

BENDIGO AVIATION SERVICES



Student Handbook (International) 2011

Gobel Aviation Pty Ltd trading as Bendigo Aviation Services
RSD 4 Vicia Road, Bendigo Delivery Centre VIC, 3551
Phone: (03) 5443 1030
Email: admin@bendigoaviation.com.au
Website: www.bendigoaviationservices.com.au
RTO Number: 22 488
CRICOS Number: 03291D

NOTE

You must advise the Bendigo Aviation Services office of any change in address, personal situation or any problems as soon as you know there is a change. We must by law advise the Department of Immigration and Citizenship of all changes and particularly if we find out by other means.

It is **your** responsibility to keep **us** informed

It is **our** responsibility to let the Department of Immigration and Citizenship know through our computer system PRISMS should you:

- ⊗ default in any aspect of your Visa provisions.
- ⊗ fail subjects more than once.
- ⊗ not make your fee payments.

Talk to us if you have any problemsprior to enrolment.

If any student is found to be in contravention of performance standards in the code of conduct, is caught cheating or fraudulently completing any assessment will have their assessment cancelled. If they are caught plagiarising information from the internet or other information source, without giving an appropriate reference, will have their assessment cancelled.

A second event will result in cancellation of enrolment.

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From the Chief Executive Officer

Welcome.

We welcome you to Bendigo Aviation Services (BAS). BAS has been servicing the aviation community for 40 years and specialises in Airline pilot training for both international and local students.

For your preparation and to get the most out of your flight training with Bendigo Aviation Service, we suggest you carefully read the attached information.

Bendigo Aviation Services is located at the Bendigo Airport, a regional airport with unrestricted airspace which allows flight training with minimal delays both on the ground and in the air. This gives us the opportunity to train to a higher standard at a lower cost.

Also, because Bendigo is north of the coastal ranges it has all year excellent flying conditions which assures your training can be completed in the available time. Bendigo has 24 airports within one hour flying time which are used for navigation and instrument approach training.

Bendigo Aviation Services is conveniently located close to the City of Bendigo with transport, accommodation and shopping all within easy distance from the airport. Bendigo city has a population of 100,000 and is located 150km by freeway to the north of Melbourne, which has a population of approximately 4 million. Melbourne is the capital city of the state of Victoria and will be your point of entry when arriving from overseas. Free transport will be arranged from Melbourne International airport to Bendigo.

If you require additional information or support please contact:

- 1. Student Support Officer Casey Wynne at admin@bendigoaviation.com.au*
- 2. Senior Flying Instructor Guy Martin at guy@bendigoaviation.com.au*
- 3. Chief Executive Officer Chris Gobel at chris@bendigoaviation.com.au*

We look forward to receiving your application and a successful partnership to fulfil your ambition and complete your flight training with Bendigo Aviation Services.

Chris Gobel

*Chief Executive Officer
Bendigo Aviation Services*

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USING THIS HANDBOOK

This handbook is issued to all international students who are looking to enrol in flight training at Bendigo Aviation Services.

Bendigo Aviation Services ABN 11 006 160 658 Provider CRICOS 03291D is a Registered Training Organisation (RTO 22 488)

HISTORY

Many former students and staff now fly for international, national and regional airlines.

We currently deliver the following qualifications:

AVI40108 **Certificate IV in Aviation Operations (Commercial Pilot Aeroplane Licence)** CRICOS Code: 074583D
AVI50408 **Diploma of Aviation (Instrument Flight Operations)** CRICOS Code: 074584C

WHY YOU??...

Selection of successful applicants is made by both the **Chief Executive Officer** and the **Flying Instructor** and is based upon the evidence you have presented to us and that you meet all the prerequisites listed in our learning and assessment strategy. You must be able to supply evidence of your English standard (IELTS 6.0), or equivalent standard and have your overseas health cover plus copies of all your educational qualifications.

You are important to us before, during and after your course.

BUSINESS LOCATION

Bendigo Aviation Services is located at the Bendigo Aerodrome which is situated 5kms from Bendigo CBD. The Bendigo Aerodrome was established in 1972. A Bendigo city bus service drops off and picks up at the airport entrance.

Bendigo Aviation Services
Bendigo Airport
R.S.D. 4 Victa Road
Bendigo Mail Centre, VIC, 3539

1. KEY CONTACTS

STAFF/STUDENT SERVICES

Enrolments/Queries Fees, registration documents, payments

Casey Wynne, Operations Manager
RSD 4 Vicia Road Bendigo Delivery Centre VIC, 3551
Telephone Phone 03 5443 1030 Fax 03 5443 1030 e-mail: admin@bendigoaviation.com.au

Compliance

Casey Wynne, Operations Manager
RSD 4 Vicia Road Bendigo Delivery Centre VIC, 3551
Telephone Phone 03 5443 1030 Fax 03 5443 1030 e-mail: admin@bendigoaviation.com.au

Counselling, Academic Support and General Management issues – 10.30am to 3.00pm Monday to Friday

Chris Gobel, Chief Executive Officer e-mail: chris@bendigoaviation.com.au
Casey Wynne, Operations Manager e-mail: admin@bendigoaviation.com.au
RSD 4 Vicia Road Bendigo Delivery Centre VIC, 3551
Telephone Phone 03 5443 1030 Fax 03 5443 1030 e-mail: admin@bendigoaviation.com.au

General Administration, ID cards, Health and Attendance issues, Certificates

Casey Wynne, Operations Manager
RSD 4 Vicia Road Bendigo Delivery Centre VIC, 3551
Telephone Phone 03 5443 1030 Fax 03 5443 1030 e-mail: admin@bendigoaviation.com.au

ABBREVIATIONS USED IN THIS HANDBOOK

DIAC	Department of Immigration and Citizenship
DEEWR	Department of Education, Employment and Workplace Relations
DET	Department of Education and Training (Vic Government)
PRISMS	Provider Registration and International Students Management System
VRQA	Vocational Registration and Qualifications Authority
FTO	Flight Training Organisation
CRICOS	Commonwealth Register of Institutions and Course for Overseas Students
ACPET	Australian Council For Private Education and Training
RPL	Recognition of Prior Learning

2. KEY ROLES

Instructing staff

The **Chief Executive Officer** is ultimately responsible for the standard of training and safety within Bendigo Aviation Services. He is responsible for the standard of training and for the assessments conducted whilst students are attending Bendigo Aviation Services.

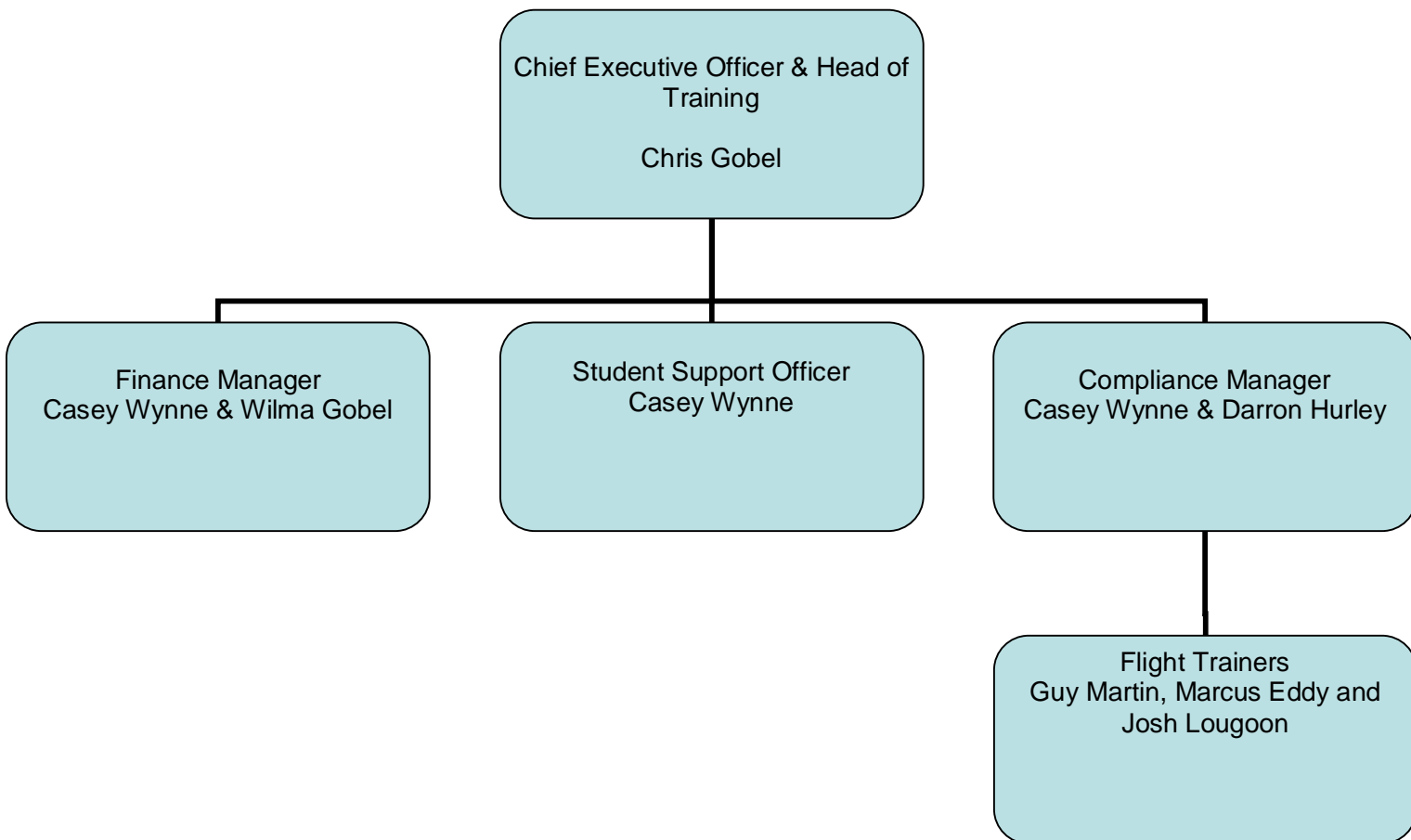
Your trainers at Bendigo Aviation Services perform all of the training and assessments in conjunction with testing officers from the CASA regulatory authority. Trainers are responsible for the day to day course delivery of both the theory and flight training. All of the trainers have either the BSZ40198 Certificate IV in Assessment and Workplace Training or the TAA40104 Certificate IV in Training and Assessment. In addition to these mandatory educational requirements all of our trainers have the necessary aviation endorsements to allow them to conduct and assess all the required CASA competencies.

Trainers must, by law, maintain accurate records of attendance and participation.

Administration Staff

The **Compliance Manager** is responsible for the control of the front office and receives all payments from you and coordinate your daily activities.

3. ORGANISATIONAL CHART



4. STUDENT VISA REQUIREMENTS – GENERAL REQUIREMENTS

According to the Department of Immigration and Citizenship (DIAC) to be granted a student visa, you must provide evidence that satisfies the entry requirements applicable to you and your country of origin. Assessment factors include whether you have enough money, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application. You will need to work through the local Australian Immigration Office.

You will be required to also show that you meet the selection requirements for any of our courses that you are hoping to enrol in.

These responsibilities must be maintained after your arrival in Australia but it is a requirement that you are aware of these before you sign your enrolment form.

Additional information on your visa issues is available from your Migration Agent but independent advice is available on the Department of Immigration and Citizenship Internet site on <http://www.immi.gov.au/esos>.

You will be required to organise safe transport to and from the airfield as it is on the outer of the suburb of Bendigo, if you require assistance organising transport to and from the Airport please let us know in advance and we will be able to arrange safe transport for you

STUDENT WELFARE POLICY AND SECURITY PROCEDURE

Policy

This policy and procedure ensures that Bendigo Aviation Services can provide educational services in a safe and secure environment. The following procedure provides a guideline to the requirements of timetabling of classes, times of the Registered Training Organisation (RTO's) operation, and delivery plans to ensure that the students are not being asked to undertake training and assessment without over extending their time capabilities or jeopardising their safety.

Procedure

Hours of Operation

Normal office Hours for Bendigo Aviation Services are as follows:

- Sunday - Saturday (9am to 5.30pm)

All training and assessment services that are conducted by Bendigo Aviation Services will be scheduled within the following hours of operation:

- Monday - Sunday (8.00am - 10.00pm)
- When you undergo night flying training you will be required to attend the school outside these hours but normally all night training will be completed by 12.00 am. You will be notified in advance when you are scheduled for night flying so that you are able to organise safe transport to and from the airport.

Timetabling

Each course that is delivered by the RTO in a classroom environment is required to have a detailed timetable developed to identify to the student the required hours of attendance to complete the course. This allows the students to plan their travel to and from the training premises.

The RTO must not require or permit students to attend scheduled classes (including time allocated for self paced or online studies) for more than eight hours in any one day. *(Please Note: An exemption request may be submitted to the State authority if the course requires students to attend for more than 8 hours per day.)*

Identification and Security

Student Identification:

All students are required to display their student ID Card at all times

Staff identification:

All Bendigo Aviation Services Staff will be required to clearly display their Staff ID cards and their Aviation Security Identification Cards.

Building Security:

When students are required to participate in Night Flying Training which will involve training during night hours, but not usually later than 12 midnight, we have put in measures to help with your security. The buildings will be kept locked with either an Electronic Lock or a keyed lock and you will be given a code or key to enter the premises. Note that a component of our courses involves night flying and therefore you may be required to attend outside the usual training hours of 0800 to 2200 hrs.

You will be required to organise safe transport to and from the airport which is located in an outer suburb of Bendigo, if you require assistance organising transport to and from the Airport please let us know in advance and we will be able to arrange transport for you to the nearest public transport.

Informing students

Students will be informed of safety measures and processes through the student induction process. This student handbook will also contain information on:

- Emergency Services contact details
- Student Safety Tips
- Public Transport information

The students will also be briefed with a safety presentation through the induction process where this information will be further explained.

Instructional periods may commence and finish outside of the VRQA prescribed day as night training is required for aviation qualification and the broader aviation industry.

5. STUDENT VISA REQUIREMENTS -- ENGLISH ENTRY REQUIREMENTS

You must be able to read, write and understand the English language and evidence of English proficiency (6.0) is a requirement for acquiring a student visa; evidence of English proficiency must be on file for the eventual issue of your qualification but it is required during your course by the State Government.

For admission to any of the Aviation courses the English language proficiency must be demonstrated by achieving the International English Language Testing System (IELTS) of 6.0 (general) and/or the ICAO Language test of 4.0

6. STUDENT VISA REQUIREMENTS -- CHANGE OF ADDRESS.

Upon arriving in Australia you are required to advise us of your residential address and telephone number and of any subsequent changes to your residential address. This is extremely important.

It is your responsibility to ensure that you always update your address details at Bendigo Aviation Services to ensure you receive important information about your course, fees receipts and any other important information.

Additional information on student visa issues is available on the Department of Immigration and Citizenship (DIAC) Internet site on www.immi.gov.au to see how the Country Assessment Levels apply to you.

7. STUDENT VISA REQUIREMENTS --OVERSEAS STUDENT HEALTH COVER

Australia has a very modern and efficient health care system. It is subsidised by the Australian Government. Overseas Student Health Cover (OSHC) is a type of insurance that allows you to use the Australian healthcare system and it covers the costs for any medical or hospital care which you may need while studying in Australia. It will also pay for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds -- before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia.

You can find out more about purchasing Overseas Student Health Cover at the website <http://www.health.gov.au/privatehealth/osfaq/>.

8. STUDENT VISA REQUIREMENTS: ATTENDANCE

Bendigo Aviation Services has adopted the DIAC/DEEWR system of attendance as per the ESOS National Code

The certificate IV of Aviation course requires 48 weeks of study which you must attend for that period of time and 4 weeks of leave. Each week is 20 hours.

DIAC will only permit us to approve additional leave to students for major illness, accident or other exceptional compassionate circumstances i.e. death in the family. DIAC does not accept reasons such as weddings, pregnancy, and child birth, cultural and religious activities as acceptable reasons for leave.

Further, the length of Approved Leave is to be strictly in keeping with the reason for the leave.

Students must apply for Approved Leave in writing and submit supporting documentation i.e. medical certificate from a registered medical practitioner, death certificate and return air tickets. If leave is requested beyond 2 weeks students will be required to defer their studies for the duration of the leave and reapply for their visa once their leave is over. Bendigo Aviation Services will notify DIAC via PRISMS

9. STUDENT VISA REQUIREMENTS ACADEMIC PERFORMANCE

You must maintain satisfactory performance standards by passing each of your assessments. The courses you are undertaking are not just knowledge tests and you can be assessed in several different ways but all require you to be on-site and to provide written evidence to demonstrate you know and understand how things are done. These are called Competencies

If you are not able to show you meet the competencies listed in your course brochure and your work book, then we must advise the Government that you are having problems. You can only repeat a unit once and this must be in your own time (if you are repeating a unit you do not have to be a full time student).

If you are shown to be “not yet competent” after repeating a unit, then we have to advise the Government who will take steps to deport you unless you have a reasonable excuse.

10. STUDENT VISA REQUIREMENTS – DEPENDENTS

Dependents of persons holding a student visa are required to pay full fees in any school, FTO or university that they enrol in whilst in Australia.

11. STUDENT VISA REQUIREMENT – WORKING WHILST STUDYING

You can only work a maximum of 20 hours whilst you are in Australia on a student Visa. Your course does not include any work as part of your study. You are here to learn not work.

Do not work longer than the allowed 20 hours as Immigration do conduct checks to ensure you are not breaching your Visa condition not to work. In addition, whoever employs you for that period has a responsibility under our Immigration law and can be charged with serious offences with expensive repercussions!

12. STAFF RESPONSIBILITIES FOR ACCESS/EQUITY & EQUAL OPPORTUNITY ISSUES

We have a **Student Support Officer** and it is that person that you should direct all problems and information requests: The **Compliance Manager** and the **Head of Training** are the access and equity officers for Bendigo Aviation Services, so if you are experiencing any harassment or discrimination, refer the matter to them in either in writing or in person if need be.

Bendigo Aviation Services:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Training services are delivered in a non-discriminatory, open and respectful manner.
- Staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs..
- Conduct client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assist clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
- Staff and students are required to comply with access and equity requirements at all times.

Bendigo Aviation Services provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our Code of Practice and all of our students are made aware of their rights and responsibilities throughout this Student Handbook.

13. LICENSING / REGULATORY REQUIREMENTS.

There are government licensing requirements associated with these courses on scope so before you can official fly you must obtain the relevant CASA licence/s.

14. STUDENT SELECTION

We encourage applications from males or females from all cultures and groups provided that they meet the specified guidelines for selection.

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You must be older than 18 years of age at the commencement of any course at Bendigo Aviation Services. You must have completed Year 10 or its equivalent – unless the student is a mature age entrant. You must have an IELTS of 6.0 or its equivalent for entry to any of our aviation Courses. If you have a score less than this, Bendigo Aviation Services can refer you to do a 20 week Cert III in Vocational English (CSWE) to meet the entry requirement.

15. ENROLMENT

To enrol in any of the courses, you can:

- Enrol through the website
- Or contact us and we will send you out all of the enrolment information

You must submit the following information to the **Chief Executive Officer** for enrolment consideration:

1. Completed “**Enrolment Form No 19**”,
2. Evidence of satisfactory medical standards
3. Copy of Passport
4. Photographs x 2
5. All your personal details
6. All details of Next of Kin to be contacted in the case of personal emergency
7. Payment of the application fee

16. LENGTH OF COURSES

The duration of the relevant course are listed in the “**Enrolment Agreement**” (**Form No22**) which is supplied with this student handbook or can be downloaded from our webpage under “Forms”.

17. COURSE OUTCOMES

Each of the units of the courses on scope is practical and is listed in the website www.ntis.gov.au/national_training/packages/your_course. Courses are all based upon you being able to demonstrate skills in the units of your course. They all involve attendance at classroom sessions as well as practical demonstration in a real or simulated flight within the area of Melbourne and throughout regional Victoria.

At various times throughout your course, you will undergo an assessment to ensure that you are competent in the skills and knowledge in the subjects you are being taught. If you do not perform well enough in these assessments, then you may sit them again or elect to show competence in another form of approved assessment method. Assessments can be either a written assessment or a demonstration by you to the trainer.

Course outcomes are described on each of the learning and assessment strategies which are made available to you prior to enrolment. At the successful completion of the course, you will be issued with a Certificate to show that you have successfully completed the course in full. This document is important and should be stored safely as it may be used as evidence to gain entry into further courses within Australia or overseas. It may also be required as part of a submission for extension or variation to your Australian Visa.

Bendigo Aviation Services has a formal educational arrangement with RMIT for the Bachelors Degree in Aviation Management. The courses offered are Vocationally high enough to gain entry into the RMIT Bachelors Degree but in most cases students go on to other courses within the Vocational Sector.

18. COMPULSORY FEES SCHEDULE

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The fees schedule is available in “**Enrolment**” (**Form No22**) and can be downloaded along with this Handbook from our Web Page.

Other fees payable at time of issue of eCoE

1. Overseas Student Healthcare
2. Airport pickup
3. Accommodation placement

19. REFUND POLICY

“Bendigo Aviation Services do not has a refund policy. This is due to Bendigo Aviation Service taking payments in arrears. Therefore students pay for what they have completed in the previous week.”

20. DEFERRAL OR SUSPENSION OF COURSES

Once an overseas student has enrolled in a course Bendigo Aviation Services will not allow the student to defer commencement of their course except on the grounds of illness, evidenced by a doctor’s certificate, or other exceptional circumstances beyond the control of the student, eg bereavement. If a student defers or suspends their studies on any grounds Bendigo Aviation Services is required to notify DIAC via PRISMS. One of the Student Visa conditions is that you complete your course at Bendigo Aviation Services once nominated.

Students must apply for Approved Leave in writing and submit supporting documentation i.e. medical certificate from a registered medical practitioner, death certificate and return air tickets. If leave is requested beyond 2 weeks students will be required to defer their studies for the duration of the leave and reapply for their visa once the leave is over. Bendigo Aviation Services will notify DIAC via PRISMS

21. NATIONAL RECOGNITION

Bendigo Aviation Services recognises the qualifications that are presented by any student, provided that they are:

- Original (or verified) copies from any Australian Registered Training Organisation
- Obtained within the last 3 years
- Map to the course currently being undertaken

To apply for National recognition, simply bring in your original qualifications or statement of attainment and complete the application for RPL through the **Head of Training**.

22. RECOGNITION OF EXISTING SKILLS AND RPL

The RPL process is chargeable please refer to **Form No: 31a and 31b** which is supplied by the school once you apply for RPL.

All participants are offered the opportunity to apply for recognition of their existing skills on an individual basis prior to the course commencement. Bendigo Aviation Services recognises all Certificates issued by other registered training organisations.

International students are advised that where this recognition is issued prior to the issue of a Visa, then the period of you Visa will be reduced to compensate.

Where RPL is granted after the Visa has been issued, then Bendigo Aviation Services are required to maintain full study load with supplementary materials and supervised study.

Applicants should complete an *Application for RPL form* available from the **Compliance Manager**.

The RPL 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 RPL 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 registered training organisations operating under the Australian Quality Training Framework.

All assessments of RPL applications are reviewed by the **Head of Training** who is 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. The assessment of RPL by the **Head of Training** is based upon their assessment of your ability to competently continue the development within the course. We have your interests at heart: we will allow credit in an existing course provided it does not adversely affect your ability to complete the course satisfactorily

Participants may request a review of the RPL decision through our appeals procedure (outlined in detail later in this handbook).

No recognition will be given to theoretical training other than that covered by the above examinations. Bendigo Aviation Services reserves the right to conduct an English language test.

23. COURSE CREDIT PROCEDURE

Credit transfer involves assessing a previously completed course or subject to see if it provides equivalent learning or competency outcomes to those required within your current course of study.

The purpose of credit transfer is to make it easier for students to move between courses and institutions. This gives people more opportunities to fulfil their potential and respond to changing employment needs.

Credit transfer allows relevant, successfully completed studies achieved at TAFE institutes, accredited private providers, professional organisations or enterprises and universities toward a current course of qualifications. It can also be cross-sectoral. For example, you may seek to have vocational education and training in school qualifications credited against vocational education and training subjects or subjects offered through higher education institutions.

Applicants seeking credit transfer must provide the following information

- (a) Completed Application for Credit Transfer
- (b) Verified copies of qualifications plus the original qualification parchment
- (c) Completed **TDA03/AVI08** mapping document if necessary

The Application for Credit Transfer shall be recorded in the Register of Credit Transfer Applications

The Application for Credit Transfer shall be completed by the assessor after reviewing the mapped correlation between the completed course and the proposed course of study. A copy is to be placed on the Student Personal File and a copy also posted to the applicant. The Mapping Document shall also be filed if the application is successful

Where Credit Transfer has been approved, DIAC and DEEWR are to be advised through PRISMS of the change in course duration and therefore the duration of the Student Visa.

- Mapping guides are available from Queensland Department of Education and the Arts. ***(Please note that even though the mapping guides are from another State they can still be used effectively in the State of Victoria).***

24. DEFERMENT SUSPENSION AND CANCELLATION OF ENROLMENT

If a student wishes to defer or temporarily suspend their enrolment, they need to contact the **Head of Training** at Bendigo Aviation Services and inform him of the reasons for deferment or suspension.

The **Head of Training** informs the **Compliance Manager** who will convene a meeting to assess the student's request.

A student may be granted deferment or temporary suspension from their studies only on compassionate grounds or due to compelling circumstances (e.g. where a medical certificate states that a student is unable to attend classes or fly). If deferment or temporary suspension is granted, the **Chief Executive Officer** will:

- (a) inform the student in writing that the request has been successful; and
- (b) inform the student in writing that their change in enrolment status may affect their visa; and
- (c) record the details of the request and result on the student's file; and
- (d) notify the Secretary of DEEWR via PRISMS that the student's enrolment has been deferred or temporarily suspended.

A student may cancel their enrolment for any reason. In this situation the **Chief Executive Officer** will:

- (a) inform the student in writing that their change in enrolment status may affect their visa; and
- (b) record the details on the student's file; and
- (c) notify the **Compliance Manager** who will notify the Secretary of DEEWR via PRISMS that the student's enrolment has been cancelled;

Bendigo Aviation Services may choose to defer, temporarily suspend a student's enrolment on two grounds:

- (a) compassionate or compelling circumstances; or
- (b) misbehaviour by the student.

The **Chief Executive Officer** may make the decision to cancel a student's enrolment, based on information received from the staff of Bendigo Aviation Services.

If Bendigo Aviation Services chooses to defer, temporarily suspend or cancel a student's enrolment, then the **Compliance Manager** will:

- (a) inform the student of the School's intention; and
- (b) inform the student in writing that the change in enrolment status may affect their visa; and
- (c) inform the student that they have 20 working days to access the complaints and appeals process outlined in **4.1 Continuous Improvement** procedure; and
- (d) record the details on the student's file.

If the student does not access Bendigo Aviation Services' complaints and appeals process, then the **Compliance Manager** will:

- (a) notify the Secretary of DEEWR via PRISMS that the student's enrolment has been deferred, temporarily suspended or cancelled; and
- (b) record the details on the student's file.

Should the student decide to access the complaints and appeals process, the suspension or cancellation will not take effect until the process has been completed.

A full record of all discussions, supporting information and outcomes will be maintained on the student's personal file and maintained as an active record.

They will be made available to Government Authorities as required.

25. RELEASING TRANSFERRING DEPARTING STUDENTS

Transfer of a student shall be considered following a formal application by the student after the exhaustion or at any time during the execution of the Bendigo Aviation Services Complaints and Appeals process up to 6 months after commencing attendance at the flight training organisation.

An application for a letter of release shall be refused when:

- (a) A letter of offer from another RTO has not been presented
- (b) When there are personality issues between an instructor and the student or between students that may be resolved by mediation;
- (c) Unacceptable physical or verbal aggression
- (d) When there are outstanding fees due for education training already received
- (e) When the student has not completed required assessments and is looking to have a statement of attainment issued the complaints process has not been completed and the appeals process has not been commenced
- (f) Poor or unacceptable performance
- (g) Poor or unacceptable attendance
- (h) Breaking of any common law (in which case the visa shall be terminated)
- (i) other exceptional circumstances

A **Letter of Release for Transferring Students (Form No 19)** will be provided within **10 working days** where it is agreed between Bendigo Aviation Services and the student and evidence is available that the student does not fall into any of the categories in above. This is provided without cost to the student.

After 6 months attendance at Bendigo Aviation Services, the student may move to another Aviation College without a letter of release.

The basis for the rejection of the application shall be documented and the student advised within 10 days that they may commence action under **Bendigo Aviation Services** complaints and appeals procedure.

Records of all applications of letters of release shall be recorded on a Register of Letters of Release Applications and records shall be retained in the student files

26. ACCEPTING TRANSFERRING STUDENTS

Bendigo Aviation Services will accept a student who holds a letter of release and provide a letter of offer within 10 days of initial contact if:

- (a) The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered,
- (b) The original registered provider has provided a written letter of release,
NOTE: A letter of release can only be issued once the Bendigo Aviation Services has issued a letter of offer to the intending student.
- (c) The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her course or,
- (d) Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

The Bendigo Aviation Services shall reject a student application if:

- (a) The complaints process has not been completed and the appeals process has not been commenced;
- (b) When there are personality issues between an instructor and the student or between students that may be resolved by mediation;
- (c) Unacceptable physical or verbal aggression;

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- (d) When there are outstanding fees due for education training already received;
- (e) Breaking of any common law (in which case the visa shall be terminated);
- (f) Other exceptional circumstances.

The basis for acceptance is recorded on the enrolment form for transferring student and also on the student induction training record. This is to be issued without costs to the student. The student must be advised to approach DEEWR to ensure that there are not any requirements that necessitate issue of a new student visa.

27. EXTENDING VISAS

Bendigo Aviation Services will extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's eCoE, as the result of:

- (a) compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit); or
- (b) the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- (c) an approved deferment or suspension of study has been granted under Standard 13 of the National Code.

To extend a student's visa term, the student must apply for the extension in writing to **Chief Executive Officer** explaining the justification to their application. All records of the consideration and approval or rejection of the application to extend the visa are to be retained on the student file.

The **Chief Executive Officer** shall review the application along with the Trainers/ Assessors and other relevant members of staff and make an informed decision. Rejection of the application shall be discussed with the student and where appropriate, the student may appeal the decision as defined in our **Procedures 4.1 Continuous Improvement**.

The Student shall be advised of the outcome in writing.

Where a student's visa is extended, DEEWR will be notified via PRISMS of the extension but the duration shall not exceed the CRICOS registered course duration.

28. USE OF YOUR PERSONAL INFORMATION – YOUR STUDENT RECORD'S

Your personal details and student records may be made available to:

- any Commonwealth Government agency
- any State Government agencies and
- the Fund Manager of the ESOS Assurance Fund.

You have the right to view your records, if you would like to view your records please contact either the office admin assistant or the Operations Manager to schedule a mutually convenient time – note you will only be able to view your records under supervision of a company approved person.

We are required by several Australian Laws (including the Immigration Act 1988, the ESOS Act 2000 and the National Code) to tell the Immigration Department about: changes to your enrolment and any breach by you of your student visa conditions relating to attendance or satisfactory academic performance.

29. MEDICAL PROBLEMS

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If you get sick, you may have to go and see a doctor. In Australia, you do not go to a hospital unless you are seriously ill. You go to your local doctor who will have a surgery near your house. Surgery hours usually start from 9:00 am and the surgery may be open all day. When you arrive, the receptionist will ask you for your Medibank Private Membership card or book. Don't forget to take your Medibank Private Membership card when you go to the doctor's surgery. If you cannot leave the house, you can ring the Doctor's receptionist and make an appointment for the doctor to visit you, which will be more expensive.

If you cannot come to school, the doctor will give you a medical certificate that describes what is wrong with you and says how many days you may stay at home. Don't forget to give your medical certificate to the **Chief Executive Officer** when you return to class. You keep the original certificate and we will place a copy on your file.

In Australia, you only have to pay 15% of the cost of a visit to your local doctor, and if you are in a public hospital you do not have to pay at all. However, you may have to pay more to see a specialist or if you are in a private hospital. When you get a bill or receipt for medical service, take it with your medical card to the Medibank Private office and apply for a refund.

30. STUDENT SUPPORT SERVICES

Student Support Officer, Casey Wynne is available from **Monday to Friday 9:00am – 5:30pm and some weekends**

The following support services are to be available and accessible for all students studying with Bendigo Aviation Services. Bendigo Aviation Services will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by the school at no cost to the student but an external service may charge fees when their service is used by the student and this should be clarified by the student prior to using such services outside of Bendigo Aviation Services. Bendigo Aviation Services has no control over these external services and their charges.

- **Academic issues**

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

All students' progress and attendance is monitored and guidance and support provided where non satisfactory results are identified.

A student is able to access the student support officer to discuss any academic, attendance, or other related issues to studying Bendigo Aviation Services at any time. The student support officer will be able to provide advice and guidance, or referral, where required.

Referral Services Available	Name & Location	Contact Phone
Head of Training	Chris Gobel Bendigo	03 5443 1030 or 0427 541 498

- **Personal / Social issues**

There are many issues that may affect a student's social or personal life and Students have access to the Support officer through normal College hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised. Bendigo Aviation Services does not charge any fees for a referral

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Referral Services Available	Name & Location	Contact Phone
Counselling service	Resolutions Centre 112 Queen Street Bendigo	03 5441 5512

- **Accommodation**

While Bendigo Aviation Services does not offer accommodation services or take any responsibility for accommodation arrangements Bendigo Aviation Services is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Officer can refer students to appropriate accommodation services. Bendigo Aviation Services does not charge any fees for a referral

Referral Services Available	Name & Location	Contact Phone
Hotel	Comfort Inn Julie-Anna 268 Napier Street Bendigo	03 5442 5855
Hostel	Buzza's backpacker 33 Creek Street Bendigo	03 5443 7680
Real Estate (Rental)	CR Martin 77 Mitchell Street Bendigo	03 5440 7000

- **Medical Issues**

Student Administration will always have an up to date list of medical professionals within access from the college location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional. Bendigo Aviation Services does not charge any fees for a referral

Local medical services are as follows:

Referral Services Available	Name & Location	Contact Phone
Hospital (Emergency)	Bendigo Health Lucan Street Bendigo	03 5454 6000
Doctor	Primary Care 123 Arnold Street Bendigo	03 5441 8622
Police	Bendigo Base 221 High Street Bendigo	03 5448 1300
Dentist	Martin Vale 116 Queen Street Bendigo	03 5443 5006
Optometrist	OPSM 116/120 Mitchell Street Bendigo	03 5443 4662

The emergency phone number for an ambulance in Australia is '000'. (This number should only be dialled in an emergency and you require ambulance, police, or fire attendance.)

- **Legal Services**

Bendigo Aviation Services is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional. Bendigo Aviation Services does not charge any fees for a referral

Referral Services Available	Name & Location	Contact Phone
Free legal advice	Victoria Legal Aid 424 Hargreaves St Bendigo	03 5153 1975

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	Peter baker Barrister & Solicitor 74 Pall Mall Street Bendigo	03 5441 7300
Lawyer	Arnold Dallas McPherson 337 Hargreaves Street Bendigo	03 5445 9200

- **Social Programs**

Apart from the Student Orientation Program the Student Support Officer will occasionally organise social events that allow all students enrolled with the school to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer

Student Orientation Program

All students are required to attend an orientation day at the beginning of their studies with Bendigo Aviation Services. This orientation program is managed by the Student Support Officer and must include the following:

A tour of the school, identifying classrooms, student areas, student administration area, and any other relevant areas within the school such as toilets, fire exits, and restricted areas

If the student needs exceed our capacity we will refer them onto an appropriate external agency.

- <http://www.sofweb.vic.edu.au/wellbeing/welfare/index.htm> this webpage gives a comprehensive explanation on all facets on "Student Welfare & Guidance". This webpage is supported by the Victorian Government SOFWeb program.

31. HOMESTAY AND ACCOMMODATION

Homestay is a network of pre-checked homes that offer accommodation at reasonable rent and provide good value for the rent paid. If you have any allergies (food or pets), please notify us in advance.

The telephone bill is not included in the fees. You must have permission from your Homestay family when you wish to make a phone call. If you wish to change your Homestay, you must have an interview with our **Compliance Manager** –. If you have any questions or any doubts during your stay, speak to your family first. Do not worry about English. Your family will try to understand you and try to help you as much as they can.

32. LIVING IN BENDIGO

For detailed and ongoing information, dial onto Insearch, www.bendigo.vic.gov.au for an up to the minute assessment of all aspects of living in Bendigo.

Students

A large student population lives, studies, works and plays in the city. The city has a major tertiary institution, which teaches more than 4,000 students. Of all students studying in the city, 85 per cent also live here. The students are often young adults, aged 18 to 35.

They are attracted to the location because of lifestyle and also proximity to educational institutions. They are an active population, engaged in social and sporting and exercise activities. They almost all have computer and Internet access.

Young professionals

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Young professionals are also a significant group of the population. These residents are characterised by their relative affluence; they are likely to be employed full time in the professional or to a lesser extent managerial positions in Bendigo central business district. They are likely to be living either alone or in couple household situations, not necessarily married.

They are a highly mobile population, attracted to the location and dwelling type for lifestyle reasons primarily. They are an active, engaged population often involved in gym and exercise groups, are socially active - for example:

- nightclubbing;
- socialising with friends; and
- going to the cinema and theatre.

Some of these residents, but not a large proportion, is looking to move into separate housing within five years to start families. On the whole however they are not suggesting likelihood to start families in the near future. If you're thinking of studying in Bendigo you may need to know what it will cost to support yourself. Obvious things that come to mind are accommodation, food, clothes and child care.

We estimate that an international student requires a minimum of **\$10,000 to \$16,000** for living expenses for each academic year.

Initial establishment costs for a shared apartment, such as rental bonds for accommodation, electricity, gas and telephone, could add up to at least \$1,500. See the list on the website Insearch for more detailed information

Estimates of Rental Accommodation:

These rental averages are per week:

Boarding Houses

Boarding houses range from fairly large commercial properties to average sized houses run by private citizens. Full board, room with use of facilities, or room only are available. You can expect to pay about \$120 - \$180 per week for a single or shared room in a boarding house.

Apartments/flats

1 bedroom	\$170 - \$250
2 bedroom	\$180 - \$350

House

2/3 bedrooms	\$250 - \$400
--------------	---------------

Cost of Utilities:

Please take account of the extra cost of the use of electricity, the telephone and gas on top of your rent. The initial costs of connecting these basic services are as follows:

Connection of Gas	\$120
Connection of Electricity	\$120
Connection of Telephone	\$50

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Cost for Full Board Accommodation:

Some students select full board accommodation. Full board consists of a single room in a private home where the householder provides meals for you, and you share the life of the family. This is a good way for international students to improve their English and learn the culture fast. If five weeks notice is provided a "home stay" with an Australian family can be organised by the [Insearch](#). The cost on average for accommodation and three meals a day is \$180.00 per week.

Consumer Affairs Victoria has information on your rights and responsibilities when renting a home in Victoria. They can also help if you have a complaint or problem with your landlord. Go to the Consumer Affairs Victoria website www.consumer.vic.gov.au/students. or call 1300 55 81 81 for advice or more information.

About Bendigo Aviation Services

Bendigo Aviation Services (BAS) was established in 1972. Initially a small flying school, in the early 1980's it began operating an airline service under the name of Sovereign Airlines linking the country Victorian townships of Mildura, Swan Hill and Bendigo with Melbourne (Tullamarine). This was later discontinued. Purchased by the current owners in July 1990, it has once again grown from a small flying school conducting the occasional charter to one of the larger and more recognised and respected schools in country Victoria. Additionally it has enhanced it's charter business to the point where it now operates numerous regular charter flights each week on behalf of several clients, some of them which have been loyal customers for well over a decade. During the mid 1990's BAS also branched out into aerial work operations and was rewarded with a lucrative and sought after contract to conduct low-level power-line inspection for fire mitigation purposes on behalf of Powercor. Instrumental in implementing safety improvements for aerial patrol crews, BAS conducted this demanding work for 10 years without an incident until the tender for the contract was withdrawn. Also at this time fire-spotting operations were commenced on behalf of both CFA and the then known as NRE (now DSE). This work continued until this day as an integral part of Victoria's defence against bushfires each summer. The people at BAS continually strive to improve standards and safety in all it's operations and this is what has made it a successful aviation company today.



AIR TRAFFIC CONTROL

Bendigo is a non-towered (Class G) airfield, i.e. no full time air traffic control service is provided.

Section 2 - Now that you are here...

33. INDUCTION ON ARRIVAL

Orientation is conducted on the first day of course commencement. Its purpose is to fully inform new students of most aspects of life at Bendigo Aviation Services and provide an introduction to studying, Bendigo's costs of living, transportation, facilities and accommodation. In addition our staff will be introduced, a tour of the provider and the local area will take place and an opportunity to ask questions will be given.

Your site induction will include the following subjects with a record made on your Site Induction Record for International and Local Students:

- Site Safety induction
- Site security briefing
- Orientation to the area
- Academic progress
- Further study options that are available during and after the course of study
- Accommodation options available with the active support of the Bendigo Aviation Services Management.

Identify the important members of staff because you may need to talk with them later. Introduce yourself to the **Chief Executive Officer**, you may need him in a hurry!

34. WHAT YOU CAN AND CANNOT DO

To ensure you gain the maximum benefit from your 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 you may be asked to leave the course with notification submitted to DIAC.

You must comply with all of your Visa requirements as outlined in this handbook and as updated by DIAC from time to time. This is particularly important for attendance and successful academic performance.

In addition to meeting the requirements of your Visa, there are a large number of laws that apply to you as a student visiting Australia. The impacts of these are discussed in this Handbook. Basically, you must be of good behaviour and recognise the rights of others. If you want to look up specific details of the appropriate laws, talk to your trainer. They will be able to provide you with a list of the laws and regulations that apply.

Working with others within the institute is not a function of the Law but rather as existing in a free and amiable study environment. This requires maturity and at times, understanding. If you have any concerns about how you should act, speak with the **Heading of Training**. Remember though that if you break a law, you may be charged for that breach which will affect your stay in Australia

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

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- Acting in an unsafe manner that places you 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
- Lack of personal hygiene
- Other objectionable behaviour

You have the following rights once you have enrolled...

- To be treated with respect by others, to be treated fairly and without discrimination.
- To be free from all forms of intimidation
- To study in a safe, clean, orderly and cooperative environment
- To have personal property and your property protected from damage or misuse
- To have any disputes settled in a fair and rational manner
- To work and learn in a supportive environment without interference
- To express and share ideas and to ask questions

For non-compliance with our rules, the following applies:

- ***The Chief Executive Officer will contact you*** to discuss the issue or behaviour & to determine how the issue might be rectified. This will be documented, signed by all parties and included on your personal file.
- If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the ***Chief Executive Officer*** to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
- Should the issue or behaviour continue, you will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on your personal file.
- Should the issue or behaviour still continue, training services will be withdrawn and you will be notified in writing that their enrolment has been terminated with advice being given to DIAC and DEEWR as required by legislation.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

35. DISCRIMINATION

A fair go is your right. It doesn't matter how old you are or whether you were born in Australia or overseas, the Equal Opportunity legislation and federal anti-discrimination laws protect this right.

It is against the law for someone to treat you unfairly (discriminate) or harass (hassle or pick on) because of your actual or assumed:

- | | | |
|-------------------------|--------------------------------|--------------------------------|
| • Age | • Lawful sexual activity | • Pregnancy |
| • Carer status | • Marital status | • Race |
| • Disability/impairment | • Physical features | • Religious belief of activity |
| • Gender | • Political belief of activity | • Sexual orientation |

It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to hassle or victimise you because you have done so. It is also against the law to authorize or assist another person to discriminate against or harass someone.

36. SAFETY

The Occupational Health and Safety Act is strongly enforced in Victoria. It means that you cannot be placed at risk through anything that you may be asked to do by Bendigo Aviation Services. Your trainers have been specially trained in Bendigo Aviation Services safety standards.

Should you be asked to do anything you feel is unsafe?

- stop,
- advise the instructor of your worries and do not proceed
- stop anyone else with you from doing anything unsafe.

It is the **Chief Executive Officer's** responsibility to keep you in a safe working environment and he must not allow any work to be done that is unsafe.

Uses of all tools of trade are addressed in the safety units within each course. Safe Work Method Statements are also available for each physical activity within the course.

We are an alcohol and drugs of abuse free flying school: arriving intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or otherwise acting dishonestly, then you may be reported to DIAC and the Police for appropriate action.

If you act unsafely, then you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.

37. SATISFACTORY PROGRESS

Students who do not have satisfactory academic progress will be reported to DIAC. As a general rule more than one failure in a unit or failure in more than two units in any semester will trigger a review of academic progress by us.

You can only repeat a unit once.

If at the end of the review we are not satisfied with your academic progress or if you fail more than one unit or you fail a unit a second time, you will be reported to DIAC as being in breach of your visa conditions.

38. FURTHER STUDY

Graduates of the provider courses may seek credits to the relevant degree programs in Australian Universities. There is no guaranteed entry into University programs; however as a general rule students with high marks will have the best chance of being accepted by a University.

39. COMPLAINTS AND APPEALS PROCEDURES

Bendigo Aviation Services utilises **ACPET** as its independent authority. Their contact details are as follows:

**Australian Council for Private Education & Training
National Office**

Suite 101, Level 1, 126 Wellington Parade, East Melbourne, Vic 3002, Australia
PO Box 551, East Melbourne, Vic 8002
Ph: (03) 9416 1355 Fax: (03) 9416 1895 Toll-free in Australia 1800 657 644
E-mail acpet@acpet.edu.au

This e-mail address is being protected from spam bots, you need JavaScript enabled to view it ;
Website www.acpet.edu.au

Bendigo Aviation Services offers this service at no charge to students.

Bendigo Aviation Services has two processes in place to handle student's complaints, one is informal and the other is formal;

Informal Process

The student can contact the parties directly and discuss the matter at the time and this will hopefully resolve the problem.

The informal process can take the format of a verbal or written communication to the parties concerned, a trainer, the ***Compliance Manager*** or the ***Chief Executive Officer***.

A complaint made through this process to a staff member of the college will be undertaken in a timely matter (no longer than 10 days).

Depending on the complaint a staff member of the flying school may seek additional advice and in discussion with the student and the ***Chief Executive Officer*** refer the matter to a more skilled professional or an appropriate authority.

If this process does not solve the problem to the student's satisfaction then the student has the option to follow the formal complaints process.

Formal Process

When a student decides to take the formal approach they fill out a ***"Complaints and Appeals" Form No: 5*** stating their complaint clearly.

Once the form is completed it is then submitted to the ***Compliance Manager*** and is recorded in the student's file as being received.

NOTE: This process must commence within 10 days of the written complaint being received

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made. The ***Chief Executive Officer*** may decide to refer the matter to an external authority or to a suitably skilled and qualified professional. The student is entitled to be represented by a support person.

Where the complainant is not satisfied with the outcome, the matter may be referred to the ***Chief Executive Officer*** for review by an independent mediator such as ***ACPET***. The complaint will be investigated fairly and objectively and details of the investigation will be provided in writing for the complainant. The details will state the outcomes and reasons for the decisions made.

A copy of the all documentation, in particular the complaint and the outcome, is placed in the student's file with a statement of agreed outcome signed by the ***Compliance Manager*** and the student.

Where the complaint is referred to an external authority the college unless otherwise directed will be deemed to have dealt with the complaint.

Where the resolution or outcome of a complaint requires a documented change to policies and procedures, the ***Compliance Manager*** notifies the relevant staff of the change to ensure that the procedure for document change followed with the appropriate records is made.

Appeals Following Complaints

Bendigo Aviation Services maintains a supportive and fair environment, which allows training participants to appeal their assessments or recognition decisions within one week of being notified of the decision or within 4 weeks of the assessment date, whichever is longer.

Appeals are ideally resolved as amicably as possible using this formal appeal process.

We will adhere to the *National Complaints Code* to respond to appeals of assessment about vocational education. This means that our appeals process will be:

- well publicised and explained;
- accessible so you can lodge complaints by phone, electronically or in writing;
- fair and protect your rights;
- free so you can lodge a complaint without charge;
- handled in a manner that protects your privacy;
- transparent, equitable, objective and unbiased;
- comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct etc;
- implemented effectively and efficiently to ensure complaints are resolved within an acceptable timeframe;
- monitored, recorded and reported to the appropriate people; and
- an input or trigger point to our continuous improvement process.

The student should initially discuss the assessment outcomes with the relevant trainer.

If this does not resolve the matter, or if the trainer is an active respondent to the appeal, then the appeal is recorded on a **Complaints and Appeals Form (Form 5)** and submitted to the **Chief Executive Officer**.

The **Compliance Manager** records the Student's dispute on an **Improvement Request (Form 16.)**

The dispute is recorded in the **Register of Continuous Improvement (Form 41)** by the **Compliance Manager** and written notification is included on the student's file.

The **Chief Executive Officer** assembles the following information or documents:

- Past Student record;
- Attendance registers;
- Assessment tools and assessment data; and
- Any other supporting documents.

The appellant may deliver their own version of the problem to the **Chief Executive Officer** and request a support person be present.

NOTE: If the Chief Executive Officer is deemed unacceptable to the student, then ACPET takes over.

Consideration is given to the issues raised and an attempt to resolve the appeal to the satisfaction of the appellant is made.

The submission and the final outcome of the appeal is recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal and the reasons for the decisions made. A copy of the communication is placed in the student file.

No appeal mechanism exists beyond this point in the appeals process.

Where the outcome is in support of the student, then changes shall be made within the continuous improvement process and the student advised within 5 days of the change being made.

40. LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of our students. Our enrolment form asks students to provide information regarding their literacy and numeracy requirements or any other special learning needs. In the event of LLN becoming an issue, the **Chief Executive Officer** will contact you to discuss your requirements.

Given the nature of our training within the Aviation Sector it is required that all students have a minimum English level of either 6.0 ielts or the ICAO 4.0 testing standard. It is highly unlikely that you will progress past the application process if you do have LLN issues, but if a problem is discovered as in rare cases we will assist you in every way possible by referring you to an English specialist school.

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.

41. SUPPORT SERVICES

The teaching and administrative staffs of Bendigo Aviation Services are available to provide general advice and assistance with matter such as studying, homework, accommodation, English language problems and counselling.

Students requiring special or intensive assistance will be referred to an appropriate external service. Any costs associated with the external service will be at your own expense.

42. FLEXIBLE LEARNING STRATEGIES & ASSESSMENT PROCEDURES

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 and where possible alternative learning/assessment strategies will be provided to you. This may, for example, be on-or off-the-job assignments or projects.

43. COMPETENCY BASED-TRAINING AND ASSESSMENT

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. This is listed in the course brochure and also the course details listed on www.ntis.gov.au/national training packages.

In competency based training you have to demonstrate the skills that you are learning. These are recorded to provide evidence of your skill should anyone ask in the future. You will be asked to perform within the group and you must be aware that at all time, you are learning and being assessed even if it is a group activity.

Get involved, do not hang back and hope you are not noticed.

44. ASSESSMENT

Assessment is carried out by the comparison of your skills and knowledge, against the requirements of the Standards.

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your trainer 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.

It is in your long term interests to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way

45. 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.

Section Three – Graduation

46. GRADUATION

Once you have successfully completed all of the units of competency required by your course, you will receive your Certificate.

The Certificate lists the qualification gained and all of the individual units that make up the subjects within the course.

This is an important document and should be stored carefully. You will have to present it if you are applying for courses at any other Registered Training Organisation. It may also be required by an employer or other person if you have applied for and been granted an extension or variation to your Visa.

Incomplete Qualifications

If you leave the course without actually completing and being deemed competent in all of the assessments in full, then you are only entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been competent in during assessment.

47. WORK OPPORTUNITIES

While you are studying in Australia, you are not able to work more than 20 hours per week. Once you have completed your studies, you may apply to DIAC to change your type of Visa or to get an extension to your Visa to enable to remain in Australia and commence another course.

If you obtain part-time work while studying, you must make sure that you do not work more than 20 hours per week. The employer can be in trouble also for employing you while you are on a student Visa. Studying does not mean a working holiday.

48. REISSUING QUALIFICATIONS

If you need additional copies of your qualification, then application must be made to the **Chief Executive Officer** of Bendigo Aviation Services in writing with proof of identity provided.

Ideally you should attend Bendigo Aviation Services to confirm that it is you that is asking for the copy of the qualification and why you need it.

Other people or companies will NOT be able to get a copy of your qualification or academic record if they cannot clearly establish that:

- You have authorised this information to be released
- They are the person or company to whom the information is to be transferred
- That the necessary fee has been paid.

49. FEEDBACK

Bendigo Aviation Services actively wants your 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.

Any deficiencies are documented on an **Improvement Request Form (20)** to ensure appropriate follow up action is taken.

50. HEALTH & MEDICAL

Each public hospital has a 24 hr Emergency and Casualty department where you may seek help after hours and during weekends. Expect to wait a long time to see a doctor at a public hospital unless of course it is an emergency. You should check whether your OSHC provider covers out patient treatment.

Bendigo Hospitals & Health Services

St John of God	133-145 Lily Street, Bendigo	(03) 5443 3434	www.sjog.org.au
Bendigo Health	Lucan Street, Bendigo	(03) 5454 6000	www.bendigohealth.org.au
Anne Caudle Centre	100 Barnard Street, Bendigo	(03) 5454 6000	

Doctors are referred to as a GP, General Practitioner or MP, Medical Practitioner. A list of doctors' names, locations, and phone numbers can be found in the Yellow Pages, L-Z, under Medical Practitioners - Locality Guide for the nearest medical FTO in your suburb.

Pharmaceutical Prescriptions

Pharmaceuticals prescribed by a doctor are not free nor are they available from doctors. They must be purchased at a Chemist. If the cost of the prescribed medication is over a certain amount you get a refund of the amount over \$30.70 through OSHC provider. Pharmaceuticals prescribed under \$30.70 are not claimable. For single membership you will be able to claim a total of \$300 per year for pharmaceuticals prescriptions or \$600 for family membership, from your OSHC provider. (Refer to www.medibank.com.au)

Overseas Student Health Cover – OSHC

The Dept of Immigration requires all international students and their families (on “dependent” visa) to have medical insurance while in Australia. Currently there are four insurance companies that provide OSHC. These are:

- Worldcare Assist* - Tel: 131484 www.oshcworldcare.com.au
- Medibank Private tel: 132 331 or www.medibank.com.au
- OSHC www.overseasstudenthealth.com
- Australian Health Management Group www.oshc.com.au

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Each company provides a basic health insurance which covers the cost of consultations with a General Practitioner, blood test, x-rays, hospital treatment, some pharmaceuticals, and emergency ambulance. Make sure you know what is covered by your provider and what is NOT covered. Read the policy carefully particularly with regards to pre-existing conditions.

Membership

Your health cover membership begins the day you land in Australia or the day payment is received. New students who have paid their OSHC and are insured with "Medibank Private" will need to order their OSHC card. Your card will then be sent to your Australian address.

If you have to see a doctor but have not received your card, make sure you keep the receipt to claim the doctor's charge back at a later date. You are responsible for ensuring your OSHC remains valid throughout your stay in Australia. As long as you remain in Australia on a student visa you MUST be covered by OSHC.

Claiming a refund

To get a refund for doctors' fees and prescription medication, submit a claim form and original receipts to your OSHC provider. You should get the full amount if you have been charged the scheduled fee. For further details access www.medibank.com.au

Extra health insurance cover

You may wish to take additional insurance for services such as dental, optical, chiropractic, physiotherapy, clinical psychology all of which are not normally covered by the basic OSHC package. Check with individual insurance companies for extra cover and make sure you are aware of the conditions that apply for certain coverage.

Dental services

OSHC does not cover dental services. You will have to see a private dentist, which generally costs approximately \$50 for the first visit. You should be given a good estimate/cost of the work to be done after your first visit. If in doubt seek a second opinion. Some dentists are more expensive than others. Appointments are necessary to visit a dentist, and payment at time of service is always expected.

Family Planning

Family planning, contraceptives, and sexuality issues can be discussed with nurses, doctors, or counsellors. There are also several centres throughout Melbourne providing advice and specialist services to the community.

Other services

Counselling

Feeling homesick is normal and can affect anyone at any age. Being in a new country and new school is difficult and can be overwhelming for anyone regardless of cultural background, age, gender, and life experiences. In Australia it is common to seek help and speak to a counsellor about fears, stresses or distresses, grief, academic anxieties, relationship issues; any concern affecting your lifestyle. Counselling can help you achieve and maintain a balanced and healthy lifestyle.

"Lifeline Victoria - Personal and Family Counselling" unit provides personal and marital counselling for people of all ages who want to make changes in their lives. Lifeline (phone 13 11 14 open 24hrs) is a safe and supportive environment adhering to respect of an individual and maintaining confidentiality of all its cases.

51. FAMILY SUPPORT

If you are an undergraduate student, your spouse (husband/wife) is only allowed to work a maximum of 20 hours per week. You and your spouse must apply for work rights after the commencement of your course. Spouses of Post Graduate students (student visa 574) are permitted to work full-time, after the commencement of your course, and only 20 hours beforehand. For spouses of AusAID scholars, please contact DIAC (See Info Sheet 7 for contact details). Currently there is relatively high unemployment in Australia, and unskilled jobs can be hard to find. It would

be unrealistic to expect your spouse to earn enough money to cover the living expenses of your family. For more information about finding work, refer to Info Sheet 7.

Social

Your spouse and children will have to adjust to life in Australia, just like you did. There may be difficult times in the first few months as they adjust to different roles. For example if your spouse is leaving a job to come to be with you, he/she will need to be mentally prepared for the temporary loss of their job and their new role of caring for the children. Without the usual support from relatives and friends, family members may feel very isolated and lonely, more so if they are not confident with their English. Children may also find it hard adjusting to a new school and making new friends. While studying full-time you may not always be able to help or spend time with them. Some couples encounter problems in their relationship because of the new stresses placed on them. In some cases these stresses may seem overwhelming and lead to conflicts. If you feel situations at home are beyond your control, it is important to find help immediately.

It is an offence under Australian law for a spouse to abuse (physically and emotionally) their family. There are strict penalties associated with this. One useful contact is Relationships Australia - <http://www.vicnet.net.au/community/issues/relationships/>

Parenting styles in Australia may be very different from the accepted way in your country. Children of a young age cannot be left at home without adult supervision. (See Child Care) The government can step in if children are found to be unattended or in need of care and protection.

Bringing your family to Australia

While we encourage all students to come alone at first, we understand that this may not always be possible. Past students have told us that having their family here was very comforting, but they also said they had to prepare themselves for this in many ways. During the few months waiting time, you can settle into your course of study, find suitable accommodation, and secure places for your children in Child Care or Schools. AusAID students will not receive any family allowance if accompanied by their family (unless you are an APS AusAID student.)

Family entry

Applications for family entry to Australia can be made under two categories:

1. Visitors visa

A visitor's visa is appropriate for family members who wish to stay for 6 months or less. Applications for visitors' visa are made directly to the Australian High Commission/ Embassy in your country. Requirements vary depending on the country but generally you will be required to show:

- bank statements with enough funds to support your family's visit while in Australia.
- proposed itinerary or return airfare tickets.

Family members who enter Australia on a visitor's visa:

- are NOT covered by Overseas Students Health Cover.
- are NOT entitled to attend government schools.
- are NOT allowed to work.
- usually CANNOT change to a dependent visa (see below) after they have arrived in Australia.

2. Dependent visas

Spouses and children of international students are considered "dependants" of the person holding the student visa. Student Dependent Visas are issued to family members who will stay for more than 6 months. Children over 18 years are not considered dependants and cannot be included in this category. The Department of Immigration and Citizenship (DIAC) has conditions which must be met in your home country before a student dependent's visa can be issued. These include:

- family entry application and associated fees
- proof of relationship to you (e.g. marriage certificate or birth certificate)

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- payment of family medical insurance (centres preferred health care provider is Medibank Private™)
- the dependant's visa must not exceed the length of your own visa. Your dependants must return home either before or at the same time as you.
- personal health clearances for all members
- clearance of character checks
- a Confirmation of Enrolment (COE) for all children of school age (see schooling) It is important that your family does NOT leave home until all the entry requirements have been met, and a visa has been issued.

AusAID conditions

- A spouse can study in Australia for up to 3 months. If the spouse wishes to study for more than 3 months, then they will need to apply for their own student visa (This can be done in Australia or at home).
- For spouse work hours please contact DIAC for conditions specific to your award. Refer to the DIAC Website, www.immi.gov.au
- If no family member accompanies the AusAID student in Australia, then they are entitled to a re-union airfare after completing their 1st year of study (this is arranged before the student comes to Australia and is not to be used to bring family members out).
- Reunion airfares are available annually, except for final year.
- Students need to book their own airfare and then the institution pays

Schooling

All children of school age from 5.5years -17 years old are required to attend school. You can choose between public schools (State Schools), which are funded by the Victorian Government, or private schools which are generally more expensive. All classes in State Schools are co-educational in sexes with most private schools being single sexed. Some schools provide strong support to children from a non-English speaking background. School fees will vary depending on the school and grade of your child. The part-fee that is charged for dependents children varies according to the level of schooling for which they will be enrolled. The annual school fees for 2008 are approximately; (these fees are subject to change).

- Pre School/Prep (age 4 - 5): \$8000 per annum, not compulsory
- Primary School (age 5 - 12) \$8000 per annum, compulsory
- Junior Secondary (ages 13 - 15): \$8000 per annum, compulsory
- Senior Secondary (ages 16 - 18): \$8800 per annum, not compulsory In addition to school fees, the school may ask parents to pay a school levy or contribution. This levy covers the cost of books, pencils, writing pads, school excursion fees, etc. School uniforms are an additional cost.

Enrolling your children

Once you have selected a school go to. You will provide the Education Victoria International with evidence of your enrolment at the centre, details of your children and, the school you wish to enrol them in. Pay the Overseas Students Health Cover (OSHC) at the family rate to your health care provider, if you have not done so already. If attending a public school submit a cheque with payment notification to Education Victoria International for a minimum of one semester school fees per child.

They will then issue you, with a COE for your children. Send the COE to your family overseas who can then obtain a visa from the Australian High Commission/ Embassy.

Child Care

When you and your spouse are unable to personally look after your children you may have to use a Childcare centre. Childcare centre has qualified child care workers who can care for young babies up to children 5 years old. Australian law requires that children under the age of 12 must be fully supervised at all times. It is against the law to leave young children home alone. Childcare centre operates between 7am - 6pm. All centres are registered with the government to ensure a minimum standard of care is maintained. Some childcare centre requires you to provide milk, fruit, and other snacks for your children. Another alternative is

Family Day Care, which is a home, based child care where your children are cared for in private homes by people who have been registered and approved by Family Day Care. There is a limitation to the number of children one carer can look after in their home. Care is provided for children up to 12 years of age. While these carers may not have the full facilities of a centre (e.g. playground, educational books, etc.), they offer flexible hours and can give more individualised attention. They may also be in your local neighbourhood. Short-term care may also be arranged depending on family circumstances.

Out of School Care is for children of school age, most schools provide a Before School Hours Care (BSHC), 7-9am, and Out of School Hours Care or After School Hours care (ASHC) programs, 3-6pm. Childcare and Out of School Hours Care are all run on a fee-paying basis. Childcare fees depend on the type of care (regular or casual) and the hours attended. While costs vary between centres, the average cost for a full day at Childcare is approximately \$45. BSHC cost approximately \$3.00 per morning and ASHC \$8.00 per afternoon. There are normally long waiting lists for vacancies at most childcare centres. Most full-fee paying international students are expected to meet full child care fees for their children. Students sponsored or subsidised by the Australian Government may be eligible for child care fee relief.

Fee-Relief

Some students on scholarships may be eligible for financial assistance with child care fees. There are 2 forms of assistance:

- 1. Child Care Assistance:** Through Centrelink care, a subsidy of up to 85% of the cost of child care is available depending on income levels. Further information can be obtained from a Centrelink office in Victoria, or call **136150** or look up the web page www.Centrelink.gov.au
- 2. Child Care Cash Rebate:** Medicare also provides a Child Care Rebate for some of the fees. Further information can be obtained from a Medicare office or call 13 2861.

Child care access Hotline: 1800 670 305

For up to date information on:

- Child Care services in your area
- the type of care available
- Government help with the cost of child care, but remember the process of applying can be complicated.

53. IMMIGRATION

Student visa

A student visa allows you to enter and remain in Australia as a temporary resident for a specified period of time. *International students are ONLY considered residents for taxation purposes.*

All student visas are multiple entry visas for the duration of your course. Australian immigration laws are very strict and students who do not comply with the visa conditions may, in certain circumstances, have their visas cancelled. The penalties for non-compliance of a Student Visa condition can be severe and may include exclusion from Australia for 3 years.

Conditions of a Student Visa

Some mandatory conditions are:

- **8202** - You must satisfy attendance and/or course requirements & maintain a valid enrolment for your chosen course of study.
- **8101** - You (and members of your family) must not work unless you have been granted permission to work after starting your study (Refer to Info Sheet 7 - Employment).
- **8501** - You must maintain your approved Overseas Student Health Cover while in Australia (Refer to Info Sheet 5 - Health & Medical).

- **8206** - You must remain with the education provider (i.e. QUT) with whom you originally enrolled for the first 12 months of your course or if your course is less than 12 month, for the duration of the course. If you are in a packaged program, you must stay for the first 12 months of the principal (or main) course and for the duration of any prerequisite course/s. Only in exceptional circumstances will you be allowed to change education provider during the first 12 months.
- **8533** - You must inform the centre of any change of address within 7 days.
- **8202** - You must maintain a full-time study load i.e. at least 75% of the standard normal semester study load (which for the majority of courses is 48 credit points but you should check your particular course to ensure that you are complying). It is important that you be aware of all the conditions of your visa which can best be viewed via the Department of Immigration and Citizenship (DIAC) website at www.immi.gov.au/students/students/573-4/index.htm

Applying for a new Student Visa

You will need to apply for a new student visa:

- if your current student visa is expiring AND you need to stay longer to complete your course
- if you have completed a qualification and have been accepted into a new course (except under a package offer)
- if you change from one university (or educational provider) to another The likelihood and requirements to apply for a student visa onshore (i.e. in Australia) will depend on which country of nationality you are from and which educational sector you are applying for eg. ELICOS, TAFE, University.

A complete list of visa subclasses and assessment levels and forms can also be found at <http://www.immi.gov.au/allforms/pdf/1219i.pdf>. There are facilities to apply for a visa online, please check the latest information by going to <http://www.immi.gov.au/allforms/booklets/index.htm> and also see On-line application section, under "Applications & Forms."

Factors & Requirements

Provide Confirmation of Enrolment (COE) for a full-time course of study registered by the Australian Government for overseas students:

- Offer letter from the training organisation
- have evidence of having obtained Overseas Student Health Cover - OSHC (see Info Sheet 5)
- capacity to cover cost of airfares, tuition fee, and living expenses for the period of your course
- be a genuine student intending to undertake studies, abide by visa conditions and depart on completion of authorised stay
- capacity to support any family members including arrangements for the education of any school-aged dependent
- have sufficient English language comprehension for the course they will undertake
- meet Australian health and public interest requirements.
- IAC Application fee \$430

On-line visa applications

You can apply on-line for:

- A further Student Visa and/or
- Student visa with permission to work.

To apply on-line you must be 18 years of age, hold a valid visa, and be enrolled in a course. You will also need a credit card for payment of the visa (\$430 for Student Visa or \$60 for permission to work). Visit DIAC's website (www.immi.gov.au) to apply online. Choose the type of visa wanted, read the General Information pages, agree to the Terms and Conditions, and fill in the application screens.

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After lodging your application a Transaction Reference Number (TRN) is assigned to you as your receipt no. You MUST print this. You MUST go to the Next screen & print the document checklist specific to your education sector and assessment level. DIMIA will contact you by email or phone within 3 working days to advise you of the next step. Most students will have an appointment made for an interview and will be advised to bring all documents to the interview. You will be assessed at interview and, where possible, a decision will be made. If necessary an automatic Bridging Visa will be granted. If you are applying for permission to work, you will be provided electronically with a declaration, for the FTO to complete, certifying that you have commenced your studies. If you can not make an eVisa application; or if an error message occurs, you should contact DIAC to make an appointment for an interview. **Phone 131 881**

Visitor's visa

If you want to stop studying but still remain in Australia you maybe able to transfer to a visitor visa. Similarly if you would like to stay in Australia to attend the graduation ceremony a visitor visa is your only option. Also, you have to be cautious to change to a visitor's visa if you intend to apply for PR afterwards, as there may be restrictions attached to a visitor's visa. Students from some countries may NOT be able to change from a visitor visa back to a student visa AND still remain on-shore i.e. in Australia. You will NOT be permitted to stay longer if you have

'**8503 No Further Stay**' as a condition of your student visa. You must apply for your visa at least 4 weeks BEFORE your current visa expires. The requirements for a visitor visa are:

1. you have complied with the conditions of your student visa, and
2. be able to meet the criteria for a visitor visa, that is
 - must be of good health & character
 - you must not undertake employment during your stay as a visitor
 - you are not completing a course of study or undertaking a new course
 - proof that you have completed your course, i.e. Official Academic Transcript
 - proof of funds to support yourself and funds for return fare i.e. bank statements approx. \$1000 per month, PLUS actual return ticket or sufficient funds to purchase one.
 - show flight details /itinerary of departure
3. Pay the DIAC application fee \$205 (short stay up to 3 months).

Migration help

If you require any assistance with migration matters speak to an ISS adviser about your situation to determine whether professional assistance is needed. Also visit the DIAC website at www.immi.gov.au or telephone them on **131 881** (there may be extensive waiting times on these telephone calls). The frequently asked questions section on the DIAC website is useful for providing some answers to common issues. A registered migration agent can provide you with information or advice concerning immigration matters. You can find a registered migration agent by searching the Register of Agents on the Migration Agents Registration Authority (MARA) website www.themara.com.au

Department of Immigration and Citizenship (DIAC)

Tel - 131 881

Refugee and Immigration Legal Services (RAILS)

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RECEIPT

I herewith confirm that I have read this Student Handbook and understand the contents. I agree that I will follow the rules and requirements that are listed in the student handbook and will at all times work to adhere to Bendigo Aviation Services and immigration department of (CRICOS) regulations.

I have been given orientation training that discusses the requirements under the National Training Packages and the course requirements including further study options.

I have had the attendance and performance criteria within student visa highlighted to me. Possible accommodation options were discussed.

Name:.....

Signature.....

Induction Date.....