Welcome

Welcome to Soar Advanced Flight Training (SAFT) Registered Training Organisation.

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

SAFT has been servicing the aviation community for several decades and specialises in airline pilot training for both international and local students. For your preparation and to get the most out of your flight training, and as an introduction to the services we provide, we suggest you read through this entire handbook.

Our aim is to ensure you have an enjoyable learning experience and successfully complete your chosen course or qualification.

Australia has a strong quality assurance framework for the registration and operation of Registered Training Organisations (RTOs). Only RTOs can issue qualifications listed under the Australian Qualifications Framework (AQF). Certificates carry the AQF Logo. SAFT RTO operates in accordance with the Vocational Education and Training (VET) Quality Framework. This includes the Standards for Registered Training Organisations (RTOs) and the Australia Qualifications Framework. As a provider of courses for international students, SAFT is also required to meet the requirements of the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code. More information about Australia’s VET Quality Framework can be obtained from http://www.asqa.gov.au/

All flight training and assessment is also overseen by the Civil Aviation Safety Authority (CASA), whose function is the safety regulation of civil air operations in Australia and the operation of Australian aircraft overseas. The Civil Aviation Safety Regulations (CASR) 1998 sets rules for flight training, flight instructors and examiners and the operations of flying training organisations. More information is available from http://www.casa.gov.au/

This handbook is designed to give you an overview of the most important information you need to know before and during your enrolment with SAFT. For more detailed information on many aspects covered in this handbook, please refer to the applicable fully detailed policy and procedures available on our website or on request from our Student Support Officer.

If you have any further questions please do not hesitate to contact our office.

We look forward to receiving your application and a successful partnership to fulfil your ambition and complete your flight training with Soar Advanced Flight Training.

Neel Khokhani
Chief Executive Officer
Contents

Welcome .............................................................................................................................................. 2

Abbreviations ......................................................................................................................................... 5

Courses offered under the AQF .............................................................................................................. 6

Training Locations .................................................................................................................................. 6

SAFT Key Staff ....................................................................................................................................... 7

Chief Executive Officer ............................................................................................................................ 7
Chief Flying Instructor ............................................................................................................................. 7
Instructing staff ......................................................................................................................................... 7
Student Support Services ......................................................................................................................... 7

Entry to SAFT courses ............................................................................................................................. 7

Why study in Australia? ............................................................................................................................ 8

Identification and Security ....................................................................................................................... 8

Student Identification during training ...................................................................................................... 9

USI (Unique Student Identifier) .............................................................................................................. 9

Fair and equal opportunity ...................................................................................................................... 9

Student Welfare, Health and Safety ......................................................................................................... 10

Telephone Services .................................................................................................................................. 10

Critical Incidents ..................................................................................................................................... 11

Hours of Operation ................................................................................................................................. 11

Night flying hours .................................................................................................................................... 11
Timetabling of classes .............................................................................................................................. 11

Facilities .................................................................................................................................................. 11

Classrooms and student library .............................................................................................................. 11
Student lounge and kitchen ..................................................................................................................... 11
First Aid, Fire Extinguishers and Emergency Evacuation ........................................................................ 11

English as the spoken language ............................................................................................................... 12

Student Support Services ....................................................................................................................... 12

Academic issues ...................................................................................................................................... 12
Personal / Social issues ............................................................................................................................ 12
Accommodation ....................................................................................................................................... 12
Medical Issues and Medical Health Cover ............................................................................................ 13
Legal Services .......................................................................................................................................... 13
Emergency and Policy Assistance ........................................................................................................... 14
Social Programs ....................................................................................................................................... 14

Student Obligations ............................................................................................................................... 14

Change of Address and Personal Details ............................................................................................... 14
Code of Behaviour .................................................................................................................................. 14
Satisfactory Attendance ............................................................................................................................ 16
Academic Progress .................................................................................................................................. 17
Requests under Compassionate and Compelling Circumstances ......................................................... 17

Assessments, Exams, Flight Tests and Re-sits .......................................................................................... 17
### Abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACPET</td>
<td>Australian Council for Private Education and Training</td>
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<tr>
<td>AQF</td>
<td>Australian Qualifications Framework</td>
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<td>ARN</td>
<td>Aviation Reference Number</td>
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<td>ASIC</td>
<td>Aviation Security Identification Card</td>
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<td>ASQA</td>
<td>Australian Skills Quality Authority</td>
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<td>ASTAS</td>
<td>Australian Student Tuition Assurance Scheme</td>
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<td>ATPL</td>
<td>Airline Transport Pilot Licence</td>
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<td>AVID</td>
<td>Aviation Identification</td>
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<td>SAFT</td>
<td>Soar Advanced Flight Training</td>
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<tr>
<td>C / NYC</td>
<td>Competent / Not Yet Competent</td>
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<td>CASA</td>
<td>Civil Aviation Safety Authority</td>
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<td>CASR</td>
<td>Civil Aviation Safety Regulations (1998)</td>
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<td>CAR</td>
<td>Civil Aviation Regulations (1988)</td>
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<td>CEO</td>
<td>Chief Executive Officer</td>
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<tr>
<td>CPL</td>
<td>Commercial Pilot Licence</td>
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<td>CRICOS</td>
<td>Commonwealth Register of Institutions and Courses for Overseas Students</td>
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<td>CT</td>
<td>Credit Transfer</td>
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<td>FTO</td>
<td>Flight Training Organisation</td>
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<td>ICAO</td>
<td>International Civil Aviation Organisation</td>
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<td>IELTS</td>
<td>International English Language Testing System</td>
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<td>MECIR</td>
<td>Multi Engine Command Instrument Rating</td>
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<tr>
<td>MOS</td>
<td>Manual of Standards</td>
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<tr>
<td>NYC</td>
<td>Not Yet Competent</td>
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<tr>
<td>PPL</td>
<td>Private Pilot Licence</td>
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<tr>
<td>PRISMS</td>
<td>Provider Registration and International Students Management System</td>
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<tr>
<td>RPL</td>
<td>Recognition of Prior Learning</td>
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<tr>
<td>RPL</td>
<td>Recreational Pilot Licence</td>
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<tr>
<td>RTO</td>
<td>Registered Training Organisation</td>
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<td>TOEFL</td>
<td>Test of English as a Foreign Language</td>
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<td>TOEIC</td>
<td>Test of English for International Communication</td>
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<tr>
<td>TPS</td>
<td>Tuition Protection Service for international students</td>
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<tr>
<td>USI</td>
<td>Unique Student Identifier</td>
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<tr>
<td>VIC</td>
<td>Visitor card for airside access</td>
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Courses offered under the AQF

<table>
<thead>
<tr>
<th>Course Code</th>
<th>CRICOS Code</th>
<th>Qualification Title</th>
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<tbody>
<tr>
<td>AVI40108</td>
<td>084564B</td>
<td>Certificate IV in Aviation (Commercial Pilot Aeroplane Licence)</td>
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<tr>
<td>AVI50408</td>
<td>084565A</td>
<td>Diploma of Aviation (Instrument Flight Operations)</td>
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Training Locations

**Bendigo, Victoria**

*Domestic and International Students*

Bendigo is a vibrant regional centre in Victoria. 147km from Melbourne, Bendigo is just one and a half hours easy drive or express train ride from Melbourne. There are 20 train services each week day and between 12-15 on weekends. Buses and taxis operate in Bendigo.

Bendigo Airport is a regional airport with unrestricted airspace which allows flight training with minimal delays both on the ground and in the air. This gives us the opportunity to train to a higher standard at a lower cost. Also, because Bendigo is north of the coastal ranges it has all year excellent flying conditions which assures your training can be completed in the available time. Bendigo has 24 airports within one hour flying time which are used for navigation and instrument approach training. Bendigo Aviation Services is conveniently located close to the City of Bendigo with transport, accommodation and shopping all within easy distance from the airport. Bendigo city has a population of 100,000 and is located 150km by freeway to the north of Melbourne, which has a population of approximately 4 million. Melbourne is the capital city of the state of Victoria and will be your point of entry when arriving from overseas. Free transport will be arranged from Melbourne International airport to Bendigo.

**Bankstown, New South Wales**

*Domestic Students*

Bankstown city is located 20kms west of the Sydney central business district with easy access to main Sydney arterial roads M5, M7, Hume Highway. Bankstown railway station is on the Sydney rail network. Bankstown has one of the most ethnically diverse communities in Australia with over 60 languages spoken in the area.

Bankstown Airport has three runways, an extensive taxiway and includes a large business park with around 170 businesses. The airport employs approximately 3,000 people directly or indirectly, and is the fourth busiest airport in Australia.

**Moorabbin, Victoria**

*Domestic Students*

Moorabbin is a suburb of Melbourne located 15km from Melbourne central business district. Moorabbin is serviced by Metlink Melbourne metropolitan bus and rail services and is close to the dynamic Mornington Peninsula, an area combining coastal living with beaches, galleries, spas, cafes and boutique wineries.

Moorabbin Airport has five runways and is a major employment precinct for the State of Victoria. Moorabbin is Australia’s leading flight training location providing training to around 800 commercial pilots each year.
SAFT Key Staff

Chief Executive Officer
The CEO is ultimately responsible for the standard of training and safety within SAFT and for the student assessments to determine competency.

Chief Flying Instructor
The Chief Flying Instructor (CFI) is appointed by SAFT and approved by CASA. The CFI gives practical instruction, supervises the duties of flying instructors, ensures SAFT operates in accordance with CASA Regulations, ensures both flying and ground training are conducted at the standard required by CASA, carries out standardisation and proficiency checks of SAFT flight instructors.

Instructing staff
Trainers/Flight Instructors at SAFT 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. Trainers are qualified in training and assessment skills and also have the necessary aviation endorsements to allow them to conduct and assess all the required CASA competencies.

Administration/Records and Accounts
At induction students are informed about who they should contact in relation to administration/student records and accounts matters.

Student Support Services
The Student Support Services contact person for each training site is concerned with each student’s overall experience with SAFT by providing support to students during the enrolment process and their time as students. The Student Support Services staff may assist with application and enrolment queries, with general administration and process enquiries, student support needs, advice and assistance with personal issues which may affect the student’s course progress, as well as complaints and appeals.

Entry to SAFT courses
SAFT encourages application from males and females from all cultures and ethnic groups provided they meet the essential criteria for course entry. A limited number of places are available for International Students. All applicants are required to complete the relevant Enrolment Form.

Entry Age
Whilst an Australian student can participate in flight training at any age when accompanied by a flight instructor, they must be at least 16 years of age to fly solo. The entry age for international students is 18 years of age.

Language Proficiency
CASA sets a minimum standard of general English language proficiency for Student Pilots. Student-pilots require a minimum proficiency to communicate orally in general English to enable them to safely conduct flying training operations as well as have a practical prospect of attaining the required minimum ICAO language proficiency standards by the time the training is completed. For international students whose first language is not English, CASA has nominated IELTS or
TOEFL or TOEIC as the acceptable general English language test. These international general English tests are delivered by commercial companies which are completely independent of CASA.

**Language Proficiency**
Applicants will participate in an interview to ensure they understand the nature of the program and the commitment they are making.

**Certified Documents**
All official documents submitted to SAFT for enrolment must be official; that is, they must be either originals or copies certified by authorized persons. Uncertified copies are not acceptable. If these official documents are in a foreign language, they must be accompanied by an official English translation from an accredited translation agency.

World Education Services - [http://www.wes.org/](http://www.wes.org/)

Be sure you use your legal name exactly as it appears on your passport on all SAFT applications and related documents and correspondence.

**Entry Licence Requirements**
You don’t need a licence to commence flying as a student pilot because you are under the supervision of a flight instructor and SAFT at all times while you are learning, including when you fly solo.

**Medical requirements**
If you have any relevant medical conditions or history, you should discuss this with a medical practitioner and SAFT before starting to fly. Safety is paramount for you and others so being fully prepared is essential. Information about your health and ability to hold a class 1 medical certificate helps you make decisions about your flying career. SAFT recommends that before you enrol into your course and pay the deposit, you undertake the Class 1 Medical and apply for your ARN.

**Why study in Australia?**

**Identification and Security**
Proof of identity is essential for enrolment in SAFT courses.
Adequate proof of identity documents must be supplied with all applications for licences and security checks. A letter stating a student is enrolled at a flying training organisation is not an acceptable form of identification.

When applying for an ASIC or AVID (whether an application for an initial issue or a renewal) you must supply certified copies of the following identification documents:
- one primary identification document;
- AND either:
  - one secondary identification document;
  - one primary identification document
  - AND either:
    - a utility bill
    - a document showing evidence of the right of occupancy
- one secondary identification document; OR
- two tertiary identification documents.

**The person who certifies your identification documents must either:**
- be a person who is entitled to witness a Commonwealth of Australia Statutory Declaration; or
- be a CASA delegate or employee; or
- be a CASA appointed Designated Aviation Medical Examiner or Designated Aviation Ophthalmologist; and
  must complete the Declaration on the appropriate section of the form, and certify the back of one photo as being a true likeness of the applicant.


**Persons certifying a proof of identification document** must use the following words:

“This is a true copy of the original document, sighted by me [name], [signature], [date], and [designation/position]

Only persons who are entitled to witness a Commonwealth of Australia Statutory Declaration, or who are persons acceptable to CASA, may certify documents. Please see the website link http://www.casa.gov.au/scripts/nc.dll?WCMS:STANDARD::pc=PC_90110 for a full list of acceptable people for the purposes of certifying documents.

Under the Australian Aviation Transport Security Act 2004 and Regulations 2005, a valid ASIC must be worn at all times by all persons present on airport airside, except for passengers being escorted by an ASIC holder. Student pilots must have an ASIC or AVID to be allowed airside.

**Student Identification during training**
All students are required to display their ASIC or AVID at all times when in training.

**Staff Identification**
Staff will be required to clearly display their identification at all times and their ASIC when on airside.

**USI (Unique Student Identifier)**

All students studying nationally recognised training in Australia will be required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of numbers and letters. All students (International and Australian) will require a USI number, which the RTO will need to verify and record before the RTO can issue the student with their course results. The USI will allow students online access to their qualification training records and results (transcript) through their online USI account. The USI will stay with students for life and be recorded with any Australian nationally recognised VET course that is undertaken from the 1 January 2015. Go to the USI website for more information and to create a USI. http://usi.gov.au/

**Fair and equal opportunity**

SAFT is committed to providing equity in all aspects of our services and ensuring our policies and processes support the principles of equity for our staff and students. SAFT will not discriminate
unlawfully against any person applying to undertake training with us. Enrolment is conducted in a non-discriminatory way, with pre-requisite course requirements guided by the Aviation Industry and Training Package guidelines.

**Student Welfare, Health and Safety**

Soar Advanced Flight Training provides educational services in a safe and secure environment. Students must take care of their own health and safety and that of their fellow students to the extent of their capability. This means students must follow all safety rules, procedures and instructions of trainers and other persons involved during your training activities. Students should not wilfully or recklessly interfere with or misuse anything in the interests of safety, health and welfare. If a student has any concerns about their safety and health, or that of fellow students, they should immediately report the situation to their trainer or to the Student Support Officer. Students will be briefed with a safety presentation during orientation, where this information will be further explained.

SAFT provides guidelines for the timetabling of classes, times of operation, and delivery plans to ensure students are not being asked to undertake training and assessment that could jeopardise their safety.

Students will be informed of safety measures and processes through the student orientation process, as well as signage and course materials. Refer to the Appendices of this handbook for:
- Emergency Contact phone numbers
- Safety Tips
- Counselling services
- Public Transport information
- Medical facilities

If a student is injured or ill they should contact their nearest SAFT staff person as soon as possible. Every injury must be reported, whether major or minor to ensure the student is adequately protected should there be a recurrence of the injury, or problem arising from, or attributed to, the accident. All accidents or injuries must be reported on an Accident Report Form.

In case of an emergency or incident which has or is likely to cause harm or injury, REMAIN CALM, listen to the instructions of your trainer or SAFT staff member, who will direct you with the appropriate course of action. If you are inside a building at the time, follow the safety evacuation procedures that have been explained to you during your site induction.

**Telephone Services**

Calling Australia from Overseas: To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia’s country code prefix (61) followed by the area code without the first zero (for instance Melbourne would be 3 instead of 03), and then dial the required number. Example: International access number +61 2 9999 3662

**Mobile/Cell Phones**

Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority www.acma.gov.au to make sure it can operate here. Some countries, such as
Japan and the USA, use mobile phone networks that are not available in Australia. If not, you can buy your mobile phone in Australia.

**Critical Incidents**

SAFT has identified potential critical incidents and implements a Critical Incident Policy and Procedures when appropriate. A copy is made available to students at induction.

**Hours of Operation**

All training and assessment services that are conducted by Soar Advanced Flight Training (other than night flying) will be scheduled within normal business hours of Monday - Sunday (9.00am - 10.00pm)

**Night flying hours**

When students undergo night flying training they will be required to attend training outside normal business hours. Students will be notified in advance when they are scheduled for night flying so that they are able to organise safe transport to and from the airport. SAFT will assist students to organise safe transport to and from the Airport and to the nearest public transport.

**Timetabling of classes**

Each course that is delivered by the RTO in a classroom environment will have a detailed class timetable to identify the required hours of attendance.

SAFT will not require or permit students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day.

(Note: An exemption request may be submitted to ASQA if the course requires students to attend for more than 8 hours per day.)

**Facilities**

**Classrooms and student library**

All classrooms are air-conditioned and are furnished with appropriate furniture and equipment for effective learning to take place. Student resources include selections of textbooks, CDs and videos, magazines, journals and newspapers. Photocopy facilities are available. Computer and internet services are available for student use.

**Student lounge and kitchen**

A student lounge area is available for students to relax, meet others, and converse. Basic kitchen facilities such as hot water, microwave, sandwich maker and fridge are available for student use.

**First Aid, Fire Extinguishers and Emergency Evacuation**

Students are made aware of the location of First Aid kits, fire extinguishers and blankets, and are instructed during orientation in the emergency evacuation plan and procedures.
**English as the spoken language**

With students from various nationalities and cultures, SAFT wants everyone to feel included in the community. Therefore SAFT enforces an ‘English only’ policy on the training site. This also encourages students to speak English at every opportunity, which enhances and speeds up their learning. English is spoken in the classroom, common rooms and during all training and assessment.

**Student Support Services**

Being a student in airline studies can be challenging. Our designated Student Support Officer can be approached to gain advice on academic and personal issues. The Student Support Officer offers professional and confidential advice in areas where they can help. They can also provide links to external sources of support where the RTO is not qualified to deliver advice.

Check the notices in your location or ask one of our staff for the contact details of the Student Support Officer.

The following support services are to be available and accessible for all students studying with SAFT. Any referrals are conducted by the RTO at no cost to the student, but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of the RTO.

**Academic issues**

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course are able to gain advice and support firstly from their Trainer, the Student Support Officer or the CEO.

All students’ progress and attendance is monitored so that support can be provided quickly when an academic issue arises.

**Personal / Social issues**

There are many issues that may affect a student’s social or personal life, and their feeling of well-being. Students have access to the Support officer through normal RTO hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Students are advised about welfare related support services via notices on the notice boards, brochures, and the Student Support Officer will provide referral to appropriate support services. Students will also be provided with an emergency 24-hour 7-days a week contact for serious emergencies or concerns.

**Accommodation**

SAFT does not offer accommodation services or take any responsibility for accommodation arrangements. All international students are advised to have accommodation organised prior to arrival in Australia and/or commencing their course.

Homestay is a common form of accommodation where students live with an Australian host family, couple or single person/s in their own home. There are many homestay providers operating in Australia and these arrangements will vary from Full Board (2 meals per day), or Part Board (no
meals provided). Global Experience is one example of a Homestay provider. Prices and information is available on their website: http://www.globalexperience.com.au/

If you know someone in Australia near the location where you will be studying, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement.

Share accommodation is a fun and affordable option for students. Opportunities can be found in local newspapers and on the internet.

The rental market offers a wide range of housing options. Signing a lease on your own for an apartment, flat or house can offer you an independent lifestyle and privacy. You may also plan to stay in this property for the duration of your course. It can, however, be expensive if you choose to live by yourself, as you are solely responsible for the rental payments plus the connection fees for utilities and the ongoing bills.

**Medical Issues and Medical Health Cover**

International students are required to hold Overseas Students Health Cover (OSHC) for the entire duration of their stay in Australia. Applicants can organise their OSHC online through OSHC Australia (https://oshcaustralia.com.au). SAFT will need to record the details of the OSHC health cover. Australian students should also consider the benefits of Private health insurance for either hospital cover combined hospital and general cover.


In Australia you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a GP – General Practitioner) in their private practice or medical centre, with part or the entire doctor’s fee being covered by Medicare or OSHC. You must make an appointment to see a GP. It is important to note that some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

There is an up to date list of medical professionals and emergency medical services accessible at each SAFT location. Any student with medical concerns should seek professional medical advice and support. Australia’s emergency medical phone number is triple zero (000). If a student is concerned that a medical condition is impacting or may impact on their studies, they should inform their trainer, a local staff member or the student support officer who will assist them to receive the appropriate advice and support.

Pharmacies: GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. International students will need to provide the pharmacy with their OSHC card, your full name and address.

Dental and optical health services are not covered by OSHC unless you take out extra cover. If you need to see a dentist or optometrist you will need to make an appointment and pay the full fee of this service.

**Legal Services**

It can be hard to understand laws and the legal system, especially for students living in a new country. The RTO is able to provide some advice and guidance on a limited range of situations.
Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

International students living in NSW can get advice from Redfern Legal Centre’s International Student Service: http://rlc.org.au/our-services/international-students. Also Australian students may find the Community Law site helpful: http://www.communitylawaustralia.org.au/get-help/

Emergency and Policy Assistance
In Australia the emergency number for any emergency – Medical, Fire or Police, is Triple Zero (000) and should be used in the following situations:
- If someone is seriously injured or in need of urgent medical help
- If your life or property is being threatened
- You have witnessed a serious accident or crime.

When you call 000, indicate if you want Police, Fire or Ambulance
Stay calm, don’t shout, speak slowly and clearly
Describe the address/location where the emergency response should attend.

Public hospitals have a 24-hour Emergency Department where you can seek help afterhours and during weekends.

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

Student Obligations

Change of Address and Personal Details
All students must advise SAFT office of any change in address, personal details or any situation which may affect their course participation or SAFT’s ability to contact the student.

SAFT is responsible to let the Department of Immigration and Citizenship know of any changes to the address and details of international students. This is done through PRISMS. Failure to report these changes can result in default in Visa provisions.

Code of Behaviour
All staff and students are expected to act responsibly and treat all staff and fellow students with courtesy and respect. Students are required to follow all academic rules and regulations of the RTO and the instructions from staff representing the RTO including any stated dress or uniform codes. Students are required to act in a non-discriminatory manner at all times and respect the rights of other students, staff and visitors. Where a student is found to have acted in a way that the
RTO deems to be misconduct, the RTO may implement disciplinary action in the form of suspension or cancellation of a student’s enrolment.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favours and other visual, verbal or physical conduct or attention of a sexual nature. Sexual harassment is defined in terms of the victims' perception and not the harassers' motives. Any reports of sexual harassment will be treated seriously, sympathetically and in confidence. A report may be made verbally, but must be made in writing to the CEO to be considered formal, before any action will be taken.

All complaints relating to the Code of Conduct will be formally investigated. Details of any investigation will be recorded in writing and a copy given to both the complainant and alleged victim. The complainant may also exercise their right to seek the assistance of a relevant external third party.

When using SAFT computers and internet access you should not deliberately look for inappropriate websites, put offensive material onto computers, or use online tools to bully or harass others.

Any student found to be in contravention of the Code of Behaviour, including cheating or fraudulently completing any assessment will have their assessment marked as NYC. Students who plagiarise information from the internet or other information source, without giving an appropriate reference, will also have their assessment marked NYC. A second event against the Code of Conduct may result in cancellation of enrolment.

Students and staff are to be aware of:

- The Racial Discrimination Act, 1975;
- The Sex Discrimination Act, 1984;
- Disability Discrimination Act, 1992
- The Equal Opportunity Act, 2010

**Drugs and Alcohol**

SAFT has a policy of Zero tolerance in relation to drugs and alcohol within the work and study environment. The intention is to provide a safe working and studying environment by eliminating hazards associated with drug and alcohol use. This policy applies to all staff and students, contractors and visitors. A breach of this can be considered a serious misconduct and will be dealt with accordingly.

Students and staff are not to attend SAFT training areas if they are affected by drugs or alcohol. Staff are to inform the CEO or CEO Delegate if they suspect that a student or staff member is affected by drugs or alcohol.

CASR Part 99B requires organisations to develop an organisation-specific drug and alcohol policy, and also requires organisations to implement the following DAMP programs:

- a drug and alcohol education program
- a drug and alcohol testing program
- a drug and alcohol response program.
A drug and alcohol testing program is a mandatory component of our organisation's Drug and Alcohol Management Plan (DAMP) under Sub-part 99B of the Civil Aviation Safety Regulations 1998. Its aim is to ensure that people under the influence of alcohol and other drugs (AOD) while performing 'safety sensitive aviation activities' (SSAAs) are promptly identified and tested.

Anyone who is contracted or employed, including student pilots, who is performing or available to perform SSAAs, whether they are paid or not are to be covered under an organisation's DAMP.

Student Pilots must be covered by an organisation's / flying schools DAMP.

Students perform and are available to perform SSAAs. They are provided with flight training in accordance with a written or oral contract with the relevant flying school. As such, student pilots are to be regarded as DAMP contractors of a DAMP organisation (the flying school) and therefore, SSAAs employees of the flying school for the purposes of any DAMP associated drug and alcohol testing obligations which are imposed under Part 99 of the CASR.

Further, student pilots, visitors and volunteers, performing SSAAs in the aerodrome testing area, could be subject to AOD testing either by CASA or by the DAMP organisation.

Staff or students who believe they have a drug or alcohol problem are encouraged to seek professional assistance and treatment. Student Support Services will advise where assistance can be accessed or medical practitioners can also assist.

**Criminal Offences**

Any behaviour, which constitutes a crime, is subject to legal remedy and criminal or civil justice. This may include for example, an act of violent or theft. Behaviour or events of this nature will be immediately reported to police.

**Satisfactory Attendance**

Students are required to maintain the required attendance level according to their course plan. International students have attendance requirements as part of their Student Visa requirements. Attendance includes face-to-face classes, planned self-directed learning activities, field trips, flight training, and other scheduled and planned learning activities. Students attending class-room sessions will record their arrival and departure times on the “sign-on” attendance sheet. Student attendance is monitored by SAFT and where a student is at risk of falling behind in their studies due to inadequate attendance, SAFT will counsel the student to identify why they are not attending regularly. An unsatisfactory record of attendance can affect the student’s progress, can result in additional charges incurred, particularly where flight training has to be changed.

Should a student be unable to attend class or keep a flight training appointment due to illness, serious family or work problems, the student should make every possible effort to advise their trainer of their inability to attend their training. If a student knows in advance that they will be away or unable to keep an appointment you must notify the SAFT as soon as possible. In line with the Department of Immigration and Border Protection requirements, overseas students cannot apply for holiday leave as grounds for leave of absence or deferral). It is the student's responsibility to obtain any handouts, class notes, and assignment information and complete any activities missed due to the absence.
**Academic Progress**

Students are required to maintain satisfactory academic progress. Student progress is monitored by SAFT. Support and guidance, as well as intervention strategies will be implemented where the student is at risk of not meeting satisfactory progress. Where a student is unable to maintain the required academic progress as per their course plan, the student’s course plan will need to be reviewed. It may be that the student will need to extend their anticipated completion timeframe, change the expected outcomes or withdraw from the course to seek alternative learning opportunities. Where an international student has failed to maintain satisfactory progress/a pass of 50 per cent or more of the units attempted within the course schedule for the semester, they may be reported to the Department of Immigration and Border Protection, and their visa status may be affected. Students must be given prior written notification of intent to report with internal appeal rights.

**Requests under Compassionate and Compelling Circumstances**

A student may appeal a decision made by the RTO in relation to Academic Progress or Unsatisfactory Attendance on the basis of compassionate and compelling circumstances. The CEO will consider these appeals.

**Assessments, Exams, Flight Tests and Re-sits**

SAFT students undertake theory based examinations and practical tests including flight tests in accordance with CASA Part 61 Manual of Standards (MOS). These standards are used by SAFT to develop and conduct our training courses; by examiners to conduct competency assessments, flight tests, proficiency checks and flight reviews; and by CASA for approving and monitoring training courses. All flight time must be recorded in a pilot’s log book.

In addition to the CASA licence, the Australian Aviation Training Package sets competency standards for students to achieve nationally accredited qualifications under the AQF.

SAFT students undertaking AQF courses will receive the certificate indicating the AQF qualification they have achieved.

To achieve a satisfactory result for issue of a licence, a student must pass all CASA exams as per the level of pass mark indicated by CASA, and must be deemed competent in all flight tests. Competency must also be demonstrated against all Aviation Training Package units for issue of the qualification.

A statement of attainment can be issued where one or more units of an accredited course have been competently completed but not all requirements for the qualification are completed. The statement of attainment will list all of the units of competency or modules achieved.

**Fees, charges and refunds**

Students are informed before enrolment of all course fees and refund arrangements. The Fees and Refund Policy is available on the SAFT website. It is important that all applicants and students are fully aware of the SAFT policy in relation to non-payment of fees, refunds based on cancellation or deferral, how to apply for a refund, and appealing a refund decision.
It is a requirement of SAFT that where course fees, enrolment fees or other charges are applicable, these must be paid by the specified due dates stated on the tax invoice and paid in Australian dollars.

**Non-payment of fees**

Late payment, ie failure to pay the debt within fourteen (14) days of the original due date, or non-payment of fees, may result in a student’s enrolment being suspended, terminated, their inability to graduate, and inability to access or obtain certification and/or academic transcripts. International students will be reported for breach of student visa conditions. SAFT is not obligated to issue a participant’s qualification or statement of attainment if there are outstanding fees.

**Complaints / Grievances and Appeals**

Students have access to the SAFT complaints and appeals process. This allows for a fair and equitable process to be implemented for any grievance or complaint against the RTO in its assessment process, decisions relating to academic or attendance records, and any other concern. Full details are provided in the SAFT Complaints and Appeals Policy and Procedures. Complaints are to be lodged using the Complaints and Appeals form.

Students are able to submit a complaint against the operations of SAFT, against any person employed by the RTO, or a fellow student, if a person has acted inappropriately, or the systems and practices of the RTO are not meeting expectations, or the RTO is treating them unfairly. A student may also appeal a decision made by the RTO in relation to a complaint or an assessment outcome.

Where a student feels they have been treated unfairly or incorrectly judged and assessed on a specified task, test, or assessment, they may have the decision reviewed by the RTO by submitting an assessment appeal form. Students must provide supporting evidence or explanations as to why they feel the decision or outcome was unfair or why the decision / outcome should be reviewed. All complaints and appeals are handled and reviewed by RTO management in accordance with the full Complaints and Appeals Policy.

Complaints and appeals can be made to the Australian Skills Quality Authority (ASQA) via their complaints hotline [http://www.asqa.gov.au/](http://www.asqa.gov.au/). Complaints from overseas students may be investigated by ASQA, the Overseas Students Ombudsman, or, in some cases, another agency.

**Recognition of Prior Learning (RPL) and Credit Transfer**

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by the Soar Advanced Flight Training and you will not be required to complete these units again. To apply for Credit Transfer students must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course in which they are enrolled.

Where a student has gained skills and knowledge from sources such as life experience, work experience, and other related learning experiences, they may be able to demonstrate their competence in required skills and knowledge by completing a Recognition of Prior Learning application. This requires the student to provide detailed explanation of how the learning was
gained and provide evidence of how their current skills and knowledge meet the detailed requirements of the Unit of Competence recognition is being applied for.

Please contact the RTO for further information and application forms prior to or during your enrolment.

**Student Feedback and Surveys**

All students are required to complete a feedback or quality indicator learner survey form at least once per year to provide feedback on the services and education that SAFT is providing. This may include the Australian Qualifications Training Framework Quality Indicator surveys. Students are also encouraged to provide feedback on the services of the RTO by completing a student feedback form available from student administration at any time.

**Privacy and Use of Personal Information**

SAFT is committed to privacy protection and compliance with applicable privacy laws and standards, and will manage personal information in accordance with our Use of Personal Information Policy. Information collected and used by Soar Advanced Flight Training (SAFT) will be collected and managed in accordance with the Privacy Act 1988 as amended, including the Australian Privacy Principles (APPs) set out in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

We do not disclose, sell or pass on your personal details other than to authorised government authorities and as required by law. Students have the right to access information we may hold.

If a student requires access to the personal information and records held by SAFT they should contact SAFT Student Services and make the request in writing. If they wish to authorise a third party to access their records, this authorisation must be provided in writing and approved by SAFT.

**Student Marketing/Promotional Release**

Students may be asked to provide a testimonial or to be included in photographs which will subsequently be used in marketing or promotional media. Students who agree to this will be required to complete a Marketing/Promotional Release form allowing SAFT to use the testimonial and/or photos in a designated way for a specified period of time without payment to the student.

**Permission to work**

People granted student visas will automatically receive permission to work with their visa grant. Most student visa holders will no longer need to apply separately in Australia for permission to work. Students with permission to work may not undertake work until they have started their course in Australia. They are limited to 40 hours work per fortnight while their course is in session but may work unlimited hours during formal holiday periods. More information available from [http://www.border.gov.au/](http://www.border.gov.au/) [http://www.immi.gov.au/media/fact-sheets/50students.htm](http://www.immi.gov.au/media/fact-sheets/50students.htm)
Australian students have no limit on the hours they may work whilst studying, except that they must maintain satisfactory course attendance at all times.

**Tax File Number**

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week. You can apply for your TFN online at www.ato.gov.au, or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50

**State Emergency Service**

For emergency assistance in a FLOOD or STORM - Phone 132 500.
The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia.

**Lifeline Lifeline’s – Phone 13 11 14**

This service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hours a day, any day of the week from anywhere in Australia. Anyone can call Lifeline. The service offers a counselling service that respects everyone’s right to be heard, understood and cared for. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

**Poisons Information Line - Phone 131 126**

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information and advice to assist in the management of poisonings and suspected poisonings. Call this number if your or someone with you is suspected of having consumed or had contact with a poisonous substance. You may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital.

**Translation service in an emergency situation - Phone 1300 655 010**

**General Translation and Interpreter Service (TIS)**
For more information visit www.immi.gov.au or phone 131 450
Contacts, Local Amenities and Services

Students are to insert their own relevant information below during or shortly after their induction.

My SAFT Training Centre address:

SAFT Phone number:

Within the immediate vicinity of my SAFT Training Centre the following facilities are available:

Medical and Emergency

Insert information relating to local medical, hospital and emergency services available

Accommodation Services

Insert information about student and emergency accommodation services

Public Transport

Insert information relating to public transport available

Shopping

A local shopping centre and your favourite stores within the area
Banking

Nearest Banks and ATMs – *(Don’t carry large amounts of money)*

Post Office

Nearest Post Office

Library

Nearest library