

APPENDICES

General English Test Criteria

APPENDIX A

Extracted from the Australian Government Civil Aviation Safety Authority (CASA) website and was current June 27th 2017. Please check the website for any updates.

Source: <https://www.casa.gov.au/standard-page/guidance-authorised-persons-student-pilots-and-english-language>

How does a student demonstrate English proficiency?

The demonstration involves the following three steps which must be completed prior to the student undergoing their first solo flight:

Step 1 – Background evidence

Applicants must present to the authorised person with evidence that they meet one of the criteria listed in Schedule 2 of the CASR Part 61 MOS. The options include:

1. completion of a secondary education in an Australian or New Zealand educational institution;
2. completion of at least the equivalent of an Australian secondary education in an educational institution in a country where 1 of the principal mediums of instructions was English;
3. is receiving secondary education in an Australian or New Zealand educational institution and the language of instruction is English;
4. worked in Australia or New Zealand for at least 3 of the 5 years immediately before applying for the student pilot licence;
5. worked in a specified country for at least 3 of the 5 years immediately before applying for the student pilot licence;
6. successfully completed one of the following English language proficiency tests:
 - The General or Academic Training Module of the International English Language Testing System (IELTS) with an overall grade of 5.5 on condition that no single test area has a score of less than 5.0.
 - Test of English for International Communication-Secure Program (TOEIC-Secure Program/Public Testing Centre) with the following minimum test scores:
 - i. listening – 350,
 - ii. reading – 300,
 - iii. speaking – 160
 - iv. writing - 140.
 - Test of English as a Foreign Language internet-based test (TOEFL iBT) with a test score of 71.
 - Test of English as a Foreign Language computer-based test (TOEFL CBT) with a test score of 197.

- Test of English as a Foreign Language paper-based test (TOEFL PB) with a test score of 530.
- 7. He or she has successfully completed a CASA approved General English Language Course and has obtained a grade of at least 75% in the speaking and listening components of the General English Language Course;
- 8. He or she has been assessed by a CASA approved general English language proficiency assessor as meeting the requirements mentioned in Schedule 2 of the CASR Part 61 MOS.

Note: Specified country means United Kingdom, Republic of Ireland, United States of America, New Zealand, Canada (proof of English language proficiency may still be required)

Step 2: The authorised person then conducts an interview to make sure the applicant has an acceptable level of English

Step 3: If satisfied the applicant has an acceptable proficiency in general English, the HOFO then completes the training record.

Certification of documents

APPENDIX B

What is a certified copy?

A document is a certified copy with the original and the copy have both been seen by an approved certifying official, and the official has deemed the copy to be a true copy of the original.

The person certifying the document/s must:

- Sight the original document and write on the copy "This is a true copy of the original document sighted by me"
- Sign and print their name
- Provide an address and contact telephone number
- State their profession or occupation group – They may have an official stamp or seal of their organisation
- Write the date they certified the document

Within Australia:

Moorabbin Aviation Services Pty Ltd authorised representative

Police Officer

Bank manager or Credit Union branch manager

Solicitor, barrister or patent attorney

Pharmacist

Postal manager

Principal of an Australian Secondary, High School or Primary School

Accountant who is a member of the Institute of Chartered Accountants in Australia or the Australian Association of Taxation and Management Accountants, or a Registered Tax Agent

Commissioner for declarations

Overseas:

An officer from the official records department of the Institution that originally issued the documents

An Education Agent approved by Moorabbin Aviation Services Pty Ltd

Australian embassy or consulate

A person recognised by the law of the country in which you live.

English Translation:

Any document in a language other than English must be accompanied by a certified English translation. A translator in Australia must be accredited by the National Accreditation Authority for Translators and Interpreters. A translator outside Australia does not need to be accredited, but they must endorse the translation with their full name, address, telephone number, and details of their qualifications and experience in the language being translated.

MAS reserves the right to refuse documents on the grounds of incorrect or inadequate certification. Falsifying documents is a very serious offence which will result in an application being refused.

Conditions of Enrolment (International Student Pre-Enrolment Information)

APPENDIX C

Conditions of your enrolment form part of your enrolment documentation. For full copies of MAS policies and procedures please refer to our website or request these from our authorised agent or Australian office. The Student Handbook should also be accessed and read. This contains important information for you to understand before your commence your course and during the time you are undertaking your course/s with MAS.

Protection for International Students

Overseas students need to be aware of the ESOS framework. This can be accessed from the following website: <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

Consumer protection

The Conditions of Enrolment and Student Agreement, and the availability of complaints and appeals processes, does not limit the right of students to take action under Australia's consumer protection laws.

Pre-course information

Applicants can expect to have sufficient and accurate information about the available courses so they can make informed course decisions prior to finalising their enrolment and signing the written agreement. At the commencement of training, students can expect to be given the specific requirements of their program and have the opportunity to discuss course details with their trainer.

During the enrolment process MAS will collect information from the applicant to evaluate if they have selected an appropriate course for their desired learning outcomes and that they meet the required pre-requisites which indicate they will be able to successfully complete the course.

Applicants have the opportunity to provide documented evidence to support requests for credit transfer and/or recognition of prior training, qualifications and licences.

Code of behaviour

All students, staff, contract staff and visitors to our training locations are expected to behave in a considerate and courteous manner when dealing with other staff, students and members of the public. The intent is to foster a learning environment in which all students and staff can participate safely and effectively. If any person's behaviour is disruptive or unacceptable, disciplinary action will be taken. A trainer can ask a student to leave their training area if their behaviour is disruptive or dangerous. Students can be suspended or expelled for serious or continued disruptive or unacceptable behaviour. Violence, intimidation and harassment are not tolerated. The police may be contacted in cases of possible criminal behaviour.

Privacy of personal information

MAS is committed to protecting your personal information and is bound by the Australian privacy laws. The law requires us to take all reasonable steps to ensure that the information we collect and hold about you is only that information which is required for the purposes of your enrolment, course studies and Australian Government reporting. We take steps to ensure the information is correct and current.

We collect information during your enrolment to meet our obligations as an RTO under Australian Skills Quality Authority (ASQA) regulations, and under the ESOS Act and the National Code 2007, and to ensure your compliance with the conditions of your Visa and obligations under the Australian immigration laws.

The information we collect is used for Australian Vocational Education and Training Management Information Systems Standards (AVETMISS) reporting to Government and designated authorities. MAS authorised staff/representatives and your nominated Education Agent will have access to the information. No other persons will have access to your personal information without your consent or unless authorised by law.

Access and Equity

MAS adheres with equity principles for all groups through fair assessment of enrolment applications and Australia's anti-discrimination legislation.

Class attendance and course progress

All International students on a student visa must be enrolled in the CRICOS course for which they have received a Confirmation of Enrolment (CoE). The Department of Immigration and Border Protection (DIBP) requires that it be notified of any changes in course duration or course amendments. Any reductions or extensions in the time of study will require a new Confirmation of Enrolment (CoE) to reflect the changes in duration.

MAS will continuously monitor student's course progress under the Australian DIBP approved course progress policy and procedures. Students must maintain satisfactory course progress **and** at least 70% of scheduled contact hours throughout their course. Failure by the student to demonstrate they are meeting these requirements can result in MAS reporting the student to the DIBP, which can then result in the student's visa being cancelled and the student being required to leave Australia. MAS requires 100% attendance at some activities, especially in relation to scheduled flights, theory assessments and externally based exams. Full details of the MAS Course Progress and Monitoring Policy and Procedures, and specific attendance requirements, are provided during orientation.

Change of address

Within seven (7) days, international students must notify MAS of any change of address or contact details (email, phone, residential and postal address) whilst your application for enrolment is in progress and while enrolled. MAS is required to update the PRISM's database with each student's current address and contact details to enable the Department of Immigration & Border Protection to have their latest details. MAS also requires this to ensure our communication with you is effective.

Fees and Charges

MAS will charge an application fee for processing applications from International Students. This fee is payable at the time the applicant submits their Enrolment Form. **Please Note: The Enrolment Application Fee is not refundable.**

MAS will enter into a written agreement with the application - the International Student Course Agreement, prior to accepting any tuition or course related fees and charges from the student. Tuition or course related fees paid prior to the student signing the Agreement cannot be processed.

Note: Tuition Fees are compulsory fees for theory tuition and flight training. Tuition Fees do not include the mandatory additional charges indicated separately.

For courses that are more than 25 weeks, MAS will not request more than 50% of total tuition fees prior to course commencement. However, students may choose to pay more if they wish to do so to gain advantage of favourable exchange rates or for the convenience of only paying once. If a course is 25 weeks or less in duration then total course fees may be payable prior to commencement.

Cost of additional resources and all other costs associated with the course will be listed in the Payment Details of the International Student Course Agreement. Students agree to these when they sign the Student Acceptance of Offer and Payment Agreement Form. A full copy of the MAS Refund Policy is also provided with the Student Course Agreement.

Applicants and students must meet deadlines for accepting offers and making fee payments.

Failure to pay fees on time may result in the student's enrolment being cancelled. MAS will issue an Intention to Cancel. The student has 20 working days to access our Complaints and Appeals policy. Fees are not transferrable to other students.

International students who are applying for a student visa, will have their fees deposited into a designated account in accordance with the Tuition Protection Service (TPS). This account can only be drawn down when the student commences the course.

Refunds

Complete details of the MAS Refund Policy and Procedures will be provided with the International Student Course Agreement and can be requested from our Head Office.

Tuition Fees when paid are generally not refundable, except in the following circumstances:

- MAS reserves the right to change a course start date or cancel a course.
- Where a student is unable to attend a re-scheduled course because the start date is changed by MAS
- MAS cancels a course
- The student defers, suspends or withdraws from the course.

Course Cancellation

In the unlikely event that MAS is unable to fully deliver a course in which students have already commenced their training, the Australian Government Tuition Protection Service (TPS) will assist students to either complete their training with another education provider or provide a refund of the unspent tuition fees. Refer to the Australian Government website for more information <https://tps.gov.au/StaticContent/Get/StudentInformation>

Complaints and appeals

MAS has implemented its complaints and appeals policy in compliance with Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students (2007) and Standard 6 of the Standards for Registered Training Organisations (RTOs) 2015. The policy and procedures applies to any person who has any dealings with Moorabbin Aviation Services Pty Ltd including potential students and enrolled students (Domestic or International). This policy and procedures cover academic and non-academic complaints and appeals. Refer to the full Complaints and Appeals Policy and Procedure on our website.

I acknowledge I have read and accept these Conditions of Enrolment

Student Signature

Please sign:

Date signed