

The Redcliffe Aero Club
Student Pilot Handbook

REDCLIFFE AERO CLUB
TRAINING SERVICES

(RTO No. 30186)



CODE OF PRACTICE

STUDENT PILOT

HANDBOOK

**Certificate IV (CPL) and
Diploma (Instrument rating)
courses**



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1. CODE OF PRACTICE

The profile of Redcliffe Aero Club is directly linked to its ability to be accepted as a body responsible for the provision of professional and quality training. Its successful existence depends on the clientele of industry and consequently all services are designed and conducted to serve industry as well as the needs of all students and trainees attending courses.

As a **Registered Training Organisation (RTO) Redcliffe Aero Club** complies with the following minimum requirements in addressing the **Australian Quality Training Framework (AQTF)**:

- **Legislative Requirements**

Redcliffe Aero Club meets all legislative requirements of State and Federal Governments. In particular Workplace Health and Safety, Civil Aviation Act and Regulations, Privacy Act and Vocational Education Training and Employment Act are met at all times.

- **Quality Focus**

Redcliffe Aero Club has a commitment to providing a quality service and focus on continuous improvement. We value feedback from trainees, staff and employees for incorporation in future programs.

- **Marketing and Advertising**

Redcliffe Aero Club markets its training courses and services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons will be drawn with any other training organisation or training product.

- **Student Services**

We have sound management practices to ensure effective student service. In particular we have client service standards to ensure the timely issue of trainee assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes Recognition of Prior Learning Procedure, a fair and equitable Refund Policy, Complaints and Appeals Policies, Access and Equity Policy as well as student welfare and guidance services. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

Our trainee information will ensure that all fees and charges are known before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

- **Refund Policy**

Course bookings may be transferred to an alternate date or a full refund will be granted if two weeks' notice is given. Written confirmation is required:

- (a) If a course participant cancels a course less than two weeks prior to commencement, the deposit will not be refunded.
- (b) If a course participant cancels a course or part of a course after course commencement, a refund will be made of balance of monies held in trust.

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2. HARASSMENT POLICY

Harassment / Discrimination Policy

Redcliffe Aero Club is committed to providing a workplace and club environment that is free from any harassment or discrimination of any sort.

To achieve this we will provide equality of opportunity for all employees, members and visitors, by observing all relevant legislation relating to equal opportunity and discrimination.

This commitment will be met by providing and conducting an annual education program. Procedures for communication and conciliation in dealing with complaints have been established, together with an effective process that will resolve any grievances.

All employees and members will ensure that legislation and guidelines relating to equal employment, anti-discrimination and harassment are followed and adhered to.

Advice on all matters may be sought from the club president who is the designated Equal Employment Opportunity (EEO) contact officer.

Harassment & Discrimination

Redcliffe Aero Club will not tolerate harassment or discrimination.

- **Definition**

Harassment is an unwelcome, unsolicited, unreciprocated behavior of a sexual, religious, racial or personal nature.

Discrimination is making a choice based on irrelevant factors, often as a result of prejudices held about a particular group of people. To determine whether one person has discriminated against another person involves a comparison between how the latter is treated and how a person of a different status (sex, race, religion, physical features or disabilities) is or would be treated.

- **Club Position**

As a legal entity Redcliffe Aero Club is responsible for the actions of all its employees and members, even if those actions occurred without the club's knowledge or approval.

Should the Human Rights and Equal Opportunity Commission or relevant state authority find that a complaint of discrimination or harassment was not dealt with fairly and quickly, then the Redcliffe Aero Club may be required to make a settlement.

The Management Committee has a responsibility to ensure that all claims are handled quickly and fairly.

The Management Committee will, on an annual basis, conduct training for all employees and members.

The Management Committee's delegated person or appointed EEO contact officer will maintain confidentiality in dealing with suggestions or allegations of harassment or discrimination. The identity of the complainant/victim and the alleged discriminator/harasser must not be disclosed to any one outside the context of an investigation.

- **Seeking Advice**

If a person is unsure whether discrimination or harassment has occurred, or does not want to make a complaint for some reason, they can approach the appointed person EEO contact officer.

- (a) This EEO contact officer will provide information about what constitutes discrimination and harassment.
- (b) Discuss what alternative action can be taken.
- (c) The complainant will be asked in the first instant to speak to the person and request they desist with the harassment or discriminatory behavior.

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● Making a Complaint

If a person wishes to make a formal complaint regarding discrimination or harassment, they should report the matter to the duty manager, management's appointed person or EEO contact officer.

- (a) The management's appointed person/EEO contact officer will arrange for the complainant to be interviewed formally so that the allegations are heard in full. The complainant can take another person to the interview.
- (b) The complainant will be asked to make a full written statement which is to include:
 - The nature and circumstance of the allegations.
 - The names of any witnesses.
 - The complainant's signature and the date the statement is made.
- (c) Allegations of discrimination or harassment are serious and should not be discussed with anyone who does not have a genuine responsibility for solving the problem.
- (d) It is essential that the matter not be discussed with any person who is not directly involved. Harassment of witnesses or others involved in the complaint may result in further action.
- (e) No records will be kept on the personal file of persons making a complaint or seeking advice although all documented actions will be recorded and archived.

● What Happens Next

- (a) The alleged offender will be interviewed and a written statement taken.
- (b) Witnesses (if any) will be interviewed and a written statement taken.
- (c) The evidence will be evaluated.
- (d) If discrimination or harassment is found to have occurred, appropriate action will be taken against the offender. The EEO contact officer or appointed person would ensure that no further victimisation occurs.
- (e) If the person believes that their case has not been heard fairly, they have the right to take the matter direct to the Human Rights and Equal Opportunity Commission.

● If the Complaint is not Substantiated

- (a) Inform the parties concerned of the finding.
- (b) Explain to the complainant why the finding was made, whether there was insufficient evidence to support the allegations or the conduct does not amount to discrimination or harassment.
- (c) Attempt to reconcile the two parties, e.g. apology and/or reassign.
- (d) No records are to be kept on personal files.

● If the Complaint is Substantiated

- (a) The Management Committee will decide what course of action is required. The decision will be influenced by how serious the case is and whether it is a first offence.
- (b) Possible action.
 - Elicit a sincere apology.
 - Relocate the offending person to another shift, area or location.
 - Disciplinary actions as appropriate.
- (c) No record will be kept on a personal file.
- (d) If a person believes that the case has not been dealt with fairly, they have the right to refer the case to the Human Rights and Equal Opportunity Commission.

References

Queensland Anti-Discrimination Act 1991
Human Rights and Equal Opportunity Commission Act 1986
Countering Sexual Harassment - A Manual for Managers/Supervisors CCH
Queensland Anti-Discrimination Commission

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3. PRIVACY POLICY

Privacy

We understand the importance people place on their privacy and personal information. As such we take your privacy very seriously and comply with the requirements of the National Privacy Principles of the Commonwealth Privacy Act and (2001) where they apply to our dealings with you the participant.

In some cases we will be required by law to make participant information available to others such as Registering Bodies from State or Federal Government Departments. In all other cases we ensure that we will seek the written permission of the participant.

The relevant Privacy Principles are summarized as:

Collection

We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.

Use and disclosure

Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.

Data quality

We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.

Security

We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.

Openness

We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.

Access

The individual will be given access to the information held about them, at their request. This includes anything held on the participants file including assessment results and participation records.

Anonymity

Wherever possible, Redcliffe Aero Club will provide the opportunity for the individual to interact with them without having to identify themselves.

Sensitive Information

We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

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4. ACCESS AND EQUITY POLICY

Federal and state laws prohibit discrimination because of race, colour, religion, sex, mental or physical impairment, marital status and other characteristics in practices including conditions of employment and acceptance onto courses. It is our policy and intent to comply with all applicable state and federal laws prohibiting discrimination.

Redcliffe Aero Club practices are based on the premise that a person's value is determined by character, loyalty, education, experience, performance and behaviour.

5. WELFARE AND GUIDANCE

Redcliffe Aero Club undertakes a duty of care towards its students. Course counselling will be given when required or requested. Students will be helped should they need assistance in approaching external counselling bodies. Please speak with any member of staff with whom you feel comfortable if you require any guidance.

If your needs exceed our support capacity we will refer you onto an appropriate external agency. You can seek support immediately by contacting:

Police/Fire/Ambulance	Ring 000
Interpreting Services:	13 14 50
Poisons Information Centre	13 11 26
Abortion Grief Counselling	1300 363 550
Alcohol and Drug Information Serv.	1800 177 833
Domestic Violence helpline	1800 811 811
Family Drug Support	1300 368 186
Lifeline	131 114
Men's Line Australia	1300 789 978
Pregnancy Counselling Australia	1300 737 732
Pregnancy Help Line	1300 139 313
Quitline	13 18 48
Salvation Army	1300 363 622
Statewide Sexual Assault Helpline	1800 010 120

6. HIRE CHARGES AND PAYMENTS

Hire charges are fixed by the management and are subject to periodic review. Current rates are available on request from the School staff.

Charges for all training sessions (dual or solo) are based on flight time; defined as *'the time from engine start up to engine shut down upon completion of the flight'*, plus pre-flight ground briefings.

Payments for flight training shall be made either at the completion of each lesson or by establishing monies in credit prior to commencement of flight training.

Private hire accounts shall be charged from engine start up to engine shutdown on completion of the flight and payment shall be made on completion of the hire except where credit facilities have been established.

It is the policy of this School, due to the nature of the business, that no debt accounts shall be allowed beyond a fourteen-day period.

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7. FULLTIME COURSES AND PAYMENTS

Payments are spread over the course duration. An initial deposit of 5% is required at least five working days prior to course commencement. Further payments to be made in instalments to ensure that the account always remains in credit. Alternately, the total amount of the balance may be paid on commencement. Should any account show a nil or debit balance, all training will cease immediately and will only recommence when the account is returned to credit. All monies in credit are fully refundable should you decide to leave the course at any time.

Please note that costs are calculated on the minimum requirement of each licence level as specified by the Redcliffe Aero Club's Syllabus of Training. Prices are current as of the date of last review and are subject to change without notice.

8. RECOGNITION OF PRIOR LEARNING / CURRENT COMPETENCIES

You may be able to receive recognition of competencies you have acquired and/or training you have undertaken at other flying schools, colleges or universities, provided both of the following:

- (a) These courses fit into the general framework of standards and competencies as set out in the Civil Aviation Safety Authority's (CASA) Day VFR Flying Training Syllabus for Aeroplanes
- (b) You supply documentary evidence of prior learning so that these competencies can be assessed.

- **Documentary Evidence Required**

You must supply copies of training records, logbook, licences, certificates and results of courses and modules or units that you have undertaken and/or completed in a formal training setting.

If you are unable to supply the required documentary evidence, you will not be eligible for credits from the previous training or competencies sought.

- **Procedure for Applicants**

To apply for recognition of prior learning / recognition of current competencies:

- (a) Gather all relevant documentary evidence (see above) relating to training and experience in the competencies for which recognition is sought.
- (b) Arrange for an interview with the Chief Flying Instructor who will assess the evidence supplied and if necessary may request you supply additional evidence.
- (c) The Chief Flying Instructor will contact your previous flying school to obtain your student records. These will be used to verify the evidence you have supplied.
- (d) After reviewing all documentary evidence, the Chief Flying Instructor may require further evidence of competency through one or both of the following:
 - Assessment of flying skills
 - Testing of theoretical knowledge.
- (e) The Chief Flying Instructor shall, on the basis of the evidence, determine the recognition to be given. This shall be recorded on [RPL form RAC0044] and the applicant's student records.
- (f) The Redcliffe Aero Club will advise you of the outcome of your application.
- (g) If you are not satisfied with the outcome, you may appeal in accordance with the Appeals procedure (detailed in this handbook).

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9. ASSESSMENT

Assessment methods used in our courses provide for the demonstration of competencies to the required standard.

A variety of assessment methods appropriate to the performance criteria are used in the course, including:-

- **Practical Flying skills**

The completion of a specified task or set of procedures normally performed under close supervision.

- **Oral Questioning**

A response is provided to a series of oral questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.

- **Role-Play**

Learners are presented with the opportunity of displaying behavioural and inter-personal skills in a simulated context.

- **Project**

An exercise or investigation in which the time restraints have been relaxed. A project generally requires a significant part of the work to be carried out autonomously.

- **Written Answers**

A written response item consisting of question/s with answers of a single word a few words, sentence, paragraph or essay.

- **Multiple Choice**

A question or incomplete statement followed by several options from which the student selects the best answer/s.

10. CERTIFICATION

- Course participants will be awarded the appropriate certification upon successful completion of any module, competency or qualification.

- For courses accredited under the Australian Qualifications Framework, participants will be provided with a list of competencies achieved where these competencies are aligned with endorsed competency standards.

- Where participants do not qualify for an award, they will be provided with a Statement of Attainment which identifies the modules / competencies successfully completed.

- Certification issued to trainees contains no inaccurate or misleading statements.

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- **Access and Equity**

All trainees will be recruited in an ethical and responsible manner consistent with the requirements of the syllabus and/or National Training Package. Our Access and Equity Policy ensures that trainee selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

- **Literacy and Numeracy**

All students must meet the standard set by CASA in the CARs. All students must be able to read, write, understand English and pass the literacy and numeracy test set by the Redcliffe Aero Club. Where necessary, students may be referred to external agencies for literacy and/or numeracy assessment and/or support prior to commencing their training course.

- **Training and Assessment Standards**

Redcliffe Aero Club has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessments will be conducted in accordance with the AQTF standard 8 (including recognition of prior learning and credit transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

- **External Review**

Redcliffe Aero Club has agreed to participate in external monitoring and audit processes required by the State Training Agency. This covers random quality audits, audit following complaint and audit for the purposes of re-registration.

Redcliffe Aero Club will honour all guarantees outlined in this Code of Practice. Redcliffe Aero Club understands that if it does not meet the obligations of this Code or supporting regulatory requirements, it may have its registration as a Registered Training Organisation withdrawn.

11. CREDIT TRANSFER AND ARTICULATION

Redcliffe Aero Club conducts courses that significantly increase career opportunities for participants by providing courses with National Competencies that articulate with other programs that contain such National Competencies. The courses offered will link with and provide the opportunity of credit transfers with a number of accredited TAFE and other courses.

If a course, or part of a course, is cancelled or transferred due to circumstances which are the responsibility of the Redcliffe Aero Club, a full or pro rata refund of monies held on account will be made.

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12. COMPLAINTS

A complaint or concern should be directed to the trainer responsible for the course. There should be an open and honest discussion of the issues and an attempt made by all parties to resolve the concern/s to the satisfaction of all parties.

If the above action does not result in an appropriate and acceptable resolution, the course participant should document their complaint. This should be addressed to The Manager, Redcliffe Aero Club and forwarded as soon as practicable.

The Chief Flying Instructor will then mediate a meeting of all parties concerned to resolve the complaint/s.

13. APPEALS

If the complaint is in relation to an assessment or Redcliffe Aero Club decision, the complete details need to be documented and copies of relevant assessment, learning outcomes, assessor's notes, etc. must be attached and forwarded within 60 days of the original assessment.

A review of the assessment shall be arranged within ten working days of receipt of the appeal. The Redcliffe Aero Club shall deem the result of this review final. However, if the complainant is still not satisfied with the outcome, he/she will be provided with contact details of the appropriate CASA office that they may approach for clarification.

14. STUDENT INFORMATION

Redcliffe Aero Club provides accurate, relevant and up-to-date information to all its clients prior to commencement of any course or training program.

As well as this handbook, course participants will be issued with:-

- Enrolment forms and criteria
- Total costs / fees
- Certification to be issued upon completion or partial completion
- Competencies to be achieved by course participants.