



Natwide Personnel

RTO ID: 40368

**Domestic Student Handbook
Aviation**

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1 Letter from the Chief Executive Officer

Welcome to Natwide Personnel Aviation College.

Teaching and learning, are the core functions of our Organisation. Our vision is to provide the highest quality teaching and learning. In a supportive and cost effective manner, offering quality learning opportunities with personalised support.

Working in the Aviation industry is a rewarding pathway. It is important that you get the best start to your career. I am pleased that we can be the first step in assisting you with “getting your wings”.

The training staff, here at Natwide Personnel pride themselves on their engagement with and support for students. Our commitment to deliver quality training is first and foremost; this is underpinned by increasing our use of technology; a willingness to trial innovative approaches to education and training and ensuring our administrative and student support systems are structured to align with our training.

Enriching the skill and knowledge of students is the College’s highest priority. Our Student Training Programs provide the latest Competency based standards ensuring you have the best opportunities when you graduate.

Thank you for selecting Natwide Personnel, to undertake your flight training. I look forward to seeing you at graduation and as a professional pilot soon.

I sincerely hope you enjoy your learning journey with us.

Regards,



Bernard O'Hara
Chief Executive
Natwide Personnel

2 About Natwide Personnel

2.1 About Natwide Personnel

Natwide Personnel is a Registered Training Organisation providing nationally recognised training in accordance with the VET Quality Framework.

Our training rooms are located at Churchill Road North, Dry Creek, South Australia.

2.2 Our Colleges

Natwide Personnel has three (3) colleges focused on training pilots.

College	Address	Contact Details
Natwide Personnel	126 Churchill Road North Dry Creek SA 5094 Australia	T: +61 8 8360 2379 E: training@natwidepersonnel.com.au
Aerostar Aviation	Hanger 50 Anderson Drive Parafield SA 5106 Australia	T: +61 8 8281 5444 E: fly@aerostar.com.au
Helistar Aviation	1 Sir Reginald Ansett Drive Adelaide Airport SA 5950 Australia	T: +61 8 8235 2222 E: info@helistar.com.au

2.3 College Hours

Natwide Personnel is open Monday – Thursday 8.00am to 4.30pm and Friday 8.00am to 4.00pm and will close for one (1) week during the Christmas period.

Aerostar Aviation and Helistar Aviation are open outside of these hours for night flying, evening classes and early morning flights.

2.4 Student Handbook

The purpose of this Student Handbook is to provide you with information about how the college operates and the services and facilities available. It also includes a Student Charter, which documents what each student can expect from the college and the expectations from each student.

It is recommended that each student takes the time to read through this Handbook and keep it for future reference, so you can maximise your experience whilst at the college.

If you have any queries or suggestions on how the Student Handbook can be continually improved please send an email to the Training Department (training@natwidepersonnel.com.au).

3 Studying at Natwide Personnel

3.1 Entry Requirements

3.1.1 General

All students must be able to read, write and understand the English language – which is also the international language of aviation.

English Language Proficiency (ELP) may be evaluated by the Chief Flying Instructor and/or the Training Manager of the college; evidence of ELP must be on file for the eventual issue of their Student Pilot Licence.

You can meet the general ELP requirement in one of two ways. You can either undertake a formal general ELP assessment, or attend an interview and provide suitable evidence of your English language proficiency.

Suitable evidence includes school records, employment history, approved training courses or generally available language tests such as the International English Language Testing System (IELTS), the Test of English for International Communication (TOEIC) or the Test of English as a Foreign Language (TOEFL).

3.1.2 Medical Requirements

All students must have a medical examination conducted by a Civil Aviation Safety Authority (CASA) Designated Medical Examiner (DAME). The type of medical examination required (i.e. Class 1 or Class 2) is dependent on the course (see table below).

Course	Class 1 Medical	Class 2 Medical
Recreational Pilots Licence (RPL)		✓
Private Pilot's Licence (PPL)		✓
Diploma of Aviation(Commercial Pilot Licence – Aeroplane)	✓	
Diploma of Aviation (Instrument Rating)	✓	

Note: Students doing the RPL and PPL courses, who intend to progress to higher level courses are recommended to get the class 1 medical from the start.

3.1.3 Aviation Security Identity Card

Prior to commencing the course, each student will need to apply for an Aviation Security Identity Card (ASIC).

Applications can take up to two (2) months due to the time required for the relevant security checks to be completed – so it is important for you to complete this form, and send the completed form to Natwide Personnel as soon as possible. We will then send the documents to CASA for you.

Failure to apply for your Aviation Reference Number (ARN) and ASIC applications on time may lead to you falling behind in your course with delays in being able to fly. In some cases this may lead to you being pushed back to the next course intake.

For further information contact clarc@casa.gov.au

3.2 Enrolment Process

To enroll into a course with Natwide Personnel the process is as follows;

1. Apply in the first instance to enquiries@natwidepersonnel.com.au
 - complete the Domestic Application hardcopy form
2. Once you have submitted your application we will email a Letter of Offer confirming the course you have applied for and outlining all the steps you are required to take.
3. To confirm your acceptance you need to return a signed copy of your Letter of Offer

3.3 Variation of Courses

You are permitted to change courses up to the commencement of week eight (8) of your course. These changes are to be submitted to Natwide Personnel in writing by completing the Changing Courses Form and submitted to the Training Manager upon completion.

4 Student Charter

The Student Charter outlines your rights and responsibilities as a student at Natwide Personnel.

Natwide Personnel is committed to improving the courses, processes and customer experience to help you achieve your potential and engage in constructive behaviour between students and staff.

It is expected that Natwide Personnel will:

1. Treat students with respect, fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
2. Provide a safe, clean, orderly and cooperative environment
3. Provide high quality learning experiences that are in accordance with good quality learning and teaching practice
4. Encourage staff to interact with students with honesty, integrity and in a timely manner
5. Treat personal information confidentially and ensure it is only released with the student's consent or when legally required
6. Provide fair, transparent and efficient complaints, grievances and appeals procedures
7. Provide the physical learning environment, facilities and student focused services to support students to succeed at their studies
8. Provide the environment to express and share ideas, ask questions and provide feedback
9. Provide timely and constructive feedback on assessments to support the learning culture

It is expected that students will:

1. Take responsibility for managing their own learning and development, spending sufficient time in regular study and participating in timetabled sessions and class discussions
2. Adhere to the colleges policies, procedures and rules
3. Respect all college staff, property and facilities
4. Respect and embrace the diversity of all students and staff and support an environment free from discrimination, harassment and intimidation in accordance with the law and the college's policies
5. Inform the college promptly of any change in circumstances (e.g. contact details, next of kin etc)
6. Make prompt payment of all college fees and charges made by the college
7. Act in a professional manner with honesty and integrity
8. Represent the college as responsible ambassadors through their exemplary conduct on and off campus
9. Provide constructive feedback to the college on their experiences

5 Fees

5.1 Tuition Fees

Course	Fee
Diploma of Aviation (CPL - Aeroplane) for PPL Holders	POA
Diploma of Aviation (CPL - Aeroplane)	\$69 818
Diploma of Aviation (Instrument Rating)	\$60 357

The course fees are subject to change without notice.

5.2 External Fees

External costs not covered under the tuition fee include:

- CASA Theory Exams
- Application Fees
- Testing Fees
- Medical Fees
- Navigation Equipment
- IREX Textbook
- Multi-Engine Textbook
- Aviation Security Identity Card (ASIC)

These fees and charges are subject to change from the relevant agencies. Please check with you flight instructor if you require more information.

5.3 Payment Schedule

Payment for your course is to be made according to the instalment plan detailed in your Letter of Offer. If your fees are not paid on time then you will not be permitted to fly until such time as the fees are paid. If you are unsure about the payment schedule required for your fees – see the Training Manager straight away to obtain a copy.

If you decide to terminate your enrolment in a course, please refer to the cancellation/withdrawal/refund section of the Confirmation of Enrolment letter to determine if you are eligible for a refund.

If you have any questions regarding this application or the refund policy please see the Training Manager and they will be happy to answer any questions you may have.

Note, dishonoured payments may incur a charge from the bank; Natwide Personnel may pass this charge onto the student.

5.4 Payment Method

The college accepts a number of payment methods for the payment of fees and other charges. Payments can be made by bank transfer or in person at the reception desk of the college.

Our preferred method of payment is by bank transfer. Details of the college's bank account (i.e. BSB/Account No.) are noted in the table below. Please enter your student name and your application/enrolment number on the bank transfer.

Bank	BSB	Account Number
National Australia Bank (NAB)	085 245	7735 80406

Students can also pay by:

- Cash
- Cheque
- Credit or debit card
- Bankers draft

5.5 Cancellation, Withdrawal & Refunds

Each applicant acknowledges that they are enrolling in a complete course of study, and are not purchasing a collection of flying hours.

5.5.1 Cancellations

If a cancellation is made more than eight (8) weeks prior to the start of the course then 80% of the application fee will be refunded. If a cancellation is made less than eight (8) weeks prior to the start of the course then 50% of the application fee will be refunded.

Deferrals to a later course can be accepted up to six (6) weeks prior to the start of the course.

If a student is refused a visa for study in Australia then a full refund of the application fee will be refunded within four (4) weeks after a written claim is submitted by the student, along with copies of the original visa application and the refusal letter from the Australian Embassy or Consulate. This provision will only apply when Natwide Personnel receives the written claim at least two (2) weeks prior to the start of the course.

5.5.2 Withdrawals

If a student withdraws after a Census Date, then they are not eligible for a refund for that Unit of Study.

Students who withdraw prior to the Census Date will not be charged for that Unit of Study. To withdraw, students must complete the withdrawal form and email the completed form to training@natwidepersonnel.com.au.

There is no refund of the Student Pilot Kit purchase.

Where a student withdraws prior to the commencement of a course, the refund will be paid within four (4) weeks of the withdrawal.

5.5.3 Refunds

Students applying for a refund must do so in writing to the email training@natwidepersonnel.com.au.

No refund will be given to any student who;

- a) are terminated from the course due to misconduct or non-compliance with requirements,
or
- b) fail to meet course requirements.

If Natwide Personnel does not commence the course that the Applicant has enrolled in then a full refund of all monies paid will be made to the Applicant.

Course fees quoted in information packs are based on allocated hours. Any additional flying, theory, theory exams, flight tests or other materials will incur additional costs.

This agreement, and the availability of complaints and appeals processes, does not remove the right to take further action under Australia's consumer protection laws. Natwide Personnel's dispute resolution process does not circumscribe the student's right to pursue other legal remedies.

5.5.4 Non-Completion of a Course

Non-completion of the Diploma of Aviation (Commercial Pilot Licence - Aeroplane)

The nominal duration of the Diploma of Aviation (Commercial Pilot Licence - Aeroplane) is approximately forty-two (42) weeks. At this point students are expected to have completed all the required flying and theory, and to have passed their CPL Pre- Licence assessment.

If a student has not passed their CPL Pre-Licences assessment by the end of the forty-two (42) weeks;

- a) The student will be given three (3) months to use any balance left on their account for flight training. The flying account can only be used for flights, landings, briefings and incidental charges by the College such as cancellation fees for non-attendance of flights. After the three (3) months has expired, the student's account will be closed and no refund will be provided.
- b) The student will be charged for all additional flights, landings, briefings and incidental charges after the forty-two (42) weeks at the price applicable at the time. These prices will be advised in writing if required.

Non-completion of the Diploma of Aviation (Instrument Rating)

The duration of the Diploma of Aviation (Instrument Rating) is forty (40) weeks for PPL holders and sixteen (16) weeks for CPL holders, and students are expected to have completed all the required flying and theory, and to have passed their IFR Pre-Licence assessment, by the end of the respective period.

If a student has not passed their IFR Pre-Licences assessment by the end of the course;

- a) The student will be given three (3) months to use any balance left on their account for flight training. The flying account can only be used for flights, landings, briefings and incidental charges by the College such as cancellation fees for non-attendance of flights. After the three (3) months has expired, the student's account will be closed and no refund will be provided.
- b) The student will be charged for all flights after the course end date at the price applicable for the date of the flight. These prices are advertised on the website and in the reception area.

- c) The student will be charged the published price for all landings and briefings that are required beyond the course date.

5.6 Tuition Assurance

Please refer to Natwide Personnel NWP002 – VET Tuition Assurance policy on our website.

Natwide Personnel has VET tuition assurance in place to ensure students are protected in case their course of study is no longer available at Natwide Personnel or Natwide Personnel ceases to exist. All national students enrolled in a VET course of study are protected under Australian Student Tuition Assurance Scheme (ASTAS).

VET tuition assurance means that if a RTO stops providing the course they are undertaking, students have the following rights:

VET FEE-HELP students must be offered the choice of either:

- Assistance to enroll in a similar course with a comparable qualification at another RTO; or
- To receive a refund of any upfront tuition fees they have paid to any VET units of study they were enrolled in at the time the course was cancelled.

5.7 Penalty for Late Payment

Any course instalments that are not received on or prior to the due date will incur a late payment fee of \$150. Each subsequent week that a fee payment is late incurs another \$150 to cover administration costs. This fee will only be waived where prior arrangements to vary the timing of fee payments are agreed to in writing by the Chief Executive Officer.

5.8 Extra Tuition Fees for Excess Flying Hours

Each course has a set amount of theory hours, flying hours and resources allocated to complete each unit of study. A breakdown of the hours is included in each student's Letter of Offer. If a student exceeds these allocated hours or if they require additional training then they are required to pay for the extra hours over the allocated amount.

Additionally, students who do not attend scheduled/planned training flights as organised by their Flying Instructor without reasonable excuse or prior advice will be liable for any aircraft and instructor costs incurred. These costs will be required to be finalised prior to further bookings being made

6 Course Information

6.1 Introduction

Your pilot training course with Natwide Personnel is a complex course involving many interrelated theory and practical components. Upon commencement of your course you will be supplied with an outline of the course structure, so you will be able to follow your progress at all times.

Variations to the course order may occur due to weather conditions, aircraft serviceability or due to your own progress rate.

6.2 Ground Theory Training

Ground School Theory component will be delivered at Natwide Personnel's Dry Creek location.

6.3 Recreational Pilots Licence (RPL)

Training for your RPL is your first step in the exciting aviation industry. It is a stepping stone to achieving aircraft knowledge, learning to fly an aircraft and familiarizing yourself with aircraft configurative and manoeuvres. At approximately the half-way stage of the RPL you will undertake your First Solo – a rewarding experience to remember for a lifetime. By the time you have completed the RPL you will be confident handling the aircraft in many different situations.

6.3.1 Admission Requirements

This course is designed for students that have never flown before.

The Pre-Requisites for the course are;

- A current Class 1 or Class 2 Australian Medical
- Unless secondary school has been conducted in English, an IELTS overall score of 6.0.
- There are no specific academic requirements required for the course, however Year 12 experience in Maths and Physics is recommended.

6.3.2 Course Program

During this stage students learn how to handle the aircraft through simple manoeuvres.

The course runs seven (7) days a week. Ground School days are typically scheduled from 8am – 5pm. Flying days are scheduled at varying times due to weather etc. A typical day consists of a pre-flight briefing, flight and a post-flight debrief.

6.3.3 Course Outcomes

The RPL stage concludes when students pass the Recreational Pilots Licence Test.

6.3.4 Aircraft Available

Students on this course typically choose from a Cessna 172, Piper Warrior or Beechcraft Baron (note: tuition fees vary by aircraft type chosen, see our website for further information.)

6.4 Private Pilots Licence (PPL)

Training for and attaining a Private Pilot Licence will allow holders to fly an aircraft and carry their own passengers. Navigating an aircraft around Australia with confidence and skill offers pilots freedom, experience and amazing scenic sights.

6.4.1 Admission Requirements

This course is designed for students who have completed their Recreational Pilot Licence (RPL).

The Pre-Requisites for the course are;

- A current Class 1 or Class 2 Australian Medical
- Unless secondary school has been conducted in English, an IELTS score of 6.0.
- There are no specific academic requirements required for the course, however Year 12 experience in Maths and Physics is recommended.

6.4.2 Course Program

This course is aimed at the student obtaining a Private Pilot Licence, as issued by the Civil Aviation Safety Authority. Although this licence is not vocationally oriented, it is an important entry and exit point for other courses.

During this stage, students learn how to navigate and they start to take larger aircraft such as Cessna 172, Piper Warrior or Beechcraft Baron on longer trips.

The PPL stage concludes when students successfully pass CASA's Private Pilot License exam.

6.4.3 Course Outcomes

The student will have a sound level of understanding in the areas of:

- Aircraft General Knowledge
- Flight Rules and Air Law
- Radio Telephony
- Aerodynamics
- Navigation
- Operation, Performance and Flight Planning
- Meteorology
- Human Performance and Limitations

All these knowledge areas will be applied to a reasonably wide range of situations, with the student being required to provide solutions to problems that will be at times complex and non-routine. The student's knowledge will include some theoretical concepts, particularly in aerodynamics, and they will be required to understand the practical significance of this theory.

- Leadership will be important in command decision making, dictating the safe continuance or termination of a flight should conditions require such judgement.
- Contingency planning will be required both on the ground and in-flight to allow for variations in weather, aircraft emergencies, and air traffic control requirements.
- The student will have a broad base of skills, which will require continual maintenance, and improvement through currency training. These skills will need to be modified as current practices change with alterations to procedures, other aircraft types becoming available etc., and the student will have to adapt to these changes in the future.

- As pilot in command of an aircraft, the student will have complete responsibility for the safety not only of his or her passengers, but also of the general public. Organisation of passengers prior to embarking on a flight, during a flight, and after landing is an important consideration for the student.

6.4.4 Aircraft Available

Students on this course typically choose from a Cessna 172, Piper Warrior or Beechcraft Baron (note: tuition fees vary by aircraft type chosen, see our website for further information.)

6.5 AVI50215 – Diploma of Aviation (Commercial Pilot Licence - Aeroplane)

This qualification is part of the Aviation Training Package. It provides students with the skills and knowledge to work as a commercial aeroplane pilot. At this level, students will be able to perform a broad range of skilled applications including requirements to evaluate and analyse current practices, develop new criteria and procedures for performing current practices, and provision of some leadership and guidance to others. Natwide Personnel provides comprehensive theory instruction, as well as high quality flight instruction, assisting students to pass exams swiftly.

6.5.1 Admission Requirements

This course is designed for students that have never flown before. The Pre-Requisites for the course are;

- A current Class 1 Australian Medical
- Unless secondary school has been conducted in English, an IELTS score of 6.0.

6.5.2 Course Program

The theoretical knowledge required by a commercial pilot is significantly more complex than a private pilot. This section of the course takes longer, as students learn theory components in far greater depth.

During the CPL stage, students start flying faster and more complex aircraft such as the Cessna 172, Piper Warrior or Beechcraft Baron.

This part of the course can be the most fun for students. Now that they hold a Private Pilot Licence, students are able to travel (fly-aways). Students need to have practice being able to navigate considerable distances and be responsible for aircraft over long trips.

6.5.3 Course Outcomes

On completion of this course the student will be recommended for a CASA conducted flight test.

6.5.4 Aircraft Available

Students on this course typically choose from a Cessna 172, Piper Warrior or Beechcraft Baron (note: tuition fees vary by aircraft type chosen, see our website for further information.)

6.6 AVI50408 - Diploma of Aviation (Instrument Rating) for PPL holders

This course is designed for students who have commenced flight training prior to enrolling and who hold a Private Pilot Licence. If this pathway is for you, it will take you first to a Commercial Pilot Licence and then onto the Multi Engine Command Instrument Rating (ME CIR) required for the award of a Diploma of Aviation (Instrument Rating).

6.6.1 Admission Requirements

The Pre-Requisites for the course are;

- Students must hold a current Australian PPL
- Unless secondary school has been conducted in English, an IELTS score of 6.0.
- Class 1 Medical
- Must be a PPL Holder

6.6.2 Course Program

The Diploma of Aviation (Instrument Rating) is designed for students who already hold a Private Pilot Licence.

The course is designed to prepare students for their first job in aviation; either as a Charter Pilot or a First Officer in an airline.

This course lasts for forty (40) weeks, and is for students that hold a PPL prior to the course commencing. At the end of the course, successful students will be awarded a Diploma of Aviation, and will be qualify for a CASA ME CIR assessment AND a CASA CPL assessment.

It is a full time course with compulsory attendance from Monday to Friday. (Extra attendance may be required, depending on weather).

6.6.3 Course Outcomes

On completion of this course the student will be recommended for a CASA conducted flight test.

6.7 AVI50408 - Diploma of Aviation (Instrument Rating) for CPL holders

This course is designed for those who possess a commercial pilot license - aeroplane (issued by the Australian Civil Aviation Safety Authority (CASA) who wish to obtain a Command Instrument Rating. It leads to CASA examinations for Command Instrument Rating (CIR). CIR rated pilots are able to fly at night and in poor visibility conditions such as cloud and rain. Note; to qualify for pilot licences and ratings, students must undertake flight training and gain the required flying experience in addition to passing the relevant theory examinations.

6.7.1 Admission Requirements

The Pre-Requisites for the course are;

- Students must hold a current Australian CPL
- Unless secondary school has been conducted in English, an IELTS score of 6.0.
- Class 1 Medical

6.7.2 Course Program

The Diploma of Aviation (Instrument Rating) is designed for students who already hold a Commercial Pilot Licence.

The course is designed to prepare students for their first job in aviation; either as a Charter Pilot or a First Officer in an airline.

At the end of the course, successful students will be awarded a Diploma of Aviation, and will qualify for a CASA ME CIR assessment.

There are no scheduled breaks for this course. Extra attendance may be required, depending on weather.

6.7.3 Course Outcomes

On completion of this course, the student will have obtained a Commercial Pilot Licence as issued by the Civil Aviation Safety Authority. The student will also hold a multi-engine Command Instrument Rating. Career paths from completion of this course are numerous, but are essentially all careers that require the basic Commercial Pilot Licence with instrument flying ability.

These careers include:

- airline pilot
- air charter pilot (passenger and freight)
- aerial survey
- air ambulance etc.

At the completion of this course, the student will have an understanding of all subjects as per the Certificate III course, plus will have the following additions:

- Further theoretical training in all subject areas to reach a level of understanding appropriate for a Commercial Pilot Licence.
- The application of skills over a broad range of situations, particularly dealing with evaluation and management of unpredictable situations. These situations will involve weather and air traffic control variations, as well as varied passenger requirements.
- Co-ordination skills will also be developed during the course, allowing the student to be able to co-ordinate all the aspects of a commercial flight, from passenger arrangements, to fuel, to freight handling.
- The student will also have a high standard of application of theoretical knowledge and practical skills to individual situations, which will allow the student to select the appropriate flight route, equipment, Air Traffic Control and Flight Service facilities to ensure the safe conduct of a flight.
- The student will also have a high level of command decision making ability, and will be grounded in their responsibilities for the safe conduct of a flight. This responsibility relates to the safe transport of passengers and/or freight, and the conduct of a flight in strict accordance with Civil Aviation Order and Civil Aviation regulation requirements. As well as a responsibility to the student's flight, they will also be trained in working with team procedures, with a development of skills appropriate to a multi-crew cockpit environment.

7 General Information

7.1 Feedback

The college is committed to continually improving the Natwide Personnel student experience and would welcome any constructive feedback from all students. Feedback can be sent by email to the Training Manager (peter.tubb@natwidepersonnel.com.au).

7.2 Safety and Security

Safety is our number one priority. We take reasonable care to ensure you are safe, both on campus and whilst flying. We expect all students also to take reasonable care, so our campus environment is safe for all staff, students and visitors. For example, students are to move around the buildings in an orderly fashion to reduce the risk of minor injury and are advised not to leave any personal property unattended.

Your instructors will advise and provide direction on the safety procedures for flying as part of your studies, and all safety procedures should be adhered to without exception.

Work Health and Safety is everyone's responsibility and the highest standards of safety can only be achieved with the input of all those concerned (e.g. staff, students and visitors). If you should have any concerns with WH&S during your time with Natwide Personnel your WH&S contact is our Trevor Watson – 0412 824 073.

If you notice any unsafe situations you should report it to a staff member immediately. In case of any emergency dial 000.

7.2.1 Fire Safety

As part of the induction process, students will be advised of the fire exits and fire evacuation procedures. Evacuation maps are prominently displayed at each campus.

In the event of a fire:

- evacuate the building via the nearest exit
- do not stop to collect personal belongings
- sound the alarm
- close all doors on the way out
- call the fire service on 000
- assemble in the evacuation assembly area noted on the evacuation map
- do not enter the building until advised.

7.2.2 Incidents & Injuries

All incidents and injuries, even those of a minor nature should be reported to staff. This will enable the college to take any corrective action if required.

7.3 Transport and Parking

7.3.1 Natwide Personnel

Bus number 238 between the City and UniSA at Mawson Lakes passes Natwide Personnel offices at various times throughout the day.

Natwide Personnel has off road parking if you wish to drive.

7.3.2 Aerostar Aviation

The nearest train station is Parafield which is within walking distance.

Aerostar has off road parking if you wish to drive.

7.3.3 Helistar Aviation

Helistar has off road parking if you wish to drive. Please note that parts of Adelaide Airport require paid parking.

8 Appointments

The Chief Pilot, Chief Flying Instructor, Training Manager and individual Instructors are available at any time to discuss your training with you. It is strongly advised that you make an appointment if you wish to see a staff member.

8.1 Examinations

During your course you will be required to undertake several theory and practical examinations. In many cases your progress through the course is dependent upon a pass in these exams. You are therefore reminded of the importance of carefully planned self-study throughout your course to supplement your classroom studies.

Some of the theory exams you will be sitting have a minimum time you must wait between re-sits. Failing these exams may result in you being unable to complete your course in the allocated time. Subsequent attempts and failure to achieve will require a meeting with the Chief Flying Instructor and Training Manager.

Natwide Personnel will book all student exams on commencement of your course as per the course schedule. Failure to meet this schedule will result in the exam being cancelled. Students are required to pay for the next re-sit of exam booking.

8.1.1 Booking CASA Exams

The college will book all of a student's CASA exams. This includes the first, scheduled sitting plus any re-sits required due to a student failing an exam.

The college will automatically book an exam for all students doing a theory unit (e.g.; PPL or CPL modules) and this will typically be scheduled the week after the theory is delivered. If students have not achieved the pre-requisites for an exam, the student will be charged Assessment Services Limited's (ASL's) fee for rescheduling the exam. The college runs the theory and exam part of the course to a schedule. Students are required to make every effort possible to achieve the pre-requisites prior to the exam date.

Students will also be charged by Natwide Personnel an administration fee of \$50 for each exam that a student is required to re-sit or reschedule. This reflects the cost incurred by Natwide Personnel for the additional administrative work.

These additional charges will be charged directly to the student's account. Natwide Personnel is not liable for students who book their own theory exams through ASL outside of the CPL approved training syllabus.

It is the student's responsibility to keep their studies on track as per the goals set. If an exam is booked based on the goals the student should have achieved, Natwide Personnel is not liable for the student's progress under the approved CPL syllabus. This could result in the student needing to complete two hundred (200) hours for their CPL training with an extra ten (10) hours dual and forty (40) hours solo incurring increased course costs and duration.

8.2 CASA Exam Results

Students are required to submit all of their CASA Exam Results to the college within a week of sitting an exam. The college keeps a record of all exam results as part of its continuous improvement strategy. The aggregated results of students are analysed and used to improve the theory materials.

Students should submit a photocopy of their exam results (including Knowledge Deficiency Report (KDRs)) to the reception area in either Parafield or Dry Creek within a week of sitting the exam.

If a student does not submit their results within a week of their exam, they will be charged the administration fee that CASA charges the college when they report a student's result directly to the college. This administration fee is currently \$50 per record, but subject to change without notice.

If a student is found to have sat an exam without informing the college prior to the exam, they will be charged the CASA administration fee for reporting results, in order for the college to collect a complete history of that student's exam results.

8.3 ECS Student – Expired Course Students

If you have not completed your Diploma of Aviation (Commercial Pilot Licence) course within the agreed schedule you will be made an ECS Student – Expired Course Student.

8.3.1 Exams - Expired Course Students

Expired Course Students required to re-sit an exam will be charged \$150 for each re-sit.

8.3.2 Theory - Expired Course Students

Students who have any outstanding exams to sit due to past fails will be required to re-sit the theory. Each topic requiring a re-sit will be invoiced to you at \$650 per topic.

Please Note: You are reminded that even though you are an ECS student, you are still enrolled into a full time course and therefore will be treated as a full time student. Should you not wish to continue as a full time student and become a part time/private student, you will be required to complete a withdrawal form.

9 College Rules

9.1 Participation

Your participation is recorded regularly. You must meet certain minimum requirements for the issue of your Diploma.

When a booking has been made for you as part of your course then you are required to attend for that booking. This is particularly important where the booking is made for using an aircraft or a simulator. If you do not present for a booking then you will be required to pay an additional fee to undertake that flight or simulator session at a later time.

Students can defer or temporarily suspend their studies and be granted a leave of absence for the following circumstances:

- 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 (Where possible a death certificate should be provided);
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident;
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit;

If Natwide Personnel initiates suspension or cancellation of a student's enrolment, Natwide Personnel will inform the student that he or she has twenty (20) working days in which to access Natwide Personnel's internal complaints and appeals process.

To 'access' the appeals process means to 'initiate' or 'start' the process – there is no expectation that the process must be completed within twenty (20) days.

9.2 Absence

Attendance is required on all scheduled days for either flying or ground studies. If you are ill, phone the College at 8am so we can make alternative arrangements for the day. The nature of your training is such that a student being absent has a large effect on the day's program, so it is important we hear from you as early as possible. You are also required to provide a medical certificate if you are ill.

Students who are absent for more than five (5) consecutive days without approval will be contacted to find out the reason for their absence and counselled accordingly.

9.3 Illness

If you become ill while at Natwide Personnel, advise your instructor immediately. We may be able to provide some basic first aid, otherwise we can arrange transport home or to a doctor.

9.4 Flight Booking Procedure

All bookings are to be made by your instructor (dual and command). The reasons for this are:

- Your instructor makes sure all of your flights comply with the Day VFR syllabus requirements.
- Your instructor can monitor your course costs.
- Your instructor is in charge of the sequencing of your flights according to the training file and syllabus.
- If you cannot get the bookings in the required time frame you can be placed on the standby list at the front desk and you will be notified of availability due to cancellations.

9.5 Flight Cancellation Procedure

- You must be at college prepared and ready to go for your flight 30 minutes before the time of departure.
- If you do not attend your flight this will be noted on your record as a non-attendance and this will affect your course attendance for your qualification and your visa attendance.
- If you are sick you must notify the front desk at least one (1) hour before your scheduled departure. To avoid being charged for the missed flights you are required to produce a medical certificate within forty-eight (48) hours of your illness. Failure to do so will result in you being invoiced at the rate of \$50 per hour.
- You will be on stop fly until the above amount is paid. It will not be taken off your account.
- If you wish to cancel due to weather the reason for cancellation must reflect the alternate minima requirements or another legal requirement. i.e. Visibility less than 8km, more than SCT cloud below 1500ft, Inter/Tempo/Prov/Prob, unable to maintain vmc or height minima from populated or unpopulated terrain. ("Weather is bad" is not an acceptable reason for cancellation).
- Cancellations may only be made with an instructor. Front desk will not make cancellations due to weather this must be discussed with the instructor signing you out and the instructor may consult with the front desk to cancel the flight.
- It is the student's responsibility to check their bookings for the following day by email.
- If a booking has to be changed or cancelled for the following day, whoever adjusts that booking must call the student and notify them.
- If bookings are changed or cancelled outside the forty-eight (48) hour period the person who adjusted the booking must notify the student by phone or email.
- If you are not receiving emails please contact front desk to confirm your address. It is the student's responsibility to keep their contact details up to date. This is an immigration requirement.
- For any other cancellations, you must notify the college at least two (2) days in advance.

9.6 Uniform

All students enrolled in a full time Diploma course are expected to wear a uniform. The standard uniform is:

- navy blue trousers
- white shirt
- blue tie and epaulettes (epaulettes are supplied by Natwide Personnel)

For women the uniform can include a blue knee length skirt if preferred, and a blue scarf.

10 Code of Practice

Below is an outline of the Code of Practice adopted by Natwide Personnel. We adhere to this code of practice to ensure you receive the best possible training, in a stimulating and enjoyable environment.

10.1 Educational Standards

Natwide Personnel will deliver courses of the highest standard meeting all Civil Aviation Safety Authority guidelines.

Accredited courses will be vocationally oriented; with standards set ensuring students achieve qualifications placing them in the best position to obtain employment.

Instructors will always maintain a professional manner when dealing with students.

Facilities and resources will be available to ensure successful delivery of the courses.

10.2 Marketing

All marketing by Natwide Personnel will be accurate, clear and will never be vague or misleading.

When providing information to prospective students, no false or misleading comparisons will be drawn with any other provider or course.

10.3 Trainee information

Prior to commencement of training, each trainee will be provided with this Student Handbook outlining the following:

- Admissions procedures and criteria;
- Assessment procedures;
- Grievance/appeal procedure;
- Facilities and equipment available and/or required; and
- Trainee support services.

Additionally, trainees will also be provided with the following prior to commencement of training:

- Copy of the Company Code of Practice.
- Copy of the refund policy.
- Outline of the course showing competencies to be achieved.
- Fee schedule for the course.

10.4 Recruitment

All advertising for the recruitment of trainees for any course provided by Natwide Personnel will be ethical, honest and not misleading.

Trainee applications will be evaluated on the basis of the likelihood of the trainee achieving the competency standards required for the course. This evaluation will be conducted by the Chief Flying Instructor and/or the Training Manager.

10.5 Student Liaison

When you study with Natwide Personnel we will always ensure you receive the finest quality training available.

If you require any more information about your training, you wish to clarify something, or you have a grievance then initially discuss the matter with your instructor. If required, your instructor will then advise the Training Manager of the situation so that a solution can be reached.

10.6 Disciplinary Procedure

To ensure all trainees, employees, contractors and course participants receive equal opportunities and gain the maximum benefit from their time with us; we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then the student may be asked to leave the College.

Unacceptable behaviour may include:

- Continuous interruptions to the trainer whilst delivering the course content
- Smoking in non-smoking areas
- Being disrespectful to other participants
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places themselves or others at risk
- Refusing to participate when required in group activities
- Continued absence at required times
- Being under the influence of alcohol or illegal drugs

Any person who is asked to leave has the right of appeal through the grievance process.

10.7 Grievances Procedure

The purpose of this policy is to provide a framework for student/client grievances to be raised and resolved in a fair, transparent and equitable manner, and where relevant, for the company to take corrective action to improve the student/client experience.

The company is committed to providing a high quality educational experience for all our students and clients. Our aim is to provide a safe and professional service, and for every student and client to be satisfied with their experience of the company.

Students are required to attend their course through the duration of this process until a decision has been reached.

The following outlines the procedure for students who have a grievance with Natwide Personnel:

10.7.1 Stage 1 – Raise Issue or Complaint

The first step is for the student, or client, to raise awareness of the problem, either by e-mail, phone or face-to-face, and discuss it with the relevant staff. This may be the instructor or Training Manager.

10.7.2 Stage 2 – Submit Complaint

If the student/client is dissatisfied with the outcome of the informal discussion, they should formalise the complaint and complete a 'Complaint Form' (copy included in the appendix) within one (1) week of their informal discussion.

The completed and signed Complaint Form should be sent by email to the Training Manager. The Training Manager will send an email acknowledging receipt and may conduct discussion with the complainant and other parties to try and resolve the complaint.

10.7.3 Stage 3 – Escalate Complaint to Executive

If the Training Manager is unable to resolve the complaint, the issue will be escalated to an executive, typically the CEO. The executive will conduct further investigations as they see fit and determine a resolution.

Either the executive or the Training Manager will inform the complainant of the executive resolution. The executive, or the Training Manager, will also be responsible to taking corrective action, as required, to enhance the student/client experience.

10.7.4 Stage 4 – External appeal

If the student/client is not satisfied with the way their complaint has been handled, the student/client can appeal to an independent, external mediator. In South Australia if the matter is not resolved to your satisfaction you may lodge a formal complaint with the Training Advocate on 1800 006 488.

When referring to an external appeal the student/client must:

- Be willing to negotiate in good faith.
- Consider a range of options for solution of the dispute.

The following outlines the procedure that Natwide Personnel will follow when attempting to resolve a grievance:

1. Attempt to resolve the dispute internally.
2. Commence hearing a formal appeal within ten (10) working days of the formal lodgement of the complaint or appeal and the supporting information. All reasonable measures will be taken to finalise the process as soon as possible.
3. Students have the right to be accompanied by a support person of their choice.
4. Provide a written report or statement to the student of the outcome of their appeal.
5. Refer students to the Training Advocate's State Office when all attempts to resolve dispute internally have failed.
6. Provide an interview room to accommodate the mediation session.
7. Share costs of the mediator on an agreed or negotiated basis.
8. Be willing to negotiate in good faith.
9. Consider a range of options for solution of the dispute.

11 Student Outcomes

All the proposed courses satisfy Civil Aviation Safety Authority (CASA) licensing requirements.

The Australian (CASA) standards are internationally recognised.

11.1 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) – AVI50215

Meets the standards of the Civil Aviation Safety Authority Pilot Licence - Aeroplanes (CPL), and students are issued with a CPL on completion of the course.

11.2 Diploma of Aviation (Instrument Rating) – AVI50415

Meets the standards of the Civil Aviation Safety Authority Commercial Pilot Licence - Aeroplanes (CPL). Standards are also met for the issue of a Multi-Engine Command Instrument Rating (CIR). Students are issued with a CPL and CIR on completion of the course.

12 Training

12.1 What is accredited training?

Accredited Training is training delivered by a Registered Training Organisation (RTO) from an Industry Training Package (ITP) or an Accredited Training Package which are recognised nationally. Natwide Personnel is a Registered Training Organisation with all training undertaken in accordance with the Australian Quality Training Framework (AQTF). Natwide Personnel is registered to deliver training in South Australia through the Australian Skills Quality Authority (ASQA).

As your course is nationally recognised, your completion certificate will display the Nationally Recognised Training logo and the ASQA logo.

13 Competency Based-Training and Assessment

13.1 What is competency?

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. Aspects of work performance included in this concept involve:

- Performance at an acceptable level of technical skill;
- Organising one's tasks;
- Responding and reacting appropriately when things go wrong; and
- Transferring skills and knowledge to new situations and contexts. Standards are statements of the required workplace levels of performance.

13.2 Assessment

Assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether or not competency has been demonstrated.

Effective and objective assessment is key to the successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a candidate's evidence of skills and knowledge, against the requirements of the Standards.

13.3 Principles of assessment

For an effective assessment system in a competency environment, some basic principles must apply:

13.3.1 Validity

The assessments actually assess what they claim to assess and what they have been designed to assess.

Validity of assessment is achieved when:

- Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria

13.3.2 Reliability

Reliable assessment uses methods and procedures that ensure that the competency standards are interpreted and applied consistently from person to person and from context to context.

The following are important to ensure that assessment produces consistent outcomes:

- Clear, unambiguous, well documented assessment procedures and competency standards;
- Clear, consistent and specific assessment criteria;
- Effectively trained, briefed and monitored assessors;

- Adequate assessors across industries and a hierarchy of assessment which ensures a quality outcome; and
- Assessment is carried out within a system flexible enough to cope with multiple and diverse forms of evidence.

13.3.3 Flexibility

Every portfolio or set of candidate evidence is unique. Each candidate will identify and develop his or her own specific set of evidence to prove competency against the standards. This set will be based on the workplace experience of the candidate and will comprise diverse types and forms of relevant and appropriate evidence.

Assessors must be capable of taking a flexible approach to the assessment of evidence. Clearly, this approach must always take time and cost into account - both to ensure the best use of assessor time and from the viewpoint of the candidate and his or her employer.

An assessment system must evaluate the scope of knowledge and skills covered by the criteria - both performance (skill) and underpinning knowledge & understanding.

13.3.4 Fairness

An assessment system and its processes must not disadvantage any person or organisation. All eligible candidates must be guaranteed access to assessment, which does not discriminate on any basis. Assessment guidelines must include an approach for working with candidates who have special needs.

- To achieve these principles, the assessment system must exhibit the following characteristics:
- The standards, assessment processes and all associated information are straight forward and understandable;
- The characteristics of potential candidates are identified, to enable all potential assessment issues to be identified and catered for;
- The chosen processes and materials within the system of assessment do not disadvantage candidates;
- An appropriate and effective review and dispute resolution mechanism is in place to investigate, examine and redress any issue of unfairness or disadvantage identified, involving access, assessment, certification or any other related issue; and
- Where potential disadvantages are identified, the system is amended to avoid or counter them, or appropriate steps taken to overcome them including reassessment if required.

13.4 Rules of Assessment

The assessment system must ensure that evidence collected and provided for judgment is consistent across the range, without undue reliance on any small number of select workplace contexts or projects.

13.4.1 Validity

The assessments actually assess what they claim to assess and what they have been designed to assess.

Validity of assessment is achieved when:

- Appropriate evidence is collected from activities that can be clearly related to the units of competency.

13.4.2 Sufficiency

Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be carried out.

A tendency of many candidates is to provide more (or less) evidence than is actually required to prove competency against the standards. An effective assessment system ensures that candidates are clearly advised regarding the amount and form of evidence, which is sufficient to prove competency. This should avoid the situation where masses of evidence are provided, requiring assessors to spend more time than necessary per candidate, or too little evidence, making it difficult to judge competence.

13.4.3 Currency

Under an effective system, assessment evaluates whether or not the individual's skills and knowledge are current and can be applied in today's workplace. As a general rule, competencies that have not been demonstrated within the past three (3) years are not usually accepted as "current". However, an assessor, under some circumstances may make exceptions to the specified period.

There may be specific situations where individual skills have not been directly applied for a longer period, but these skills are in fact still current for the individual. In cases such as this, evidence from earlier periods may be admissible, and assessed for currency, within an appropriately flexible assessment system.

13.4.4 Authenticity

The evidence collected is authentic - that is, it is actually derived from valid sources and is directly attributable to the individual.

13.5 Assessors

The role of an assessor is to objectively assess and judge a candidate's evidence against a set of standards. In order to do this effectively, an assessor must have a sound knowledge of, and be skilled in, the relevant industry area. In addition, the assessor must have acknowledged competency in assessment itself and hold an appropriate Certificate IV in Training and Assessment or equivalent.

An assessor must:

- Interpret and understand the criteria;
- Ensure that evidence meets the standards;
- Ensure that evidence is valid, authentic, reliable, consistent, current and sufficient; and
- Use expertise to make fair and objective judgements.

The training and ongoing professional development of assessors must include such areas as:

- Roles, responsibilities and ethics;
- Procedural and administrative duties;

- Performance and knowledge evidence gathering and presentation;
- Interpretation and usage of standards;
- Selecting and using appropriate methods of assessment; and
- Requirements regarding processing and recording of results, progress and feedback.

13.6 Forms of Evidence

In general, basic forms of skills evidence include:

- Direct performance evidence - current or from an acceptable past period - from:
 - extracted examples within the workplace;
 - natural observation in the workplace; and
 - simulations, including competency and skills tests, projects, assignments
- Supplementary evidence, from:
 - oral and written questioning;
 - personal reports; and
 - witness testimony.
- Appropriate and valid forms of assessment utilised for both skills and knowledge may include:
 - evaluation of direct products of work;
 - natural observation;
 - skill tests, simulations and projects;
 - evaluation of underpinning knowledge and understanding;
 - questioning and discussion; and
 - evidence from prior achievement and activity.

13.7 Candidates with special needs

One fundamental principle of an assessment system is that each candidate must have access to fair and open assessment. Candidates with special needs should be offered the same opportunities as any other candidate.

Special needs extend to more than identifying physical or learning difficulties, an assessor will also need to consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.

An assessor must take special needs into consideration from the planning stage onwards and adopt particular assessment methods as appropriate. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a candidate with special needs.

If there is uncertainty, the assessor should call on other assessors or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the candidate at all stages.

13.8 Feedback

Where students are assessed as not competent they will be provided with additional feedback on their assessment outcome to assist in achieving the required performance standard on reassessment.

13.9 Reassessment

Students who are dissatisfied with their assessment outcome may apply for reassessment by contacting their trainer or assessor.

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your Assessor simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used.

14 Flexible Learning Strategies & Assessment Procedures

Flexible learning and assessment procedures form part of our learning and assessment strategies. We customise our training/assessments to meet your specific needs. If you are having difficulty achieving competency in any module please discuss the matter with your trainer/assessor and where possible alternative learning/assessment strategies will be provided to you.

14.1 Recognition of Prior Learning

All participants are offered the opportunity to apply for Recognition of Prior Learning and Current Competency on an individual basis prior to the course commencement. Applicants should complete an Application for Recognition of Prior Learning form available from our office. The Recognition of Prior Learning process allows participants to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific modules within their course. All Recognition of Prior Learning applicants will be asked to provide evidence to support their claim and this should be attached to the application form. Examples of evidence might include;

- documentation such as certificates issued by other training organisations,
- support letters from employers,
- course outlines of previously studied courses.

We also recognise the credentials issued by other organisations operating under the Australian Quality Training Framework.

All assessments of Recognition of Prior Learning applications are reviewed by staff who are qualified to conduct the assessment. From time to time, or when deemed necessary, we will have an additional person or subject expert be part of the assessment process.

Participants may request a review of the Recognition of Prior Learning decision through our grievance procedure.

Prior learning can be recognised for a student who has completed training for the following certified levels of competence:

- RPL passed.
- RPL passed and Private Pilot Licence theory examination credit (PPLA).
- Private Pilot Licence
- Private Pilot Licence held and Commercial Pilot Licence theory examination (CPLA) credit.
- Commercial Pilot Licence
- Commercial Pilot Licence held and Instrument Flight Operations Rating theory examination (IREX) credit.

No recognition will be given to theoretical training other than that covered by the above examinations.

Natwide Personnel reserves the right to conduct an English language test.

14.2 Mutual recognition, and recognition of current competency

Natwide Personnel recognises any appropriate existing competencies and qualifications issued by a bona-fide RTO, in accordance with AQF and ASQA requirements.

These Qualifications and Statements of Attainment are to be recognised at enrolment through the Recognition of Prior Learning process provided they have been achieved within the previous two (2) years and provided it is relevant to the course to be undertaken.

The qualification is to be checked for currency against the current training package, and that the applicant's skills as represented by the qualifications and/or Statements of Attainment are still current.

Where any competency is found to be lacking, further training and/or assessment may be required to gain full recognition.

The Student's Course Information will be adjusted accordingly to reflect the modules granted. Where an application for Mutual Recognition of an existing qualification is made, then the Chief Flying Instructor and/or the Training Manager must ensure that:

1. the qualification has been issued by an existing RTO
2. the applicant has been enrolled in that RTO
3. the Applicant is competent to complete a practical assessment if there is any doubt.

14.3 Issuing of Certificates

Assessment determines whether a participant is competent or not yet competent in each module of their particular course. On completion of their course, participants are issued with a certificate listing the modules where competency has been achieved. A letter of attainment is available for all courses. A Statement of Attainment is issued on successful completion of a number of the modules of an accredited course. A Certificate is issued when the student has completed all required modules and competencies of the accredited qualification.

People with special needs will be accepted as participants subject to performance tests. Wherever possible we provide training premises that are accessible for people with disabilities.

15 Welfare & Guidance Services

We endeavour to provide welfare and guidance to all students/clients. This includes:

- Workplace Health and Safety
- support in finding accommodation
- learning pathways and possible Recognition of Prior Learning opportunities
- provision for special learning needs
- provision for special cultural and religious needs
- provision for special dietary needs

15.1 Relevant Legislation

- Work Health & Safety Act 2012
- Work Health & Safety Regulations 2012
- Department for State Development (DSD)
- Australian Quality Training Framework (AQTF)
- Australian Qualifications Framework (AQF)
- Training and Skills Commission - *Training and Skills Development Act 2008*
- Office of The Training Advocate
- Office of the Privacy Commissioner – Privacy
- Department of Planning Transport and Infrastructure
- Road Traffic Act 1961
- Australian Road Rules 1999
- National Centre for Vocational Education Research (NCVER)
- *(TEQSA) - Tertiary Education Quality and Standards Agency Act 2011.*
- Australian Skills Quality Authority – National VET Regulator
- The National Quality Council (NQC)
- National Transport Commission (NTC)
- Transport and Logistics Industry Skills Council (TLISC)
- National Training Information - training .gov.au (TGA)
- Training and Skills Development Act 2008.
- Australian Dangerous Goods Code
- Privacy Act 1996.
- Environmental Protection Act 1993
- National Law (SA) 2011
- Occupational Licensing
- Higher Education Support Act 2003
- National Vocational, Education & Training Regulator Act 2011

15.2 Workplace Health and Safety Act 2012 (SA)

The Workplace Health and Safety Act 2012 (SA) states that as an employer Natwide Personnel 'must ensure the health, safety and welfare at work of all the employees'.

To meet responsibilities under the WHS Act 2012, Natwide Personnel will provide:

- safe premises
- safe machinery and substances
- safe systems of work
- provision of information, instruction, training and supervision
- suitable working environment and facilities

The Act also states that Natwide Personnel employees as well as the Company are responsible for the health and safety of people other than your workers, who may be present at the workplace.

To ensure compliance with this legislation, Natwide Personnel has a fully documented WHS system for the training part of the business. Natwide Personnel conducts all its business operations in a fully compliant manner with WHS 2012 requirements.

15.3 Anti-Discrimination

Natwide Personnel Pty Ltd commits to equal opportunity, value of diversity in employment and education and recognises the rights of staff, visitors & contractors to work & operate in an environment free from harassment, bullying and unlawful discrimination.

Natwide Personnel complies with all the anti-discrimination legislation and maintains equality with all training and non-training staff, maintaining a fair environment and allows opportunities to be shared by all persons.

Staff adopt the principles behind this legislation and apply these procedures to their work actions.

Anti-Discrimination laws state that it is against the law to discriminate against people (treat them unfairly compared with others) or harass them in employment. This means that throughout Australia all employees must generally treat all their employees and anyone who applies for a job with them fairly – on the basis of their individual merit rather than irrelevant characteristics.

15.4 Privacy Policy

Natwide Personnel is required to meet the requirements of the Federal Privacy Act as they apply to private sector business and the Training Manager is the Privacy Officer as defined by the Act.

In addition privacy provisions of the Australian Quality Training Framework apply to the delivery of all Nationally Recognised Training by Natwide Personnel.

It is a requirement of the Australian Qualifications Framework that students can access personal information held by the college and may request corrections to information that is incorrect or out of date.

All staff and student records are retained as confidential and normally are only accessed by the

student or staff member themselves. However, under the requirements from the Higher Education Support Act and the AQTF, access may be given to Government officer for the purposes of audit.

Access to student or staff records by a third party can only be obtained by the student requesting such access in writing.

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the each state Government who are the registering authority. The requirements of the registering authority may require the release of student and instructor personal information for the purposes of audit or for collection of data by Commonwealth and State Government departments and agencies.

Personal information is only collected from the individual concerned and individuals may refuse to provide information they consider to be sensitive.

We audit and review data to make sure personal information is accurate, complete and up to date. Individuals can gain access to their personal information for the purposes of review and correction in consultation with the Training Manager.

All reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure including password protection of electronic files, secure storage of paper files and secure backup of data.

Students may have an identifier assigned to them by Natwide Personnel for the purposes of maintaining its electronic records or for collection of data by Commonwealth and State Government departments and agencies.

Anonymity is not possible for students as Natwide Personnel is a Registered Training Organisation that delivers and assesses training, charges fees, provides fee refunds, records participation in training, records achievement of competency and issues Awards and Statements of Attainment to individuals.

Our documents clearly express policies on management of personal information, and provide the policies to anyone who asks.

Individuals have a right to seek access to their personal information and make corrections. The Training Manager will handle access to files and correction to incorrect or out-of-date information.

Natwide Personnel does not transfer personal information outside the state of collection.

15.5 Cultural Relevance

Any individual is welcome to participate in Natwide Personnel training programs, irrespective of cultural back-ground. Participants who wish to undertake courses that have prerequisite standards and competencies will be counselled and made aware of support programs and assistance. Events of major cultural importance to the participant will be acknowledged and (where practical) allowance made for their observance.

15.6 Language, Literacy and Numeracy (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of its students. Our enrolment form asks students to provide information regarding their LLN requirements or any other special learning needs. In the event of LLN becoming an issue, the Training Manager will contact the student to discuss their requirements.

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

15.7 Staff Responsibilities for Access/Equity & Equal Opportunity Issues

The Training Manager is the person to direct all problems and information requests: they will refer it to the appropriate staff member. That Officer is also the access and equity officer for Natwide Personnel so if you are experiencing any harassment or discrimination, refer the matter in writing to them.

Natwide Personnel provides equal opportunity in employment and education. Each of our staff members has responsibility for access and equity issues for all students/clients. All staff are expected to act in accordance with our Code of Practice and all students/clients are made aware of their rights and responsibilities through this Student Handbook.

15.8 Feedback/Evaluation

Natwide Personnel actively seeks staff and student feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement. We monitor compliance with AQTF standards and our policies and procedures through the use of evaluations at the completion of courses/traineeships. Any grievances or deficiencies are documented to ensure appropriate follow up action is taken.

15.9 Appealing an Assessment

In rare instances, it is possible that you may wish to challenge an assessment outcome. If this is the case, then:

1. speak with your Instructor in the first instance and if unresolved
2. present the request in writing to the Training Manager and if un- resolved
3. refer the matter to ASQA for process based problems.

You have the right to represent yourself at all forums where the issue is being discussed and you will have the matter heard within five (5) working days of lodging your notification (as per policy NWP005). The outcomes and the reasons for it will be given to you in writing.



I, _____ (print name in full), ARN:

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Hereby **AUTHORISE** the Civil Aviation Safety Authority (**CASA**) to release the following information to the organisations listed below (tick relevant items):

- my Australian Flight Crew Licence (including ratings)
- my Aviation Reference Number (ARN)
- my current Aviation Medical Certificate including any conditions attaching to that Certificate
- details of any suspensions/cancellations of my FCL Licence and any action brought against me by CASA
- other records (please list below)

Organisation One:

Name of Organisation:	
Name of Person:	
Email Address:	
Fax Number:	

Organisation Two:

Name of Organisation:	
Name of Person:	
Email Address:	
Fax Number:	

This Authority remains in effect for a period of 12 months or until ____/____/20____.
 (Enter the date if the period is less than 12 months)

Signed:

Name: _____

Date: ____/____/20____