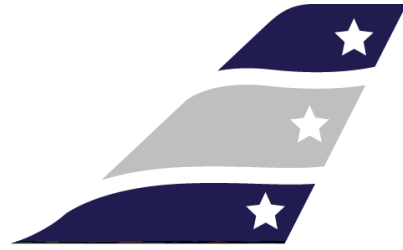


TRISTAR AVIATION



Student Handbook (International) 2017 Version 5

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TRISTAR AVIATION Co. Pty Ltd ACN 061 212 520 ABN 76 061 212 520
CRICOS 01933B RTO No.22509



NOTE

You must advise the Tristar Aviation 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 Border Protection 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 Border Protection 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 Tristar Aviation which has been serving the aviation community since 1993 in the delivery of Airline quality aviation training. Tristar Aviation specialises in the delivery of Airline Pilot and Flight Instructor training to International and local students.

This book contains all that we think you need to know. If you do not understand anything we have written here, please talk to your trainer and clarify the issues.

Tristar Aviation enjoys a convenient position with a modern, purpose-built building, offers air-conditioned classrooms throughout to ensure that training is both enjoyable and effective. As directed by Legislation at least four weeks' notice will be given to all students and trainers if we are ever going to move. This is most unlikely due to CASA requirements for such a situation.

Your learning can be accomplished over a period of time but you must meet the requirements of the timetable and you must also keep passing your assessments. The staff will help to structure the practical and theory aspects of training to suit you. It is imperative that your English or IELTS score is a minimum of 6.0 due to International and local regulatory requirement for written and spoken English.

Again, I look forward to helping you progress in your studies in Australia and wish you every success.

Geoff Fleming

G A Fleming

*Chief Executive Officer
Tristar Aviation*



USING THIS HANDBOOK

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

Tristar Aviation Company Pty Ltd ACN 061 212 520 Provider No CRICOS 01933B is a Registered Training Organisation (RTO) No 22509.

HISTORY

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

We currently deliver the following qualifications:

Diploma of Aviation AVI50215 (Commercial Pilot Licence-Aeroplanes)	Cricos Code 092298D
Diploma of Aviation AVI50516 (Instructor Rating)	Cricos Code 092300D
Diploma of Aviation AVI50415 (Instrument Rating)	Cricos Code 092299C

WHY YOU??...

Selection of successful applicants is made by both the **Chief Flying Instructor** and the **Chief Executive Officer** 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

Tristar Aviation is located at the Moorabbin Aerodrome which is situated 15 km's from Melbourne CBD. The Moorabbin Aerodrome was established in 1948 and houses a diverse range of aviation and educational businesses. The Moorabbin Aerodrome has started to become one of the fastest growing areas for "Business", due to its central location and close proximity to transport services.

Tristar Aviation
14 Northern Ave
Moorabbin Airport
Mentone, VIC 3194

ESOS FRAMEWORK

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa. In particular ESOS provides tuition protection for international students. For further details on the ESOS framework visit [ESOS Framework](#)



Key Contacts

STAFF/STUDENT SERVICES

Enrolments/Queries Fees, registration documents, payments, Certificates

Geoff Fleming, Chief Executive Officer
14 Northern Ave Moorabbin Airport Mentone Victoria 3194
Telephone Phone +61 3/9580 6200 Fax 03/



1. KEY ROLES

INSTRUCTING STAFF

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

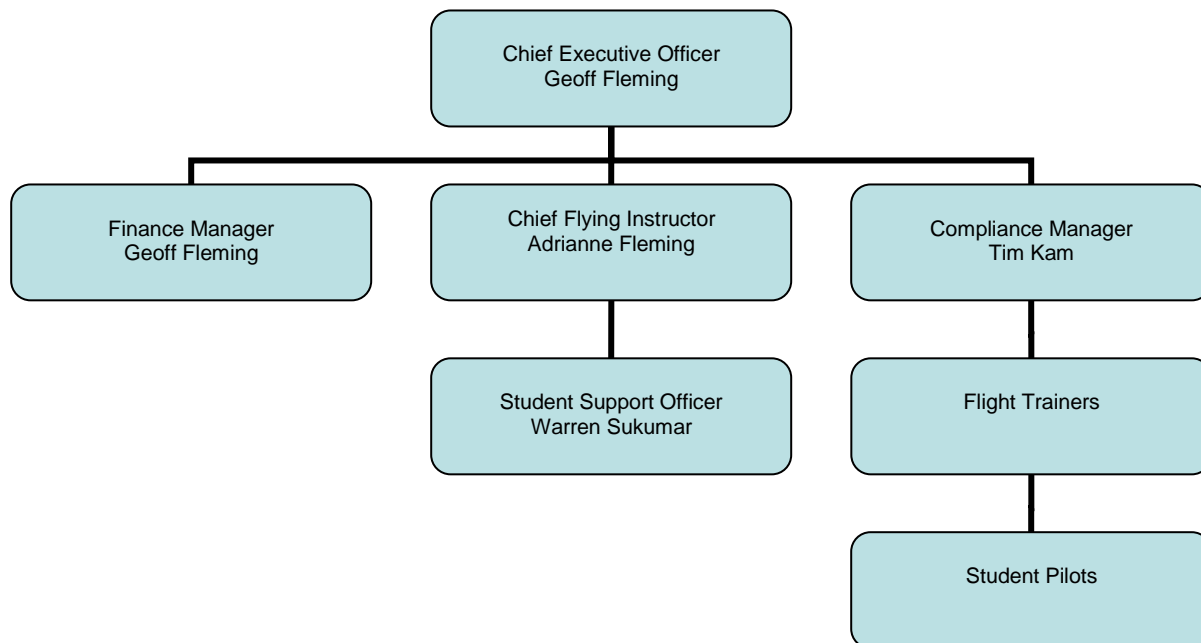
Your trainers at Tristar Aviation perform all of the training and assessments in conjunction with testing officers from the CASA regulatory authority. Trainers are responsible for the day to day course delivery of both the theory and flight training. All of the trainers training for award courses have either the BSZ40198 Certificate IV in Assessment and Workplace Training or the TAE40104 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 **Chief Executive Officer** and the **Chief Flying Instructor** are responsible for the control of the front office and receives all payments from you and coordinate your daily activities.

2. ORGANISATIONAL CHART



3. STUDENT VISA REQUIREMENTS – GENERAL REQUIREMENTS

According to the Department of Immigration and Border Protection (DIBP) 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 Border Protection (DIBP) Internet site on www.border.gov.au

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. We have the approval of ASQA to conduct training outside of these times

You may also be required to be at the flying school for more than 8 hours a day to allow for changeable weather patterns and flying conditions.

As Moorabbin is an outer suburb of Melbourne, if your training finishes after hours you will be required to organise safe transport to and from the airfield or will be escorted by a staff member to the nearest public transport stop.

4. 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 issue of your visa and eventual qualification.

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 (Academic) – www.ielts.org for further details.

For the issue of a CASA Pilot Licence the candidate will need to have a pass in the ICAO Aviation Language test with a minimum score of 4.0. This test will be conducted during the course of training.

5. 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 Tristar Aviation 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 Border Protection (DIBP) Internet site on www.border.gov.au to see how the Country Assessment Levels apply to you.

6. 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> Search under Private Health Cover.

7. STUDENT VISA REQUIREMENTS: ATTENDANCE

Tristar Aviation has adopted the DET system of attendance as per the ESOS National Code

Each study year is at least 46 weeks and you must attend for that period of time. Each week is 20 hours face-to-face training at least and follows a timetable that is issued prior to enrolment. You cannot complete our courses by distance education or self paced learning.

You will be required to attend all of the scheduled classes, unless you are sick and have a medical certificate signed by a registered doctor in Australia. If you are absent for more than 3 days, the ***Chief Flying Instructor*** from Tristar Aviation will contact you to find out where you are and why you are not attending.

You are required to sign in and out of class: if you don't then you are marked as absent, if you are late you may be marked as absent.

DET will only permit us to approve leave to students for major illness, accident or other exceptional compassionate circumstances i.e. death in the family. DET 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. Tristar Aviation will notify DET via PRISMS

8. 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.

9. 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.

10. 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!

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

The Chief Flying Instructor is the person that you should direct all problems and information requests: The Student Welfare Officer and the Chief Flying Instructor are the access and equity officers for Tristar Aviation, so if you are experiencing any harassment or discrimination, refer the matter to them in either in writing or in person if need be.

Tristar Aviation:

- 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.

Tristar Aviation 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.



12. LICENSING / REGULATORY REQUIREMENTS.

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

13. STUDENT SELECTION

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

You must be older than 18 years of age at the commencement of any course at Tristar Aviation. You must have completed Year 12 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, Tristar Aviation can refer you to do a 20 week Cert III in Vocational English (CSWE) to meet the entry requirement.

14. ENROLMENT

To enrol in any of the courses, you can:

- Request an Enrolment form through the website
- Or contact us by phone

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.

Tristar Aviation has a formal educational arrangement with Federation University of Australia for several of their Bachelor Degree programmes. For further information on these please contact the Chief Executive Officer of Tristar Aviation.

17. COMPULSORY FEES SCHEDULE

The fees schedule is available in "International Student Enrolment Agreement" (Form No 37a). Fees are payable in instalments.

Other fees payable at time of issue of eCoE

1. Overseas Student Healthcare
2. Airport pickup (if applicable)
3. Accommodation placement (if applicable)

Course fees are valid at the time of publication however are subject to change. Please confirm your course fee with the college upon enrolment. Aircraft hire rates are subject to change during your course. You will be notified of any change to the fees that impacts you.

Tristar Aviation incurs additional costs and fees associated with its Federal Government approval to train overseas students and administration in the delivery of training to overseas students. Consequently, included in our course fees are overseas registration fees to cover these costs. Overseas students are hereby notified that the course fees for Overseas Students are approximately 15% higher than for Australian Citizens. Where the GST applies to course offered, the tax is included in the advertised fee.

Landing Charges (for "full stop" landings) and en-route navigation charges are applied by Airservices Australia and access charges are imposed by the local airport operators. These charges are included in your course fee for the syllabus items connected to your training. However any additional landing fees and air navigation charges incurred in additional flying to meet the required standard will also be charged to student at the time the training is undertaken. Additional charges when incurred are invoiced separately each month.

18. REFUND POLICY

The following refund policy is provided in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

The request for refund is made in writing to the Chief Executive Officer using the Fee Refund Policy and Application.

Please note: Where the student withdraws from the course without notification or breaches their Visa conditions, no refund is payable.

The assessment of refund applications shall be granted as indicated below:

If Tristar Aviation is unable to provide the course a full refund of prepaid course fees paid will be given to the student.

- a) Where a visa application is rejected for a student applying for enrolment from off shore and evidence provided or where the student conducts an aviation medical examination outside of Australia and

- produces evidence that the aviation medical was failed, then the tuition fees will be refunded in full less an administration fee of \$700.
- b) If Tristar Aviation refuses the student's application all prepaid fees (other than the non refundable application fee) will be refunded within 14 days of the refusal.
 - c) Where the commencement of the course does not occur on the agreed date at the fault of the provider then an alternative date will be applied for with no penalty to the student.
 - d) Where a student withdraws from a course a within 28 days prior to the course start date, 80% of the semester tuition fee will be refunded, less an administration fee of \$700, within 30 days of receipt of the written request for such refund.
 - e) Where the student decides to withdraw from a course after arrival in Australia the refund policy is as follows:
 1. The student will be refunded all paid course fees minus the cost of the following:
 - The orientation programme
 - Equipment and uniform purchased and distributed to the student
 - Flight test fees and Theory Exam fees where these Exams or Tests have been attempted
 - Used aircraft flight and ground simulator time at the current international rate
 - Used in-flight instructor time at the international rate
 - Cost of Theory courses which have commenced, whether completed or not at the current international rate
 - Any cancellation and late fees that the student has incurred
 - Any outstanding Navigation and Landing Fees and

The following Cancellation/Withdrawal Fees below:

2. A Cancellation / Withdrawal fee equal to 25% of the total Course fee for which the student is enrolled, which is indicated on the CoE and the enrolment agreement, shall be retained by Tristar Aviation Co Pty Ltd.
3. An additional cancellation fee equal to 10% of any unpaid portion of the course fee, where applicable. A refund under the above clause (e) will be made within 30 days upon receipt of a written application from the student.

Refunds will only be made in accordance with the details above.

19. APPLYING FOR A REFUND

If you default on a course of study...

If a student seeks a refund, they are to submit a request in writing using the Fee Refund Policy and Application (Form No: 12) to the Tristar Aviation Chief Executive Officer stating clearly the reasons for the claim being made..

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Austr

20. DEFERRAL OR SUSPENSION OF COURSES

Once an overseas student has enrolled in a course Tristar Aviation 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. This requires the student to apply using an Application to change course status (Form No:18), available from administration. If a student defers or suspends their studies on any grounds Tristar Aviation is required to notify DET via PRISMS. One of the Student Visa conditions is that you complete your course at Tristar Aviation 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. Tristar Aviation will notify DET via PRISMS

21. NATIONAL RECOGNITION

Tristar Aviation 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

22. RECOGNITION OF EXISTING SKILLS AND RPL

The RPL process is chargeable please refer to Form No: 29 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. Tristar Aviation recognises all Certificates issued by other Australian registered training organisations and ICAO contracting states to Annex 1.

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

Where RPL is granted after the Visa has been issued, then Tristar Aviation 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, licenses issued by other ICAO contracting States, 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 Chief Flying Instructor 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 Chief Flying Instructor 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 aviation theoretical training other than successfully completed Civil Aviation Safety Authority (CASA) examinations.

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 **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, DET 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 Training 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).

NB/Tristar Aviation courses offered to international students are non award so credit transfer of AQF academic qualifications is not applicable.

24. DEFERMENT SUSPENSION AND CANCELLATION OF ENROLMENT

If a student wishes to defer or temporarily suspend their enrolment, they need to contact the Chief Flying Instructor at Tristar Aviation and inform her of the reasons for deferment or suspension.

The Chief Flying Instructor informs the Compliance Manager who will convene a meeting with the Chief Executive Officer 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 DET 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 DET via PRISMS that the student's enrolment has been cancelled;

Tristar Aviation 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 Tristar Aviation.

If Tristar Aviation chooses to defer, temporarily suspend or cancel a student's enrolment, then the Chief Executive Officer 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 Section 40 of this handbook.
- (d) record the details on the student's file.

If the student does not access Tristar Aviation's complaints and appeals process, then the Chief Executive Officer will:

- (a) notify the Secretary of DET 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 Tristar Aviation 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 will be provided within 10 working days where it is agreed between Tristar Aviation 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 Tristar Aviation, 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 Tristar Aviation 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

Tristar Aviation 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 Tristar Aviation 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.

Tristar Aviation 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;
- (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 DIBP to ensure that there are not any requirements that necessitate issue of a new student visa.

27. EXTENDING VISAS

Tristar Aviation 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)
- (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 students visa term, the student must apply for the extension in writing to Chief Flying Instructor 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 Flying Instructor 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 complaints and appealst process.

The Student shall be advised of the outcome in writing.

Where a student's visa is extended, DET 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

You have the right to see and review your own records. Simply advise your instructor of your request to see them and he/she will make them available within 24 hours. It would be helpful if you told us what you wanted to check. We are committed to having record accuracy. You hold your own records through the use of the pilot logbook and other documents that you will have checked in the training file.

We are committed to maintaining and safeguarding the accuracy, integrity and currency of your records without jeopardising their confidentiality of the records or your privacy.

Individual Student records will be stored in our computer system and in our locked secure office area. It is the responsibility of our instructional staff to maintain these records accurately.

Access to our office area is restricted to authorised staff only.

Our electronic records are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software. We conduct a weekly back up of our computer systems; this is the responsibility of the *Compliance Manager*. Our software and hardcopy systems will retain student results, copies of Qualifications and sufficient evidence of completion for no less than 30 years. In the event that we cease to operate as an RTO we will transfer all records to ASQA in appropriate format and details as specified by ASQA at the time of ceasing our RTO operations.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual student training records will be limited to those required by the AQTF such as:

- trainers and assessors to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the any Government Department such as the ASQA or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing,
- the participant's themselves, after making application in writing.

29. MEDICAL PROBLEMS

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 Flying Instructor** 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 a small percentage 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. WELFARE & GUIDANCE SERVICES

Student Contact Persons are available from **Monday to Thursday 10.00 am to 3.00pm**.

We endeavour to provide welfare and guidance to all students/clients. In the first instance, you should speak with the Student Support Officer Warren Sukumar who may put you in contact with the local Department of Community Services to resolve any matter that you may be worried about. This includes:

- Support in finding accommodation
- Learning pathways and possible RPL opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs
- Any other issue
- <http://www.internationaleducation.gov.au> this website gives a comprehensive explanation on all facets on "Student Welfare & Guidance".
- www.culturecardvictoria.com.au this website gives information on events in Victoria for international students.
- www.studymelbourne.vic.gov.au The study Melbourne Student Centre (SMSC) is a "one stop shop" where international students in Victoria can access a range of free support, information and welfare services.

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 Student Support Officer-. 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 MELBOURNE

For detailed and ongoing information, visit, www.melbourne.vic.gov.au for an up to the minute assessment of all aspects of living in Melbourne.

WHO LIVES IN MELBOURNE?

STUDENTS

A large student population lives, studies, works and plays in the city. The city has more than 30 tertiary institutions, teaching more than 70,000 students. Of all students studying in the city, 25 per cent also live here. The most popular suburbs for tertiary students are Carlton, the CBD and Parkville, where most of the city's tertiary institutions are located. Our Students are often young adults, aged 20 to 35, many from Asian countries.

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

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 Melbourne 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 Melbourne 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 \$16,610 to \$18,000 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 \$150 - \$220 per week for a single or shared room in a boarding house.

Details on share accommodation can be found at www.realestate.com.au

Apartments/flats

1 bedroom	\$210 - \$310
2 bedroom	\$280 - \$450

House

2/3 bedrooms	\$350 - \$580
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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

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 Tristar Aviation.

Details and costs of Home-stay can be found at <http://www.homestay-australia.com>

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 .or call 1300 55 81 81 for advice or more information.

LIVING AND STUDYING IN AND AROUND MOORABBIN AIRPORT

Moorabbin Airport is the primary General Aviation airport in Melbourne. We have extensive training facilities that represent state-of-the-art facilities that will make studying more relevant and successful flying habits easier to achieve.

The 293 hectare site was acquired in 1946 and opened in 1949. Oddly enough the first aircraft touched down before the airport was officially opened and was confiscated by the Government! Moorabbin Airport is now the major centre in Victoria for training, charter, aerial work and private flying. It is also the maintenance and aircraft sales capital of southern Australia.

GENERAL INFORMATION

MOORABBIN AIRPORT IS LOCATED IN THE LIGHT INDUSTRIAL SUBURB OF MENTONE, WHICH IS 21 KILOMETRES SOUTH EAST FROM MELBOURNE.

The Airport is owned by the Commonwealth Government and is leased and operated by the Moorabbin Airport Corporation (MAC)

The Airport CEO is Mr. Paul Ferguson

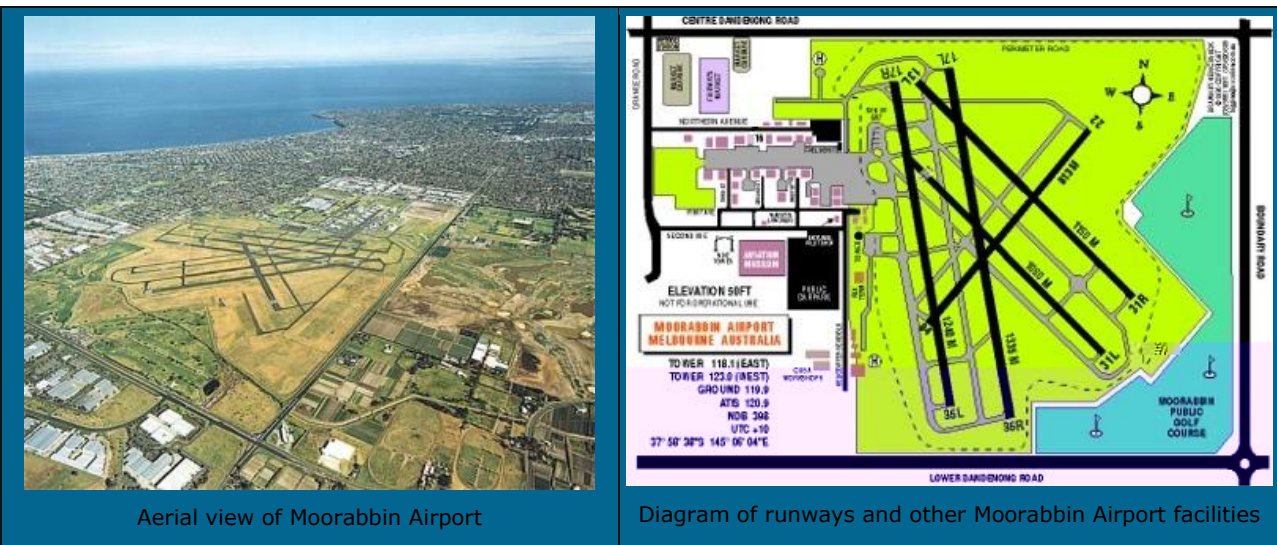
MAC is 94% owned by Goodman Holdings P/Ltd with Maitland Properties Limited the remaining shareholder.

MAC has released a new Master Plan for the airport including development of vacant land, transportation and aviation businesses.

Alternatively, you can get more information from their website - www.moorabbinairport.com.au.

The bulk (98%) of traffic at Moorabbin is General Aviation aircraft. Regional operator, King Island Airlines is based in Moorabbin Airport and it operates public transport flights to Tasmania from Moorabbin using Chieftain, Navajo and Bandeirante equipment.

Moorabbin Airport also has several Citation jets which visit on a weekly basis. The largest visitors we see at Moorabbin on an infrequent basis are DC3s. We have had C130 RAAF Hercules land but most of the taxiways can't support their weights.



Aerial view of Moorabbin Airport

Diagram of runways and other Moorabbin Airport facilities

AIR TRAFFIC CONTROL

Air Traffic Control is provided by Air Services Australia. The airport has a Control Zone of 3 nautical mile radius from 0 - 2500 ft. The Tower operates between the hours of 0800 to 1900 (local). During Daylight Saving time the ATC service may extend till 2200. When ATC is available, the airport operates under the Australian Class D Tower procedures.

The tower is not radar equipped, but has direct communication with Melbourne Airport radar services.

When ATC is not available, the Moorabbin Control Zone is reclassified as class G airspace, and uses a Common Traffic Advisory Frequency.



The airfield is available 24 Hrs a day, with lighting displayed continuously for Runways 13/31 and 17/35 during hours of darkness. There is no ILS but NDB or VOR/NDB approaches are available. Before operating at Moorabbin, check the Aeronautical Information Publication (AIP) and NOTAMS, for current procedures and information.

Below is a portion of the Moorabbin area applicable on the Visual Terminal Chart.



Moorabbin as seen in the VTC

Normal inbound reporting points are:

- SOUTH via Carrum
- SOUTH WEST via Shoal
- NDB via Bay west
- NORTH WEST via Brighton
- NORTH EAST via Academy
- EAST SOUTH EAST via GMH (Car factory near Dandenong)

It is highly recommended you understand the Class D procedures used during Tower hours before attempting to land at Moorabbin.

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 Tristar Aviation and provide an introduction to studying, Melbourne'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:

- Airfield Safety and security induction for air side
- Orientation to the area
- Academic progress requirements
- Further study options that are available during and after the course of study
- Accommodation options available with the active support of the Tristar Aviation Management.

Identify the important members of staff because you may need to talk with them later. Introduce yourself to the Chief Flying Instructor in case you may need them 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 DET.

You must comply with all of your Visa requirements as outlined in this handbook and as updated by DET 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 Chief Flying Instructor. 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
- 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 Flying Instructor 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 Flying Instructor 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 DET 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. ACADEMIC MISCONDUCT POLICY AND PROCEDURE

This policy and procedure ensures that Tristar Aviation Company is able to detect and react appropriately to all / any forms of plagiarism and cheating that is uncovered to be occurring by students enrolled.

The following procedure provides a guideline to the requirements of staff within the RTO in uncovering such misconduct from students, ensuring that appropriate action is taken after the required processes have been followed.

It is Tristar Aviation's intention to manage plagiarism appropriately for the protection of the RTO's reputation and the standards of current and future students.

Definitions:**Plagiarism:**

It is the act of presenting another persons work as your own, and failing to acknowledging that the thought, ideas or writings are of another person.

Specifically it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference;
- other students' work is copied or partly copied;
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;

Plagiarism is a considered academic dishonestly and is a form of cheating.

Cheating:

To act dishonestly or unfairly in connection to an assessment conducted by the RTO.

Procedure**Actions to prevent plagiarism**

Students are made aware of the Plagiarism and Cheating Policy and Procedure through the student induction process and the Student Information Handbook.

Trainers and Assessors are to regularly reinforce the consequences of plagiarism and cheating and should provide clear guidance to the students that identify the assessment conditions.

All assignments are to include a 'Student Declaration' that is signed by the student to certify that no part of the assignment has been copied from another person's work (except where documents or work is listed/ referenced, and that no part of the assignment has been written for them by another person.

Monitoring and Identification of Plagiarism and/or Cheating

Trainers and Assessors are required to undertake checks of students work for any plagiarised content or cheating that has occurred. This will be achieved through a *sampling* process.

The RTO has determined that 5% of student assignment work will be sampled for cheating and plagiarism.

Such forms of identifying plagiarism and cheating may include but are not limited to tasks such as:

- Researching quotes and references listed in the body of work
- Conducting a general internet search on the topic of the assessment
- Checking the students work against the online encyclopaedia 'Wikipedia'
- Using various plagiarism websites (such as 'dustball' and 'article checker')
- Cross referencing the work with other students assessments for the same unit

Action

Where possible plagiarism or cheating is identified through the sampling process the Trainer and Assessor is required to put the matter to the student. The trainer / assessor is required to clearly identify the passages or content which are alleged to be plagiarised and their source. Where cheating is suspected the matter must be reported directly to the Compliance Manager. It is imperative that any Trainer and Assessor who suspects that they have detected plagiarism or another form of cheating, must produce evidence (through identifying the source) to support their allegation.

This evidence is to be taken to the Compliance Manager and a written report of the matter is to be provided. To decide if the occurrence was intentional or unintentional, the Training Manager will give the student(s) an opportunity to respond by scheduling a meeting to discuss the particulars of the plagiarism or cheating matter. The student is to be informed of the penalties that may be applied if plagiarism and/or cheating is to have occurred.

If plagiarism and/ or cheating were deemed to have had occurred as determined by the Chief Flying Instructor the following may occur:

- the student may be suspended from undertaking the course for period of time appropriate to the offence
- the student may be permanently removed from undertaking the course and their enrolment cancelled
- the student may be counselled on plagiarism / cheating

The Chief Flying Instructor is to use their discretion in imposing a sanction for any confirmed cheating or plagiarism act that is appropriate to the offence.

The Student is to receive written notification of the decision within 10 days of the Chief Flying Instructor being made aware of the suspected plagiarism/ cheating matter.

If the student does not agree with the RTO's decision, then they are able to access the Complaints and Appeals Policy and Procedure to have the matter reviewed. This is to be submitted within 10 working days of the student notifying the RTO that he or she disagrees with the decision

Students that are shown to have plagiarised work from unreferenced sources, or of cheating, will have their assessment cancelled and shall be required to meet with the Compliance Manager to show cause as to why they should be allowed to remain on the course. They shall be able to utilise the school appeals process and have 20 working days to exercise this right.

36. 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 or harass someone.

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 Tristar Aviation. Your trainers have been specially trained in Tristar Aviation 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 DET 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 DET. 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 DET as being in breach of your visa conditions.

38. STUDENT TRAINING RECORDS POLICY

You have the right to see and review your own records. Simply advise the CFI of your request to see them and she will make them available within 24 hours. It would be helpful if you told us what you wanted to check. We are committed to having record accuracy. You hold your own records through the use of the pilot logbook and other documents that you will have checked in the training file.

We are committed to maintaining and safeguarding the accuracy, integrity and currency of your records without jeopardising their confidentiality of the records or your privacy.

Individual Student records will be stored in our computer system and in our locked secure office area. It is the responsibility of our training staff to maintain these records accurately.

Access to our office area is restricted to authorised staff only.

Our electronic records are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

We conduct a weekly back up of our computer systems; this is the responsibility of the *Compliance Manager*.

Our software and hardcopy systems will retain student results, copies of Award Course Qualifications and sufficient evidence of completion for no less than 30 years. In the event that we cease to operate as an RTO we will transfer all records to ASQA in appropriate format and details as specified by ASQA at the time of ceasing our RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of seven years.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual student training records will be limited to those required by the AQTF such as:

- trainers and assessors to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Australian Skills Quality Authority (ASQA) or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing,
- the participant's themselves, after making application in writing.

Local Students records will be retained onsite in our flight training organisation for a minimum of two years.

39. COMPLAINTS AND APPEALS PROCEDURES

Tristar Aviation utilises The Overseas Students Ombudsman as its independent authority.

If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

Tristar Aviation 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, an instructor, the Chief Flying Instructor 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 The Overseas Student Ombudsman. 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 will ensure that

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 Flying Instructor will contact you to discuss their 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 (for RPL only) . It is highly unlikely that you will progress pass the application process if you do have LLN issues, but if it 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 staff of Tristar Aviation are available to provide general advice and assistance with matters 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 area please discuss the matter with your trainer and where possible alternative learning/assessment strategies will be provided to you.

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 Civil Aviation Safety Authority Part 61 Manual of Standards www.casa.gov.au

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 individually or 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 and examinations

- Supplementary evidence, from:
 - oral and written questioning;
 - personal reports; and
 - Witness testimony.

Section Three – Graduation

47. GRADUATION

Once you have successfully completed all of the units of competency required by your course and have passed all the required flight tests and CASA examinations you will receive your pilot licence..

Tristar Aviation holds its annual Awards Dinner between the months of October- December. If you wish to formally receive your flying wings you must attend this dinner.

INCOMPLETE QUALIFICATIONS

If you leave the course without actually completing and being deemed competent in all of the assessments, you are only entitled to be credited your flying hours obtained and the CASA examinations passed.

48. 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 DET 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.

49. REISSUING QUALIFICATIONS

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

Reissue or verification of your CASA licence qualifications can only be issued by CASA for a fee. Applications must be made directly to CASA.

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.

**50. FEEDBACK**

Tristar Aviation 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 No 14) to ensure appropriate follow up action is taken.

51. STUDENT SUPPORT SERVICES – HYPER LINKS

1. [Accommodation](#)
2. [Moving in](#)
3. [Public transport](#)
4. [Private transport](#)
5. [Health & medical](#)
6. [Money matters](#)
7. [Employment](#)
8. [Family support](#)
9. [Student associations](#)
10. [Religious organisations](#)
11. [Legal issues](#)
12. [Immigration](#)
13. [Networking](#)
14. [Returning home](#)

52. 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.

METROPOLITAN MELBOURNE HOSPITALS & HEALTH SERVICES

[Austin Health](#)

[The Alfred](#)

[Dental Health Services Victoria](#)

[Eastern Health](#)

[Angliss Hospital](#)

[Box Hill Hospital](#)

[Mercy Health & Aged Care Inc](#)

[Peter Mac Callum Cancer Institute](#)

[Royal Victorian Eye & Ear Hospital](#)

[Dandenong Hospital](#)

[Monash Medical Centre - Moorabbin](#)

[Cranbourne & District Community Health Service](#)

[Dandenong Community Health Service](#)

[St Vincent's Hospital Melbourne](#)

[Royal Children's Hospital](#)

[Royal Women's Hospital](#)

[Well Women's Services](#) (Royal Women's Hospital)

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 centre 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 for some pharmaceuticals is over a certain amount you will be entitled to a refund up to a maximum of \$50 per item through Medibank Private. 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) You will need to check with Medibank to confirm these values.

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. There are several companies that provide OSHC. Some of these are Medibank Private tel: 132 331 or www.medibank.com.au . BUPA www.bupa.com.au or Alliance Global www.allianzassistace.com.au or Visit Overseas Student Health Cover Australia <https://oshcaustralia.com.au> which will allow you to select and compare various OSHC providers.

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 \$70 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.

53. 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 DET (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 Border Protection (DIBP) 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)
- 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 DIBP for conditions specific to your award. Refer to the DIBP 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 5.5 years - 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 Victoria in 2015 are approximately; (these fees are subject to change).

- Pre School/Prep (age 4 - 5): \$8000 per annum, not compulsory
- Primary School (age 5 - 12) \$8159 per annum, compulsory
- Junior Secondary (ages 13 - 15): \$10783 per annum, compulsory
- Senior Secondary (ages 16 - 18): \$12095 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 Hours School 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.

54. 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.
- **8501** - You must maintain your approved Overseas Student Health Cover while in Australia.
- **8533** - You must inform the centre of any change of address within 7 days.

Further visa conditions can be found at <https://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>

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.border.gov.au/>
There are facilities to apply for a visa online, please check the latest information by going to <http://www.border.gov.au/>

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
- 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.
- Visa application fee \$550

ON-LINE VISA APPLICATIONS

All of Tristar Aviation's CRICOS courses are non award and require a student visa, subclass 575.

You can apply on-line for a student visa in some circumstance. Your passport country and course of study determines your assessment level. If you are not sure you are an Assessment level 1 student you should check the [Student Visa Program Assessment Levels](#) on the DIBP website.

[Online lodgement](#) of student visa application is also available to assessment level 2 – 3 citizens of the following countries who are living in their country at the time of application and who lodge through an authorised agent:

- People's Republic of China
- India
- Indonesia
- Thailand.

Important: If your online application is lodged when you are outside Australia you must also be outside Australia before the visa can be granted. Refunds are not available if you enter Australia on another type of visa before your online application has been decided.

Payment for the visa on-line must be made by credit card. The rate for a student visa application is \$550 although check the www.border.gov.au website to confirm the current rate.



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 can be found at www.border.gov.au.

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 DIBP website at www.border.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 DIBP 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 Border Protection (DIBP)

Tel - 131 881



The following receipt must be completed and returned to Tristar Aviation's compliance manager.

RECEIPT

Name: _____

Address: _____

Contact phone number: _____

Email address: _____

I have read and understood the Tristar Aviation International Student Handbook 2016 v4.

Signature: _____

Date: _____