 5.4 Our organisation includes, in any offer of course placement, information on requirements for English language skills (unless this is clearly not relevant), or bridging courses where these are considered necessary
- 5.5 Our organisation provides accurate information to overseas students of the requirements of courses, enrolls overseas students only in full-time courses as defined at paras 13.1 and 13.2 of the *National Code of Practice* under the *ESOS Act, 2000*.
- 5.6 Our organisation notifies and has a documented process for the notification of the relevant Commonwealth authority, for matters relating to overseas student attendance.
- 5.7 Our organisation ensures that the recruitment and placement of overseas students complies with equal opportunity legislation and is consistent with immigration requirements.

6. RECOGNITION OF PRIOR LEARNING/RECOGNITION OF CURRENT COMPETENCE

- 6.1 In instances when our organisation grants RPL/RCC, it does so in accordance with a documented process, maintains records of RPL/RCC assessments and in compliance with the requirements specified in para's 32-33 of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students*.

7. FINANCIAL STANDARDS

- 7.1 Our organisation provides on an annual basis a statement from an appropriately qualified accountant attesting to our financial viability
- 7.2 Our organisation has appropriate measures in place to ensure students are not financially disadvantaged in the event of the financial failure of the organisation
- 7.3 Our organisation makes available to students our fair and equitable refund policy which is consistent with para 43 of the National Code of Practice under the ESOS Act, 2000
- 7.4 Our organisation ensures that the contractual and financial relationship between the student/client and the organisation is fully and properly documented, and that copies of the documentation at Attachment A, are made available to the student. Our organisation will not accept payment of any fees for a course from an overseas student unless our organisation has rendered unto the student:
 - 7.4.1 A copy of the agreement, if the provider and the student have a written agreement in accordance with ss 28(1) of the *ESOS Act 2000*; or
 - 7.4.2 A statement in writing to that effect, if there is no such agreement
 - 7.4.3 Advice in relation to refunds specified at para 44 of the National Code of Practice and covered by the provisions of the ESOS Act, 2000 and the ESOS Regulations 2001.

8. INFORMATION

- 8.1. Our organisation has a documented process for ensuring the information provided is current and relevant
- 8.2 Our organisation has a process for ensuring students are aware that, under the *ESOS Act, 2000*, any personal information may be made available to the state recognition authority, the Commonwealth and the Manager of the ESOS Assurance Fund
- 8.3 Our organisation advises and has a process for advising students of:
 - 8.3.1 changes to student visa conditions as advised by the Department of Immigration and Multicultural Affairs (DIMA) or its equivalent
 - 8.3.2 changes to the student's enrolment;
 - 8.3.3 breaches by students of student visa conditions relating to attendance or satisfactory academic performance
- 8.4 Our organisation will ensure that staff are informed of their responsibilities under this Code of Practice, the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students*, the ESOS Act, 2000 and the ESOS Regulations, 2001.

9. STUDENT SUPPORT SERVICES

- 9.1. Our organisation has documented processes that ensure the protection for the health, safety and welfare of students together with adequate and appropriate support services in relation to student accommodation, orientation, academic and personal counselling
- 9.2. Our organisation has documented processes that enable the discharge of our responsibilities under DIMA requirements to approve accommodation/welfare arrangements for overseas students under 18 years of age
- 9.3. Our organisation has documented processes to ensure adequate orientation, information and advice on accommodation, concurrent assistance, bridging courses and welfare facilities
- 9.4. Our organisation has documented processes consistent with para 48 of the *National Code* or the appointment and direction of a suitably qualified person as a contact officer for overseas students.

10. GRIEVANCE MECHANISM

- 10.1. Our organisation ensures that students and clients have access to a fair, equitable and inexpensive process for expeditiously dealing with grievances and provides an avenue for students to appeal against decisions that affect their progress. Every effort is made by our organisation to resolve students' grievances
- 10.2. For this purpose, our organisation has a grievance policy and a member of staff is identified as the reference person for such matters. The grievance mechanism as a whole is made known to students at the time of enrolment
- 10.3. Where a grievance cannot be resolved internally, our organisation advises students and clients of the appropriate body where they can seek further assistance.

11. RECORD KEEPING

Our organisation keeps complete and accurate records of the attendance and progress of students. We also keep financial records that reflect all payments and charges, the balance due, and provide copies of these records to students on request.

12. QUALITY CONTROL

Our organisation seeks feedback from students and clients on their satisfaction with services received and seek, through our fully documented quality assurance mechanisms, to improve our service.

13. NATIONAL REQUIREMENTS

Our organisation complies with the ESOS Act, 2000, ESOS Regulations, 2001 and the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students*

Signed:
Principal Officer of: Greg Norris

Dated: 01 /06 / 2007

BRUCE HARTWIG FLYING SCHOOL

International Students

COURSE DURATION AND MINIMUM EXPERIENCE REQUIREMENTS

COMMERCIAL PILOT TRAINING PROGRAM

TDA40203 Certificate IV in Transport and Distribution
(Aviation Flight Operations)

Course Description

The Commercial Pilot training program offered by Bruce Hartwig Flying School is a nationally accredited course of 28 Units of study. These units are aligned with the Civil Aviation Safety Authority (CASA) Day VFR Syllabus which is the governing body for the issuing of Pilot Licences in Australia. The units incorporate the theory subjects and practical flight training required to obtain a Commercial Pilot Licence. The Commercial Pilot Licence (CPL) Training makes up the first part of the Airline Pilot Training. You will gain the licence qualifications to be able to establish a career within the commercial aviation industry. This training begins at General Flight Progress Test and continues through the Private Pilots Licence to then complete the Commercial Pilot Training.

Students are flight checked by a Civil Aviation Safety Authority Approved Testing Officer (ATO) for the Commercial Pilot Licence.

Each flight check is approximately three hours in duration and is conducted in the Cessna 206 (Commercial) and/or the Multi-engine Aircraft.

On satisfactory completion of the all 28 units in the syllabus, you will be awarded a Certificate IV in Transport & Distribution (Aviation Flight Operations). You will also be awarded an Australian Commercial Pilot Licence as issued by the Civil Aviation Safety Authority. If all units are not completed, statements of attainments will be issued for the completed units only.

COURSE COMMENCEMENT/DURATION

Courses are to be conducted in groups and you will be advised on your acceptance to the course of the next intake date.

The program is undertaken over 38 weeks and is full time, 36 weeks full-time study program and 2 weeks semester break.

Attendance

This is a Full Time course.

You will be expected to undertake a 100% study load. If you do not you might not complete the program in the standard duration and have to apply for a visa extension.

As an international student, you cannot study part time for any reason, you must be enrolled as a full time student and are required to attend all classes. Any absences must be accompanied by a Medical Certificate. This is a requirement under the conditions of your student visa, and any breach of these conditions can jeopardise the successful completion of your training course. Any unexplained non attendance of classes is required to be reported to the Department of Immigration and Australian Citizenship (DIAC), in accordance with DIAC's policy. Breaches can include: not commencing the course, non-attendance at classes without contacting the school or failing to meet course requirements.

We encourage you to discuss any questions or problems you have as soon as they occur with Karen Duke who will provide you with the appropriate assistance. You may also get further information from www.immi.gov.au/students/index.htm

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COMMERCIAL PILOT TRAINING PROGRAM
TDA40203 Certificate IV in Transport and Distribution
(Aviation Flight Operations)

Course costs

Total course cost: AU\$ 75,750.00

This includes:

- Application Fee AU\$500.00 (non-refundable) and payable on application submission
- Course deposit AU\$11,360.00 (minimum) which is non refundable on enrolment and commencement of the course.
- The remainder of the course is payable in two parts. AU\$ 46,350.00 is payable within the first week of the course start date.
- The remainder AU\$18,040.00 is due and payable by the first week of the second semester.

What is included is the course:

150 hours of flying in a single engine aircraft ¹
Basic Aeronautical Knowledge, Private and Commercial Theory
All flight instructor time appropriate to the flying syllabus
All pre-flight and post-flight briefings
General Flying Progress test including the Authorised testing officer (ATO) costs
Private Pilots Licence flight test including ATO costs
Commercial Pilot Licence flight test including ATO Costs

This is a fixed price course. It includes training hours to meet the syllabus standard, but is subject to conditions of review and conduct. These conditions are that the student has regular reviews with the Chief Flying Instructor and accepts our refund policy if it becomes obvious that the student has a physical or mental condition which our CFI believes will prevent him/her from ultimately gaining the desired commercial licence.

Students will be subject to review periods at which non-performance can result in the termination of their participation in the course. No refunds will be available to students who fail to meet the attendance requirements of the course or who are terminated for misconduct.

In addition to the fee;

Students should allow purchasing at their own cost;
Navigation equipment
Textbooks
Headsets
CASA Publications & Amendment services
CASA Examination fees for theory tests
CASA Aircraft endorsement and licensing fees

An allowance of approximately AU\$1,800.00 should cover this.

Other items not included in the course cost:

Uniform: Allow AU\$300.00
See appendix A of this guide for a more comprehensive list.

Accommodation, meals and transport are not included. See the accommodation links on the website for further information. There are many options of accommodation for international students in Adelaide. See Living in Adelaide on page 11 of this guide, for a guide of costs

¹ Multi Engine aircraft are optional for part of the training, for this option an additional cost of AU\$6,000 applies

ASSESSMENT

Students' assessment of competence is by means of:

- Flight Licence Tests
General Flight Progress Test;
Private Pilot Licence test;
Commercial Pilot Licence test
- Student progress sheets
De-briefing and flight assessments
are carried out after each flight,
which the student reads and initials.
- Theory Examinations
Civil Aviation Safety Authority theory
Examinations, in house theory
Examinations.

All flight and theory assessments are carried out by the Civil Aviation Safety Authority (CASA) and / or its delegate.

Most theory and flight assessments are able to be conducted on 24 hours notification with the exception of the Instrument theory examination and the Commercial Pilot licence theory examination, which have scheduled sessions set by CASA. The resitting of examinations of CASA examinations for both flight and theory is unrestricted. If it is necessary for you to repeat a unit of study however, you cannot repeat the unit more than once.

TEACHING METHODS

All ground theory lessons will be conducted in a classroom environment. The flying exercises will be conducted individually with the exception of some navigational exercises, at the discretion of the Chief Flight Instructor.

More detailed information on the schools facilities, including the aircraft operated by the school, can be found on our website www.learnstofly.com.au

Student Visas

A student visa is required by all candidates to enter Australia for the purpose of completing a full time study course. An information pack and the relevant application forms can be obtained from your nearest Australian Embassy or consulate or by going to the department of Immigration website www.immi.gov.au/students/index.htm

Eligibility

Before applying for a student visa, students must have been accepted for full-time study in a registered course in Australia.

Visa conditions

Change of education provider

Students may not change the education provider of their preliminary or principal course within the first 12 months of their principal course without first obtaining permission from the department. They will be required to provide evidence that exceptional circumstances exist justifying their change in enrolment.

Change of address

Students must inform Bruce Hartwig Flying School of their current residential address within fourteen days of arrival and of any change of address in Australia within fourteen days of the change. It is important that you notify us of any changes to your contact details whilst in Australia as if you fail to satisfy course requirements relating to attendance or academic performance we are required by the National Code of Practice to send a notice to you. This will be sent to your last known residential address. If this address is not up to date, automatic visa cancellation may occur without your knowledge.

Assessment factors for visas

Students must provide evidence that satisfies the assessment criteria applicable to them before they can be granted a student visa. This includes evidence that they have sufficient financial capacity to cover living costs in Australia, tuition fees and travel costs as well as the ability to support any family members. Applicants must also satisfy criteria in respect of English proficiency, potential to breach visa conditions and other matters such as level of education.

Health Insurance

As a condition of your Student Visa, you need to have health insurance in case you get ill while studying, so it's important to be covered for the length of time shown on your visa. For example, you need to purchase a twelve-month policy if you have a twelve-month visa, or a nine-month policy for a nine-month visa. If you don't have student health cover or you let your cover lapse, your visa could be cancelled. You can find more information at www.health.gov.au or check out Australia Health Management's overseas students' health cover at www.ahm.com.au

ENGLISH REQUIREMENTS

The courses is taught in English, so you will need to demonstrate a proficiency in written and spoken English comprehension and expression by completing an English language test. It is a requirement that your English Language skill is of a high level for flight training.

The English Language Proficiency test level required for this course is an academic score of 7. See www.ielts.org

The Australian Civil Aviation Safety Authority (CASA) defines:

English as a second language

Entry requirements for flight training courses are conducted according to the Civil Aviation Regulation (CAR's) Part 5

- a) "Applicants possess knowledge of the English Language that is sufficient to enable him or her to exercise safely the authority given by the licence...." CAR 5.09 Flight Crew Licence" issue and refusal

It is important to note that under the Civil Aviation requirements, a student must be of at least 18 years of age to meet the minimum requirements for the issue of a Commercial Pilot Licence.

To be issued with a student VISA you will need to provide the following:

- A valid passport
- A completed Application for a students (temporary) VISA
- 4 recent passport photographs
- A Confirmation of Enrolment (CoE) letter (which will be provide by us once you have been accepted into the course)
- Evidence of Overseas medical cover (it is a condition of your student visa that you have private health insurance for your stay in Australia. You can find more information at www.health.gov.au or check out Australia Health Management's overseas students health cover at www.ahm.com.au)
- The relevant VISA Application fee (Charges are available at the Australian Embassy or consulate)
- Evidence of sufficient funds to cover the cost of the course and general living expenses.
- Evidence of suitable English language proficiency, which may require completion of an International English Language Testing System (IELTS) test. Students wishing to enrol in this course are expected to be assessed at Level 7 standard for English language skills. For more information visit www.ielts.org

Prior to your acceptance into the course you will also be required to Fill out & submit the Australian Civil Aviation safety Authority (CASA) Form 639.

Go to the casa website and download

- a) the instruction sheet at www.casa.gov.au/manuals/regulate/fcl/form639i.pdf
- b) Form 639 www.casa.gov.au/manuals/regulate/fcl/form639.pdf
- c) see the list of medical practitioners in your country who are approved by the Australia CASA to help you with this form and who are authorised to conduct your aviation medical. www.casa.gov.au/avmed/damedisplay.asp?type=DAME&Location=Overseas

A non refundable processing fee is payable to the Civil Aviation Safety Authority the amount is shown on form. A fee will also be payable to your local medical examiner. You will need to check the cost independently by calling them.

Credit transfer

If you have successfully completed an identical module/competency at another educational institution or organisation in Australia, then you should apply for a credit transfer.

To gain a credit transfer you must be enrolled in the course or qualification for which credit transfer is sought. You must be able to provide the original statement of attainment to support your application. Further information on RPL and/or credit transfers can be obtained through the Admissions Officer:

admissions@learntofly.com.au

AUSTRALIAN AND OVERSEAS RECOGNITION OF QUALIFICATIONS

Bruce Hartwig Flying School issues Qualifications and Statements of attainment to students who meet the required outcomes of a Qualification or Unit of Competence, in accordance with all relevant National Guidelines, acknowledging where applicable.

Ground and Flight Training for the issue of An Australian Commercial Pilot Licence (aeroplane) is to be conducted in accordance with the current Civil Aviation Safety Authority (C.A.S.A) day VFR (Visual Flight Rules) Syllabus (aeroplane).

In accordance with the Australian Quality Training Framework Standards for Registered training Organisations, Bruce Hartwig Flying School will recognise any relevant qualifications issued by any other Registered Training Organisation in Australia through Mutual Recognition. If you would like to apply for Recognition of Prior Learning (RPL) or Recognition of Current Competencies (RCC), please advise the Chief Flying Instructor / Training Manager on enrolment. A processing fee of AU\$110.00 applies.

EMPLOYMENT

International students will need to apply for a conversion of their Australian Licence to allow employment as a Pilot in their home country. The requirements will be determined by the governing body of the country.

Working While Studying

If you want to undertake part-time work, whilst studying, you will have to apply for permission to work to both the school and the Dept of Immigration. The school will only grant permission if the part time employment will not interfere with the work load of the course.

Permission to work

Student visas are granted with a 'No Work' condition. Students do not automatically have permission to work in Australia. You can only apply for permission to work after you arrive in Australia and have commenced your course. Once you have commenced your course, you will be able to apply to the Department of Immigration for permission to work. This will allow you to work up to 20 hours per week during course session times and full time during term breaks. Students who wish to apply for work rights need to seek permission from Bruce Hartwig Flying School. Contact the admissions officer.

If you are granted permission to work, a new visa label will be put in your passport.

Students granted a student visa with permission to work are limited to 20 hours work per week while their course is in session. They may work full-time during formal holiday periods.

See also:

http://www.immi.gov.au/students/students/working_while_studying/index.htm

This link gives you information on:

[Conditions for Working While Studying](#)

[How to Apply for Permission to Work](#)

Tax file number

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office.

See: [How to apply for a tax file number - Individuals](#)

General Information

LIVING AND STUDYING IN ADELAIDE

Adelaide has a population of 1.2 million people and, as the largest city in the State of South Australia, is the state capital.

The Central Business District is a compact, easy-to-navigate grid of streets and malls surrounded on all sides by 7 square kilometres of parklands. The majority of Adelaide's residents live in the suburbs that circle the CBD and stretch about 30 kilometres to the north and to the south.

Bruce Hartwig Flying School is ideally located on the Adelaide Plains.

- To the west we have two wide gulfs to give our students over water experience.
- To the east we have the Adelaide Hills with many difficult and inaccessible agricultural strips.
- To the north we have the Australian Outback with nothing to navigate from apart from the occasional salt lake.
- To the south we have more hills, and the Southern Ocean with changeable weather conditions.

Student accommodation can be arranged on request.

More information can be found at www.tvir.austbiz.net

Or www.studentlivingaustralia.com.au/mertz.php

For more information on living & studying in Adelaide go to

www.studyadelaide.com

Useful information is also at

www.lonelyplanet.com/worldguide/destinations/pacific/australia/adelaide

Other points to remember:

- Bruce Hartwig flying School provides personal and academic counsellors. You can contact your counsellor directly if you need specialised support.

Transfer to another institution

- You can't transfer to another institution after the commencement of your course, unless there are exceptional circumstances.

Living Expenses:

A very general estimate for:	accommodation is -	AU\$6,600.00
	Food	AU\$3,500.00
	Incidentals	AU\$1,000.00
	Health cover (1 yr)	AU\$ 630.00

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FEES PAYABLE

Once you have completed the appropriate course enrolment form and have been notified of acceptance, you will be required to pay a processing fee of AUD\$500 which is non refundable.

Once this has been received, you will be issued with a "Confirmation of Enrolment" (CoE) letter. You will need to submit this with your student visa application.

Once your student visa is approved the course deposit equal to the value of 15% of the course is payable, prior to the commencement of the course. You will receive a Tax Invoice from us which must be paid within 21 days. Failure to make payment may result in you losing your course placement. This fee is non refundable once the course has commenced.² The balance of the course is to be paid in two parts. The first instalment is due and payable within the first week of the course commencement. The second instalment will be due in the first week of the second semester.

REFUND POLICY

Bruce Hartwig Flying School has put in place measures to ensure that students receive a refund of fees for services not provided, including services not provided as a result of the financial failure of Bruce Hartwig Flying School. Bruce Hartwig Flying School operates a separate trust account for the payment of fees paid in advance. This refund will be on a pro rata basis, with the exception of the non refundable administration processing fee.

Refund conditions that apply if Bruce Hartwig Flying School defaults:

- If the course offered does not start on the agreed starting day
- If the course stops being provided after it starts and before it is completed or
- The course is not provided fully to the student because Bruce Hartwig Flying School has had a sanction imposed by the Commonwealth

A full refund, less the processing fee will be given within two weeks after the default

Bruce Hartwig Flying School will issue refunds when:

- A course has been cancelled by us
- A student gives us written withdrawal from a course/module at least 4 weeks prior to the commencement of the course
- A student is unable to attend due to extended hospitalisation/illness and /or pregnancy.
- Under exception circumstances and/or at the discretion of the principal

Any refund will be given on a pro rata basis. This will be as follows:

- A Student will automatically be refunded 85% of all tuition fees paid where they have accepted an offer of a place but subsequently given written notice of their inability to undertake the program a minimum of four weeks before the commencement of the course.
- A student will automatically be refunded 50% of all tuition fees paid where they give written notice of their inability to undertake the course less than four weeks before the commencement of the course and before the course commences.
- If the student has commenced the course but is subsequently unable to complete the program due to the extended hospitalisation/illness; compassionate grounds or at the discretion of the principal, the refund will be given for the portion of the course that the student is unable to complete.³

Bruce Hartwig Flying School will not issue refunds:

- For failure to meet attendance requirements
- For failure to meet academic performance
- Students who leave before finishing the course.
- If a students visa has been cancelled by the Department of Immigration (DIMA)

Refund if the student defaults:

A refund (if any) will be made according to the terms of this agreement within four weeks or us receiving a written claim by the student. A Refund Request Form can be obtained from the admissions officer.

This agreement does not remove the right to take further action under Australia's consumer protection laws.

² See refund policy

³ Costing of course is not linear by nature, in hours. Practical flight training is significantly more expensive than the theory components of the course. Practical flight training costs also vary according to the syllabus.

SUPPORT SERVICES

Bruce Hartwig Flying School will provide adequate protection for the health, safety and welfare of students and, without limiting the ordinary meaning of such expression, will include adequate and appropriate support services in terms of academic and personal counselling.

These services will include adequate orientation, information, bridging courses and welfare facilities. Sexual harassment will not be tolerated at Bruce Hartwig Flying School. If a report of perceived sexual harassment is made, it will be thoroughly investigated by the General Manager and the Chief Flying Instructor/ Training Manager. If the complaints are justified, the offending person will be removed from the course. Reports of perceived sexual harassment will be made to the Office Manager.

If you have any other issues of concern, including those outside of course requirements and academic concerns, remember we are here to help you, so please discuss any issues of concern with your counsellor.

GRIEVANCES

Bruce Hartwig Flying School will ensure that students have access to a fair and equitable process for dealing with grievances and will provide an avenue for students to appeal against decisions which affect the students' progress.

Every effort will be made by Bruce Hartwig Flying School to resolve students' grievances. To this end, a member of staff will be identified to students as the reference person for such matters. In addition, the grievance mechanism as a whole will be made known to students at the time of enrolment.

Where a grievance cannot be resolved initially, Bruce Hartwig Flying School will advise student of the appropriate legal body where they can seek further assistance.

GRIEVANCE PROCESS

As a student of Bruce Hartwig Flying School, you may raise a grievance if you feel you have been adversely affected by such matters as unsatisfactory teaching, poor supervision, not satisfied with assessment results, unfair treatment, harassment or victimisation or any other matters. You have rights regarding the treatment you receive at Bruce Hartwig Flying School and you may take the following steps to ensure your grievance or problems are recognised and dealt with appropriately.

Step 1

Try talking or discussing your concerns informally with the member of staff or student involved.

Step 2

If the matter cannot be resolved informally then you may lodge a formal complaint.

To this end, a member of staff will be identified to students as the reference person for such matters.

Your reference person for grievances is:

Nominated

Staff Member:

Step 3

Students have the right to pursue other legal remedies (ie an independent community mediator) or seek free advice from the Training advocate on 1800 006 488 or at

www.training.sa.gov.au/OVETorgs/pages/trainingadvocate

Note: It is your right to choose a nominee to act on your behalf in this process. If you choose to do so, we may require written authorisation from you.

Step 4

If the matter is still not resolved to your satisfaction, you may lodge a formal complaint in writing to the following organisations.

Training and Skills Commission (SA)
Ph: 08 8226 3181

(for the Quality of Training issues)

Office of Business and Consumer Affairs (OCBA)
Ph: 08 8204 9777

(for disputes over refunds)

Department of Immigration and Citizenship (DIAC)
PH: 131 881 www.immi.gov.au/index.htm

(for visas and breaches)

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RECORD KEEPING

Bruce Hartwig Flying School will keep complete and accurate records of attendance and progress of students, as well as financial records that reflect all payments and balances due, and will provide copies of these records on request to the students. Please refer back to the section on attendance requirements and your visa obligations.

PRIVACY POLICY

It is a policy that Bruce Hartwig Flying School does not release student information to a third party, except to the relevant Commonwealth and state agencies as required by legislation. The rights of international students in Australia are protected under the Education Services for Overseas Students (2000) Act.

It is a requirement under the ESOS legislation that the information provided by the student to Bruce Hartwig Flying School may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code; and that we are required, under s19 of the ESOS Act 2000, to tell the Department about:

- certain changes to the student's enrolment; and
- any breach by the student of a student visa condition relating to attendance or satisfactory academic performance.

OCCUPATIONAL HEALTH AND SAFETY

All students are required to wear appropriate clothing and covered shoes when flying. Students are also required to wear headsets for flight training which provide reduction in aircraft noise. When conducting fuel drains prior to flight, students are trained in aspects of fuel handling in regards to environmental issues as well as health issues. Care is to be taken when conducting fuel drains, not to spill any fuel on hands. If contamination occurs, wash your hands thoroughly with detergent and water.

Students are not allowed within restricted areas. These will be reviewed at orientation.

Computer, Laser printers and other office equipment can have hazards associated with their use and may not be used by students unless they have undertaken appropriate training in their use.

Students are to report any faults of equipment or loose carpet, cables or other items that may be of an unsafe nature to the Office Manager.

TDA40203 Certificate IV in Transport & Distribution (Aviation Flight Operations)

Itemized list of Additional charges

The links on this page are to be used for indicative prices. We do not have preferred suppliers. We recommend that you do not purchase any of these items in advance as your instructor can advise you when and what is required at each stage of your training. This is especially important with the publications, maps and charts as they are dated and may be obsolete before you are required to use them.

Required text books

Basic Aeronautical Knowledge	BAK	\$82.50
Private Pilot Licence	PPL	\$82.50
CPL Aerodynamics	CPLAERODY	\$45.00
CPL General Knowledge	CPLGK	\$45.00
CPL Performance	CPLPERF	\$65.00
CPL Meteorology	CPLMET	\$45.00
CPL Navigation	CPLNAV	\$51.00
CPL Air Law	CPLLAW	\$45.00
Human Performance and Limitations	HPL	\$45.00

**Prices subject to change current 1/06/2007

Go to: www.bobtait.com.au

Headsets – from \$260

Navigation equipment, CASA Publications and Airservices publications & amendment services

Go to: www.aviationshop.com.au/concept/

CASA Examination fees for theory tests

Go to: www.aslexam.com/TOL/StaticWithMenus.aspx?PageTitle=Fees&ContentID=292

For a current list of fees. These exams are set by CASA. The examinations you will be required to sit through this system are: PPL Private Pilot Licence (Aeroplane); and all the Commercial CPL (Aeroplane) subjects.

CASA Aircraft endorsement and licensing fees

Go to: www.casa.gov.au/corporat/fees/index.htm

Your Instructor of Chief Flying Instructor will advise you on which fees will apply to you.

Fees as at 1/6/2007 are:

CASA Application Form 639 – \$210.00

CASA Processing fees

5.20	Issue of a private pilot licence and a flight radiotelephone operator licence — processing and consideration of application	\$65.00
5.21	Issue of a commercial pilot licence and a flight radiotelephone operator licence) — processing and consideration of application	\$130.00

NB these fees will be changing 1/7/2007. Check the CASA website for current prices.

www.casa.gov.au/corporat/fees/current.htm

Total minimum additional costs

AU\$1,800.00

Bruce Hartwig Flying School
INTERNATIONAL STUDENT INFORMATION

Uniform:

Allow AU\$300.00

The requirements for a uniform are : Navy trousers, Navy pullover, white shirt with epaulettes, black shoes. It is not a requirement that these items be purchased in Australia.

Living expenses and General Information

A very general estimate for:	accommodation is -	AU\$6,600.00
	Food	AU\$3,500.00
	Incidentals	AU\$1,000.00
	Health cover (1 yr)	AU\$ 630.00

Total **AU\$11,730.00**

**Please refer back to page 11 of this guide for the links.

The costs of living will vary depending on the type of accommodation you choose and the additional monies you spend whilst here. Please remember that this information is a guide only. If you have any concerns, please contact the admissions officer at admissions@learntofly.com.au.

The total estimated cost for your year of study including the course cost, additional costs and allowance for living will be approximately AU\$89,580.00.

Bruce Hartwig Flying School
INTERNATIONAL STUDENT INFORMATION

**TDA40203A – CERTIFICATE IV IN TRANSPORT & DISTRIBUTION
(AVIATION FLIGHT OPERATIONS)
REQUIRED UNITS OF STUDY**

UNIT CODE	UNIT TITLE	NOMINAL HOURS	THEORY	PRACTICAL
TDAE103A	Maintain aircraft radio communications	5	4	1
TDAF103A	Manage human factors in aircraft flight	15	13	2
TDAH103A	Navigate aircraft	120	30	90
TDAI1203A	Manage aircraft passengers and cargo	20	20	-
TDAY103A	Control aeroplane on the ground	5	4	1
TDAY203A	Take Off aeroplane	20	17	3
TDAY303A	Control aeroplane in normal flight	30	25	5
TDAY403A	Land Aeroplane	15	8	7
TDAY503A	Execute advanced aircraft manoeuvres and procedures	40	20	20
TDAY603A	manage abnormal aeroplane flight situations	40	35	5
TDAY703A	Manage aircraft fuel	10	8	2
TDAY803A	Control aeroplane solely by reference to full instrument panel	15	8	7
TDAY903A	Control aeroplane solely by reference to limited instrument panel	5	2	3
TDAZ103A	Manage situation awareness in aircraft flight	20	18	2
TDAD103A	Manage pre and post flight actions	20	18	2
TDAL303A	Plan aircraft load	20	20	-
TDAF1003A	Implement regulations and policies	40	40	-
TDAF603A	Respond to abnormal and emergency situations in aircraft	40		
TDAF503A	Maintain the safety of people and aircraft	20		
TDTF197B	Follow OHS procedures	10		
TDAB403A	Manage and carry out pre and post flight cabins checks	20		
TDTF1097B	Apply fatigue management	30		
TDAD203A	Load & secure aviation freight	20		
HLTFA1A	Apply First AID	15		
TDAZ503A	Manage basic situation awareness in the aviation workplace	20		
TDTO297B	Follow security procedures	10		
TDTE397B	Participate in basic workplace communications	10		
TOTAL NOMINAL HOURS		635		

** Note these are *nominal* hours. All units requiring practical components (i.e. flight training) the nominal hours will vary student to student. This is a competency based training program and a required standard as set by the Civil Aviation Safety Authority will apply.
This is a list of the units required to be completed and passed to gain the Certificate IV level. If all Units are not completed, statements of attainment only for those units completed will be awarded.