

# **STUDENT HANDBOOK**

# **INTERNATIONAL STUDENTS**

**MOORABBIN AVIATION SERVICES PTY LTD**  
**(MAS)**  
**TRADING AS**  
**AUSTRALIAN NATIONAL AIRLINE COLLEGE**  
**(ANAC)**

**RTO Code 22495**  
**CRICOS Provider Code 02530B**

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**PLEASE NOTE:** In a situation where Moorabbin Aviation Services is forced to change a student's course program, and/or where Government needs to impose restrictions within Australia or Australian States (for example COVID =19, or a natural disaster occurs), the content of this Handbook is subject to change.

This Version 6.1 is an update to Version 6 because of the new qualification AVI50222 being added to ANAC scope. Refer to page 6 – Clause 4. Our International Courses.

## 1. INTRODUCTION

### Handbook Purpose

This handbook is for all prospective and existing international students enrolling or enrolled in Australian Diploma /CRICOS courses with Moorabbin Aviation Services Pty Ltd (MAS) **trading as Australian National Airline College (ANAC)**. The information provided aims to assist students to settle into their chosen course and their study life in Australia, and to understand the services we offer. The handbook should be retained by students for future reference.

### Training Provider History

ANAC has been training pilots since 1990, including international students. Many of our graduates now fly for Airlines throughout the world.

We take pride in the quality of courses and services we deliver. In the delivery of Australian nationally accredited courses for overseas students, ANAC operates within the Standards for Registered Training Organisations (RTOs) [RTO Compliance](#) and the ESOS legislative framework [ESOS Legislative Framework](#)

The Standards for Registered Training Organisations (RTOs)

- describe the requirements that an organisation must meet in order to deliver nationally accredited courses in Australia
- ensure that training delivered by RTOs meets industry requirements (as set out in training packages and accredited courses) and has integrity for employment and further study
- ensure RTOs operate ethically and consider the needs of both students and industry

## 1. ACRONYMS EXPLAINED

ANAC	Australian National Airline College-the trading name of Moorabbin Aviation Services Pty Ltd for CRICOS courses offered to international students
AQF	Australian Qualifications Framework – a quality assured training framework in Australia
ASQA	Australian Skills Quality Authority – regulator of Australian training providers
ATO	Australian Tax Office
CASA	Civil Aviation Safety Authority – Australia’s regulator for civil air operations Head of Operations
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
CoE	Confirmation of Enrolment issued through PRISMS
ESOS	Education Services for Overseas Students Act IELTS International English Language Testing System
MAS	Moorabbin Aviation Services Pty Ltd
PRISMS	Provider Registration and International Student Management System RTO Registered Training Organisation – only RTOs can issue AQF certificates
TPS	Tuition Protection Service – student protection against training provider default
USI	Unique Student Identifier – a reference number which gives a student access to their completed training records and transcripts
VET	Vocational Education and Training

## 2. LEGISLATIVE COMPLIANCE

ANAC must comply with the various legislation within the operations of our college. These include:

[ESOS Legislative Framework](#)

[VET Quality Framework | Australian Skills Quality Authority \(ASQA\)](#)

[Worksafe Victoria](#)

[Equal Opportunity Legislation](#)

[Racial and Religious Tolerances](#)

[The Charter of Human Rights and Responsibilities Act 2006](#)

[Copyright Laws](#)

[The Privacy Act 1988 and the Australian Privacy Principles](#)

[Discrimination Legislation](#)

[Unique Student Identifiers Legislation](#)

[Relevant civil aviation safety legislation](#)

[Australian Consumer Law](#)

<http://consumerlaw.gov.au/the-australian-consumer-law/>

[Tuition Protection Service](#)

[Civil Aviation Act 1988 \(CAA\)](#)

[Civil Aviation Safety Regulations 1998 \(CASR\)](#)

[Civil Aviation Regulations 1998 \(CAR\)](#)

## 3. ANAC KEY CONTACTS

Darron Hurley –Chief Executive Officer and Head of Operations

Base Manager – Edmond Dufty

Training Coordinator – Stefan Almon

[Manager International – Craig McKenzie](#)

Email: [enquiries@mas.vic.edu.au](mailto:enquiries@mas.vic.edu.au)

Phone: [+ 61 03 95875159](tel:+610395875159)

[Moorabbin Aviation Services website](#)

[Australian National Airline College website](#)

## 4. OUR INTERNATIONAL STUDENT COURSES

ANAC is registered on the Australian CRICOS register to deliver the following courses to International Students:

- AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) *Superseded on 26<sup>th</sup> April 2022 by*
- AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)
- AVI50519 Diploma of Aviation (Instrument Rating)

## 5. ESSENTIAL PERSONNEL

### Chief Executive Officer and Head of Operations

The person who holds the role of Head of Operations, which may be the same person as Chief Executive Officer (CEO) must safely manage all of MAS flight training in accordance with CASA rules and regulations, ensuring training is in accordance with the principles of competency-based training in a consistent and systematic manner. The CEO/HOO role is responsible for the standard of training, assessments and safety within ANAC. The CEO/HOO oversees personnel appointed to manage marketing and recruitment, flight

training, administration, finance and compliance, and for ensuring flight training is delivered by instructors that have the vocational competence, and current aviation industry skills and knowledge which informs their training and assessment. The CEO/HOO has ultimate responsibility for approving student applications, for cancelling enrolments and for managing complaints and appeals. Engagement with industry is critical to ensuring training and assessment is aligned to current methods, technology, products and performance to meet both CASA and RTO standards.

### Base Manager

The Base Manager's role is to manage all operations on base from flight training through to maintenance scheduling, and ensuring instructors, students and aircraft are scheduled and utilised appropriately. The Base Manager helps in supervising and guiding staff and students in flight training and holds responsibility for communications with staff and students. Working closely with the CEO and other senior personnel, the Base Manager ensures compliance with mandatory regulations including health and safety. RTO students can contact the Base Manager to discuss any issues or concerns during their time at ANAC.

### Training Coordinator

Under RTO Standard 1, the Training Coordinator is responsible for implementing, monitoring and evaluating training and assessment, and for providing supervision of instructors where needed. Assessment must comply with the AVI training package and CASA flight training requirements, and is conducted in accordance with the Principles of Assessment and Rules of Evidence. The Training Coordinator ensures that all instructors maintain their currency of skills and knowledge including CASA Part 61 Flight or Simulator Instructor. The Training Coordinator is to ensure ANAC can demonstrate and provide evidence of instructors qualifications and professional development.

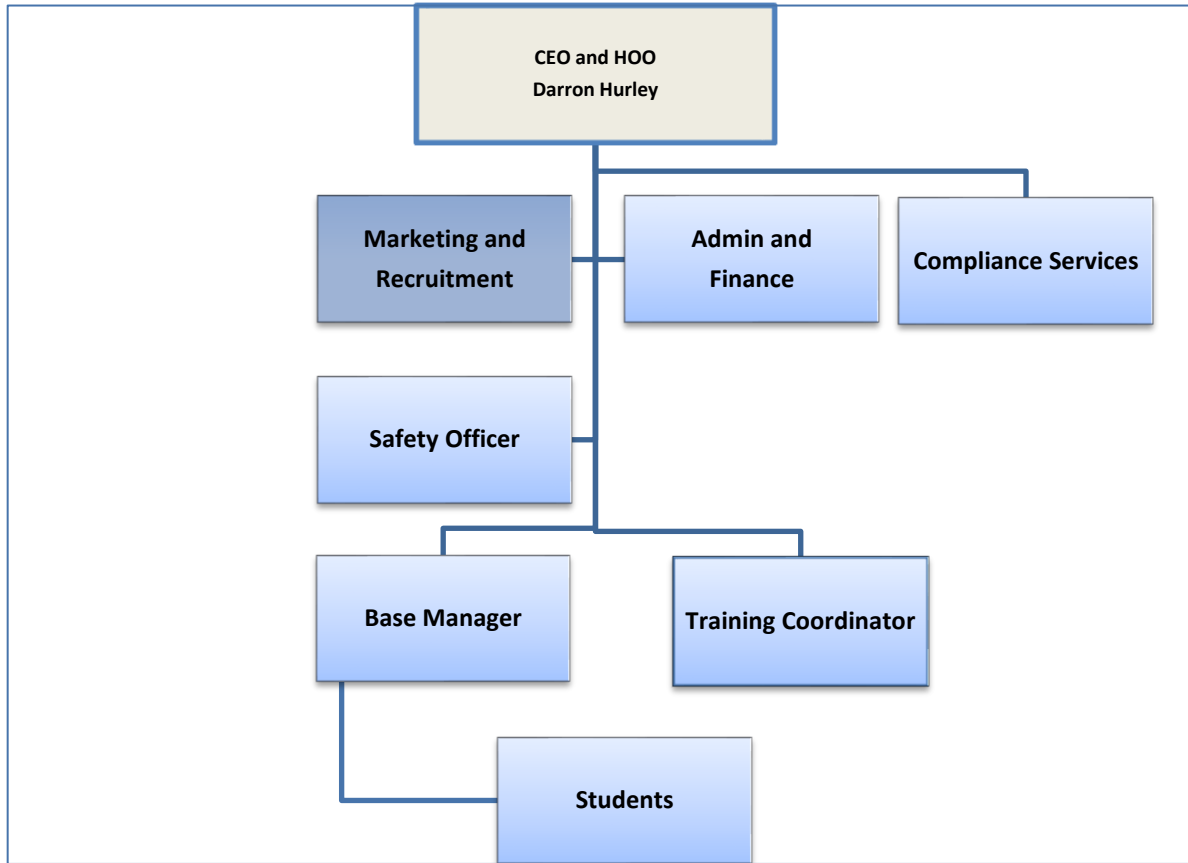
### Manager International

The Manager International ensures that marketing and information provided to prospective students is undertaken with integrity and in line with the National Code of Practice for Providers of Education and Training to Overseas Students. The role is conducted with particular attention to Standard 1 'Marketing information and practices', and Standard 3 Formalisation of 'Enrolment and written agreement'.

### Flight Instructors

Flight Instructors at ANAC supervise all ground and flight training. All staff have the regulated Training and Assessment Qualifications, a CASA Flight Instructor Rating and all the necessary endorsements to allow them to conduct and assess competency and underpinning knowledge. Flight Instructors must, by law, maintain accurate records of student attendance, course participation and student progress. Instructors are required to undertake professional development in the fields of knowledge and practice relevant to aviation training, learning and assessment including competency-based training and assessment.

## 6. ORGANISATION CHART





## 7. OUR CAMPUSES

We are located at 125 Second Avenue, Moorabbin Airport VIC 3194 in the south eastern suburbs of Melbourne and at Mangalore Airport north of Melbourne. Both airports are used to provide students the opportunity to fly at both controlled and non-controlled aerodromes. At these sites our students learn how to fly and reach the high professional standard required for the Diploma qualifications. Facilities include classrooms, briefing and meeting rooms, kitchen facilities, as well as the aircraft and aerodromes required for training and assessment. Emergency procedures, evacuation plans and other safety information are located on the walls of communal rooms. Students are made aware of these and should be familiar with the emergency and evacuation procedures.

## 8. COURSE MARKETING AND PROMOTIONS

ANAC ensures that all of our marketing and course promotions are factual, accurate and consistent with the services we provide and meets the Australian Consumer Law. All marketing and promotional materials include either the legal entity name of Moorabbin Aviation Services Pty Ltd or the registered trading name Australian National Airline College, as well as the RTO Provider Number and the CRICOS training provider registered number. CRICOS course codes are included and prior to enrolment, students are provided with full course details, course entry requirements, the course duration, and course tuition and non-tuition fees. Students are also provided information about an Australian Student Visa and about living and studying in Australia including the estimated living expenses.

## 9. RECRUITING STUDENTS FROM OVERSEAS

ANAC provides a range of current and comprehensive information for prospective students through this Handbook, the ANAC website, the Course Agreement and various other information and website links for international students intending to undertake training with ANAC. Information provided includes:

- The course entry requirements, including English language proficiency and educational qualifications
- Qualification details and learning outcomes
- Training and assessment methods
- Course duration, and holiday breaks
- Campus locations, facilities, equipment and learning resources available to students
- Arrangements with other providers if these are relevant
- Indicative tuition and non-tuition fees, noting that some fees may change over the duration of the course
- Fees and Refund policy and procedures
- Conditions under which a student may defer, suspend or cancel
- Complaints and appeals procedures
- Information on the ESOS framework
- Accommodation options and indicative costs of living in Australia.

## 10. WRITTEN AGREEMENTS WITH STUDENTS

The obligations and rights of ANAC and of each international student are provided in a written agreement which is signed by an ANAC representative and the student applying to enrol. Written agreements must comply with the requirements of the ESOS Act and the National Code of Practice for Providers of Education and Training to Overseas Students 2018. The written agreement outlines the course or courses in which the student is to be enrolled, any prerequisites necessary to enter the course or courses, tuition and non-tuition fees, refund policies, privacy information, and any conditions imposed on the student's enrolment.

The agreement is made with the student once the student signs and returns the signed agreement. This does not affect the right of the student to take action under Australian Consumer Law where applicable. ANAC must retain records of all written agreements and receipts of payments under the agreement for at least two years after the student ceases to be an accepted student.

This course handbook is provided to students prior to enrolment by email and can be provided in hardcopy.

ANAC will not accept tuition or non-tuition fees until the student has signed or otherwise accepted the written agreement. The agreement may cover multiple courses.

Tuition fees are defined as being fees directly related to the provision of the course. ANAC gives a clear guide to the range of additional costs that may occur throughout the course so that students are able to budget for the payment of all fees.

## 11. EDUCATION AGENTS

Where ANAC engages an education agent to formally represent it, ANAC enters into and maintains a formal agreement with the education agent. The agreement includes a number of conditions, ensuring the agent will:

- observe appropriate levels of confidentiality and transparency in their dealings with overseas students or intending overseas students
- act honestly and in good faith, and in the best interests of the student
- have appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics.

## 12. STUDENT SELECTION AND ENROLMENT

We encourage applications from people of all cultures and groups provided they meet the specified guidelines for selection. Training enquiries are coordinated by the ANAC Marketing and Recruitment Manager.

Students wishing to enrol in our Diploma courses, must be at least 18 years of age and must have meet the English language requirement to qualify for enrolment. Details about English language requirements for ANAC courses are provided within the Course Agreement. Click on the following link for general information about [Australian Department of Home Affairs - English Language](#).

More Visa information for students wishing to study in Australia is provided on the Department of Home Affairs office website: [Subclass 500 Student visa \(homeaffairs.gov.au\)](#). This includes financial capacity requirements, health insurance for students, visa conditions, work conditions, workplace rights, and more.

The best way to enrol in any of the courses is to email or call us. All prospective students will be given:

- an Enrolment Application Form
- access to this Student Handbook;
- a course outline including expected outcomes
- a fee schedule showing current tuition fees and other costs associated with our courses;
- refund information; and
- complaints and appeals information.

All students enrolling in our Diploma courses will require a USI which prospective students provide to us in the Enrolment Form. These is easily created through the Australian Government USI website: <https://www.usi.gov.au/>. Students who have studied in Australia previously may already have a USI and can check this on the same website. To create a USI, the student must provide details of one form of identification (for example: ImmiCard or Non-Australian Passport – with Australia visa). Where the student cannot provide the USI at enrolment, it must be provided before commencing the course.

The Marketing and Recruitment Manager will accept student enrolment applications based on the information the student provides, so it is important that all requested documentation is provided.

When the application has been accepted, the student is sent a Letter of Offer and a Course Agreement. Only when the applicant has agreed to the course offer by signing the Course Agreement is the course deposit then required to secure the position in the course.

### 13. COOLING OFF PERIOD

Students are entitled to a seven (7) business day non-statutory cooling off period to give them the opportunity to change their mind about their enrolment. The cooling-off period commences once the Course Agreement has been signed and the course deposit has been made. It will end in seven (7) business days (Saturdays, Public holidays, bank holidays and Sundays are not included in the cooling-off period). If the student decides not to proceed with the enrolment, they need to submit a signed, written notice to the Chief Flight Instructor within the cooling-off period either in person or via email. Note: If the cooling-off period falls within 7 days before course commencement, students are not entitled to any refund except in unforeseen or exceptional circumstances, which will be determined by the CEO/HOO.

### 14. AVIATION MEDICAL

To train as a pilot, students must pass an Aviation Medical examination and hold a Class 1 Aviation Medical certificate at the time of conducting their CPL flight test, a Class 2 is sufficient for the grant of a RPL or PPL licence. These are general medicals which include an ECG (for the heart), an audio test and an eye test (note: wearing glasses/contact lenses does NOT prevent a student from passing the medical). The medical examination can be undertaken in Australia, but it is advisable to do this before coming to Australia if there is an approved examiner close by. Before booking for an Aviation Medical, the student needs an Aviation Reference Number (ARN) which is issued by CASA. This is downloaded, completed, and scanned to CASA at [clarc@casa.gov.au](mailto:clarc@casa.gov.au). The form No 1162 can be downloaded from the CASA website. [Individual aviation reference number application | Civil Aviation Safety Authority \(casa.gov.au\)](#)

There is a list of Aviation Medical Examiners for overseas areas on the CASA website:  
<https://www.casa.gov.au/licences-and-certification/aviation-medicine/search-medical-examiner-or-eye-examiner>

### 15. ACCESS/ EQUITY & EQUAL OPPORTUNITY

The ANAC CEO/HOO is responsible for all matters relating to student access, equity and equal opportunity matters. The CEO/HOO acts as the access and equity officer for ANAC, so if a student is experiencing any harassment or discrimination, refer the matter to the CEO/HOO in person or in writing.

ANAC Access, Equity and Equal Opportunity policy is to:

- ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age, race or religion
- deliver training services in a non-discriminatory, open and respectful manner
- ensure staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of students with special needs
- ensure provision of facilities appropriate to students' levels of mobility, physical and intellectual capacity.
- provide training in a manner that includes and reflects the diverse client population
- actively encourages the participation of clients from traditionally disadvantaged groups and specifically offer assistance to those most disadvantaged
- provide culturally inclusive language, literacy and numeracy advice and assistance so students can meet their learning objectives

ANAC requires all staff and students to comply with access and equity requirements at all times. All students are to be aware of their personal responsibilities to treat their Flight Instructors, other ANAC staff, and other students with respect, dignity and in a non-discriminatory manner at all times.

## 16. RECOGNITION OF PRIOR LEARNING (RPL)

ANAC recognises the qualifications that are issued by other Australian Flight Schools and Australian Registered Training Organisations, provided they are original (or verified) copies. Recognition may also be granted to students who hold verified CASA or RA-AUS aviation licences.

To apply for recognition of prior learning, the student completes a Recognition of Prior Learning Application, and provides either the original or certified copies of qualifications, statement of attainment or licences and flight logbook to the Training Coordinator prior to commencing training. These are evaluated and the student's training plan adapted if applicable. ANAC will issue an amended CoE for the reduced course duration if applicable.

Where an applicant is applying for RPL without enrolling in a full qualification course, costs for the RPL service will be charged. Fees are summarised in the Fee Schedule.

All assessments of RPL applications are reviewed by the Training Coordinator and Base Manager who are qualified to conduct the assessment. The assessment of RPL is based upon confirmation that the student has the competence for which they are seeking recognition, which may involve the student undertaking flight checks relevant to the RPL application. ANAC reserves the right to conduct or request an English language test as part of any recognition process.

Participants may request a review of the RPL decision through our Complaints and Appeals Policy and Procedure.

## 17. CREDIT TRANSFER

When a student has completed a unit of study at another Registered Training Organisation, which is identical to a Unit of Competency in the ANAC course, the student may be eligible for direct Credit Transfer. This means no further recognition assessment is required and no fee applies for a credit transfer.

To apply for Credit Transfer, the student should complete a Credit Transfer form and attach certified copies of the evidence (for example, Statement of Attainment or Certificate) and submit these to the Training Coordinator or Base Manager for approval.

Applications for a Credit Transfer will be verified prior to ANAC granting the credit transfer.

## 18. STUDENT MANDATORY ORIENTATION

Each new student is given a full orientation to help them to become familiar with our code of behaviour, course expectations, aviation rules and facilities. This orientation also introduces the social and cultural norms which international students need to be aware of while in Australia. Topics covered in this handbook will be further explained. Students are also taken on a tour of the campus, their training airport and facilities, and introduced to some of the staff who will assist them during their studies with ANAC.

The orientation is presented in an age and culturally appropriate delivery format and is provided to all students regardless of different entry points and entry dates.

At the Orientation, students should confirm their personal contact details including their Australian residential address, email and phone numbers, and their emergency contact person/s at Orientation or within seven (7) from their course beginning. Should these change in the future, students are required to provide updated information within seven (7) working days of the change. [Student Visa Condition 8533](#)

The orientation session will provide information about the role of our Flight Instructors and other staff in providing information and support relating to general welfare and support services available to all students.

Orientation information is provided at no cost and includes:

- support available to assist international students adjust to study and life in Australia
- English language and study assistance programs
- relevant legal services
- emergency and local health services
- personal security and safety awareness relevant to life in Australia (e.g. smoking laws, beach safety)
- how or where to seek assistance for and report any incident that impact on their wellbeing
- how and where to report a critical incident and what constitutes a critical incident (Critical Incident Policy)
- complaints and appeals processes
- learning pathways and career opportunities
- recognition of prior learning where students have previously completed some flight training
- requirements for course attendance and progress
- the support services available to assist international students with general or personal circumstances that may adversely affect their education in Australia; and
- services that the international student can access for information on their employment rights and conditions and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Other services that ANAC may refer overseas student to, and for which the student may incur additional costs include:

- English language and academic support services;
- Additional tutoring support
- Professional welfare counselling and mental health support
- Career services
- Housing and tenancy services
- Financial support and advisory services
- Health and disability services.

Students should seek assistance and report any incident that they believe may in any way impact on their wellbeing.

## 19. LANGUAGE, LITERACY AND NUMERACY (LLN)

Our enrolment form asks students to provide information regarding their prior education, literacy and numeracy requirements or any other special learning needs. International students are to provide evidence of English language proficiency as stated in ANAC's English language requirements documentation for entry to their aviation course. In the event of a student's LLN becoming an issue, the Marketing and Recruitment Manager will contact the student to discuss the requirements. In addition, students may be required to complete a language and literacy assessment prior to course commencement or during the course if the issue only arises after course commencement.

The Training Coordinator may ask the student to organise a formal LLN test and possible English remedial course to improve English speaking or writing ability. Additional numeracy tutoring may be advised. This will be at the student's own expense.

## 20. ATTENDANCE AND PARTICIPATION REQUIREMENTS

Students can only expect to succeed in their course if they participate as per the course requirements. Course delivery for our CRICOS international students is based on a minimum of 20 scheduled course contact hours per week. Course contact hours are the hours the students are scheduled to attend classes, workshops and tutorials, supervised self-paced learning at the ANAC base, course related information sessions, on-line learning where provided, pre-flight and post-flight planning and briefings, in-flight training and flight tests, ANAC and CASA exams, and other course activities according to the Flight Instructor's instructions and individual student's course timetables.

In order to achieve this, ANAC requires all students to attend the ANAC Campus on at least three (3) days each week unless other factors require changes to this schedule. Attendance may need to be flexible due to weather conditions, aircraft availability, individual student's progress in their mandatory theory prior to flying, stages the student has reached in their flight lessons, and other factors. Instructors will monitor each student personally to ensure they have sufficient attendance and participation to maintain course progress. Attendance on campus is recorded in the Campus Attendance Recording Sheet.

ANAC may at times be forced to vary the course schedule and training delivery arrangements due to circumstances outside of our control (for example, CO-VID restrictions and flights unable to be undertaken due to weather). Where adjustments to the course schedule are required, ANAC will document all such arrangements and communicate the changes to students. Communications and student progress documentation is retained by ANAC throughout the student's course.

## 21. COURSE PROGRESS VISA REQUIREMENTS

Taking into consideration the information in clause No 21 above, [Under Student Visa Condition 8202](#), international students are required to maintain satisfactory course progress and attend all scheduled classes, tutorials, ground briefings, flight-training sessions, assessments and flight tests. ANAC will outline and inform each student of their flight attendance and course progress requirements at the beginning of their course and as required throughout the course for each study period. Students should ensure they are aware of their personal course progress points.

ANAC supports overseas students to complete their course within the required duration of their Confirmation of Enrolment (CoE) and to fulfil their visa requirements for course attendance and course progress.

Where a student is failing to maintain satisfactory course progress in accordance with the course schedule completion points, and/or fails assessment tasks or flight tests which impact on the student's course progress, ANAC will implement an Intervention Strategy identifying further support for the student and the expected student performance levels required for them to meet their course progress requirements. The Intervention strategy aims to assist the student to meet course requirements within the expected CoE end date and will be specific to each student's individual needs. ANAC may also decide if it is appropriate to extend the student's CoE when implementing an intervention strategy. The student may need to apply for a new Student VISA (subclass 500) to complete their study. An extension to a student's VISA will incur additional costs that may not have been budgeted prior to commencing the course, these include but are not limited to the following:

- OSHC policy
- VISA application fee
- VISA medical fee
- ASIC extension fee
- English language assessment

## 22. COURSE PROGRESS MONITORING

The Training Coordinator will regularly monitor each student's course progress as per their individual course progress calendar. Attendance, especially for flights, exams, briefings, flight tests and ANAC in-house assessments will be closely monitored as these are compulsory and will impact on the student's progress.

Monitoring is implemented by ANAC for the purposes of:

- ensuring each student is aware of the requirements for them to achieve a satisfactory course progress
- ensuring there are processes in place for recording and monitoring course progress
- ensuring students attend exams, briefings, flight training and flight tests as scheduled
- identifying absences which may result in additional fees (particularly in the case of cancelled ground briefings, cancelled flight training and non-attendance at external exams and flight tests)
- identifying and offering support to students at risk of not meeting course academic progress within course timeframes
- designing an intervention strategy to identify, notify and assist students at risk of not meeting course progress

- requirements in sufficient time for those students to achieve satisfactory course progress
- only extending the duration of an international student's enrolment in certain circumstances and advising the student of potential impacts on their student visa
- determining the point at which the student has failed to meet satisfactory course progress.

Where the Training Coordinator has assessed that the overseas student is not keeping up with their course schedule after one or more intervention strategies have been implemented, **and the student is not likely to meet the approved CoE end date**, the Training Coordinator advises the Base Manager and CEO/HOO who must then give the overseas student a written notice as soon as practicable which:

- advises the student that ANAC intends to report them for unsatisfactory course progress
- informs the student of the reasons for the intention to report, and
- advises the student of their right to access ANAC internal complaints and appeals process within 20 working days and their rights for an external appeal.

ANAC must not extend the duration of the student's enrolment if the student is unable to complete their course within the expected duration, unless:

- the student requests an extension of their CoE end date and an intervention strategy has been agreed with, or
- the student has compassionate or compelling circumstances, as assessed by ANAC on the basis of demonstrated evidence
- an approved deferral or suspension of the overseas student's enrolment has occurred.

After the student has had the appropriate opportunity to access the complaints and appeals processes and these processes have been completed with the CEO/HOO's decision to report the student is upheld, ANAC will then report the student through PRISMS for unsatisfactory course progress and the student will no longer be enrolled in the course. Course cancellation may impact the student's VISA conditions. More details about Course Monitoring can be found in the Course Progress Monitoring Policy and Procedures which your Flight Instructor can provide to you.

## 23. ABSENCE AND LEAVE REQUESTS

The welfare and safety of our students is of the utmost importance to us. Therefore, all students are expected to have weekly contact with our staff except where they have been approved for leave under the following conditions.

### Approved Holiday Leave (other than ANAC scheduled holiday leave breaks)

Students are only permitted to take holiday leave from their course for the number of weeks allocated for their course, e.g. Diploma of Aviation (Commercial Pilot Licence – Aeroplane) includes four (4) weeks leave. This includes two break weeks and two weeks for scheduled Christmas/New Year ANAC close-down days.

The CPL and IR course timetables also include Catch-up and Progress Review weeks. During these weeks students will meet with their instructor to review their progress, undertake ANAC's additional theory and observation assessments, undertake additional theory and/or flight training. If the student is completely up-to-date they may apply for some additional leave days, but these may only be granted by the Training Coordinator or Base Manager.

Leave in excess of the above can only be approved for compassionate or compelling circumstances and will require documented supporting evidence.

Leave must be applied for using the Student Leave Request form. If the student is intending to leave the country during their holiday break this must be indicated on the Student Leave Request form. The form must be submitted to the Training Coordinator at least two weeks before the leave date. Students are advised not to make any travel arrangements before obtaining their leave approval.

Where Approved Leave is likely to impact on the student's ability to complete the course by the expected course end date, this will be discussed with the student. Leave approval may not be granted, or a Course Variation to the dates of the Confirmation of Enrolment (CoE) may need to be created and this may lead to the student needing to obtain another VISA approval for the extended course duration.

### Sick or Accident Leave

If a student is unable to undertake any aspect of their course as a result of being ill, or through an injury which impacts their ability to participate in their course, they are required to advise their Flight Instructor or the Training Coordinator as soon as possible and submit a Student Leave Request form and a medical certificate from a registered medical provider as soon as possible.

Students will still need to complete all missed assessments, flight checks and required flight hours before they can progress or complete course units of competency. ANAC may choose to defer or suspend the student's enrolment based on the advice received from the medical practitioner.

In some cases, students must inform an aviation practitioner to ensure their condition does not affect their ability to maintain their aviation medical.

## 24. STUDENT FLIGHT CANCELLATION CONDITIONS

A fee is charged in accordance with the below conditions where a student

1. does not attend a scheduled flight and has not advised ANAC at least 24 hours prior to the scheduled flight,
2. is late for their scheduled dual or solo flight
3. arrives unprepared for the flight (eg. not rested enough, hasn't memorised required content etc).

**(Refer to the Fees Table for charges.)**

- On the first occasion that a student does not advise ANAC, at least 24 hours prior to a scheduled flight time, of his/her inability to attend the scheduled flight either on time or at all, a warning letter will be given, advising the student of the Student Flight Cancellation Conditions, and that any future breaches of these Conditions will incur the cancellation fee.
- On the second and subsequent occasions that a student does not advise ANAC at least 24 hours prior to a scheduled flight time of his/her inability to attend the scheduled flight either on time or at all, the flight cancellation/late arrival fee will be charged against the student's account, and an invoice provided to the student for the due amount.
- Notification by a student that he/she needs to cancel a flight or will be late for their flight needs to be provided at least 24 hours prior to the scheduled flight time by one of the following methods:
  - i. By email to [enquiries@mas.vic.edu.au](mailto:enquiries@mas.vic.edu.au)
  - ii. By text or phone call to an on-duty instructor
  - iii. By phone to the MAS front desk on 03 95875159.

The student is to make a note of the person they advised and the time and date of their scheduled flight.

- Failure to participate in all scheduled flights as required will impact on a student's course progress and may therefore result in a breach of their visa conditions.
- Where a student believes they have a valid reason for failure to attend or late arrival at a scheduled flight, or for not providing notice within 24 hours of the scheduled flight, the student may apply in writing to the Training Coordinator to have the cancellation fee waived or the warning letter withdrawn (as appropriate).
- An appeal against the cancellation/late arrival fee can be made in writing within 7 days of the cancellation or late arrival, and needs to outline the reason/s why the student was not able to provide the required 24-hour notice. The application should be emailed to [info@flying-school.com](mailto:info@flying-school.com) or sent via WhatsApp to +6281558971457. In most cases, the CEO/HOO will generally only consider waiving the cancellation fee or withdrawing the warning letter on medical grounds (i.e. illness supported by relevant documentation) or an accident, and for this to be considered the student must provide a medical certificate with their application.
- The determination as to whether a reason is deemed valid shall be solely at the discretion of the CEO/HOO and no further correspondence shall be entered into.



## 25. STUDENT SUSPENSION OR ENROLMENT CANCELLATION

A student's enrolment can be deferred, suspended or cancelled. This may be initiated by the student for compassionate and compelling circumstances, or by ANAC for a student's breach of visa conditions, failure to pay fees, failure to submit a Student Leave Request form, for serious breaches of discipline in accordance with the ANAC disciplinary procedures, or other condition listed in our policies. Also, under [Student Visa condition 8303](#) a student must not become involved in activities disruptive to, or violence threatening harm to, the Australian community or a group within the Australian community.

If a student or ANAC defers or suspends a student for compassionate or compelling reasons, a variation to the CoE will be provided, reflecting the student's intended date of return to studies.

Fees paid are not refunded to students whose enrolment is cancelled due to student misbehaviour or breach of the ANAC code of conduct.

ANAC will not let a suspension or cancellation take effect until the student has been given a chance to complete the internal appeals process, unless the student's health or wellbeing or the wellbeing of others is likely to be at risk.

In the event of a student being suspended or cancelled from their course, the student must seek advice from the Department of Home Affairs on the impact this will have on their Visa. ANAC is required to report the change of enrolment through PRISMS.

## 26. STUDENT REQUEST TO WITHDRAW FROM THE COURSE

International students who wish to withdraw, must put in a written request to the CEO/HOO. Fees will be refunded if applicable in accordance with the Refund Policy. The Department of Home Affairs will be notified of the student's withdrawal. The student should contact the Department of Home Affairs to clarify their visa status.

## 27. COMPLETING THE COURSE EARLY

Visa Condition 8202 sets out the steps a student must take if they finish a course early. More information can be found at [Your study situation has changed \(homeaffairs.gov.au\)](http://www.homeaffairs.gov.au).

## 28. STUDENT TRANSFER REQUESTS

ANAC applies the rules of Transfer in accordance with Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and Student Visa conditions. This standard sets out that registered providers must not knowingly enrol an overseas student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course. The principal course is the main course of study to be undertaken by an international student where the student visa has been issued for multiple courses and is usually the final course of study.

For a student to transfer from an ANAC course before completing six months of their principal course, they must provide a written request and obtain a release from the ANAC CEO/HOO before enrolling with a new training provider. ANAC will notify the student if the request to transfer is accepted or refused. The procedures are set out in the ANAC Transfer Policy and the student's course agreement.

Under the Standard, transfer requests should be granted where:

- There are compassionate or compelling circumstances
- There are reasons as to why the course is no longer suitable for the student (e.g. medical)

- There is evidence that the current course do not meet the student's expectations
- ANAC is not able to deliver the course the student enrolled into
- There is evidence that the student was misled by ANAC or an approved ANAC education agent
- An appeal (internal or external) on another matter results in a decision or recommendation to release the student from their course.

Students have the right to access the complaints and appeals process if a transfer is refused. The full policy and procedures for Student Transfer Requests and Release, including when a transfer will be granted or refused, can be obtained from the Base Manager.

## 29. FEES AND REFUNDS

### Fees

The fees you will pay in relation to your course are:

- Course Fees (which includes any enrolment fee, administration fee, tuition fee and additional course costs)
- Supplementary Course Costs (non-tuition fees) which are essential for a student to undertake and complete their course, and
- Other Fees and Costs which may be incurred during your course.

Details of all of the above fees are outlined in the Course Agreement you sign as acceptance into the course. The expenditure of Supplementary Costs may occur before or during your course. You will be advised by your instructor when these payments are due, or when you need to have purchased the item (for example: your headset must be purchased by the time you have achieved 5 hours of flying).

Failure to pay fees and charges on time can result in the student's enrolment being suspended or cancelled, which could then result in the student being reported to the Department of Home Affairs, and the qualification or statement of attainment not being awarded to the student. Fee details are stated in the Fee Schedule provided to all prospective students prior to enrolment and are detailed in the Course Agreement.

In exceptional circumstances, fee payment schedules may be negotiated on an individual basis with the CEO/HOO.

### Refund Policy

The full Fees and Refund Policy is provided to each student with the Course Agreement and a copy is provided on the ANAC website. A copy is also available by contacting the Base Manager.

The CEO/HOO is the person responsible for approval of fee refund applications. The request for refund is made in writing to the CEO/HOO using the Fee Refund Application form or by email from the student requesting the refund. Applications are submitted through the Training Coordinator or Base Manager.

All refunds are returned to the bank account nominated by the student requesting the refund (full details must be provided to the Finance Department in writing including bank name, bank address, account name, account number and swift code). Refunds will include an accompanying letter/email explaining how the refund was calculated.

Students who withdraw after course commencement owing to unforeseen or exceptional circumstance can also apply for fee refund. Refer to the full Refund Policy for more information.

In the case that a deferment or extension has been granted by the CEO/HOO, fees will be adjusted accordingly and fees paid may either be put towards a future date, or in the case of extension, additional fees may be payable by the student to cover the prolonged course.

In the case where the CEO/HOO approves an international student to transfer to another provider, refund policies apply.

Fee Refund Applications are considered on a case-by-case basis and refunds are processed within seven days of the receipt of the Refund request.

### 30. ANAC COURSE CANCELLATION OR CHANGE OF DATES

If an ANAC course is cancelled or does not commence on the designated day and this impacts on the student's ability to continue in the course, a full refund of all course fees not used will be made within 14 days of ANAC making the change to the course.

ANAC refund dispute resolution processes do not prevent the student from pursuing other legal remedies. This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees.

### 31. TRAINING PROVIDER DEFAULT

Training provider default occurs when the provider closes or can no longer deliver a course that the student has enrolled in due to a sanction imposed on the training provider. This is not the same as a provider deciding not to run a course or change course start dates. Should our students be affected by training provider default, assistance can be gained from the Australian Government TPS. More information is available at: <https://tps.gov.au/Home/NotLoggedIn>

### 32. USE OF STUDENTS' PERSONAL INFORMATION

When you enrol as a student in a vocational education and training (VET) course, ANAC collects personal information so we can process and manage your enrolment. ANAC is required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (the NVETR Act)) to disclose the personal information collected about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER).

Personal information disclosed to NCVER may be used or disclosed for facilitating statistics and research relating to education, including surveys, understanding how the VET market operates, for policy, and for workforce planning. Students are asked to consent to the collection, use and disclosure of their personal information in accordance with the NCVER Privacy Notice when they complete their enrolment form.

ASQA may also collect personal student information from ANAC for specific purposes, such as an audit of the training provider, investigation relating to the RTO, or where the RTO closes down and ASQA assists in placing affected students with another provider. ANAC will provide information where it is legally bound to do so.

At the end of this workbook is a Talent and Media Release form which students are asked to sign. This provides ANAC with students approval to use their photo if desired in social media, websites, and other publications.

### 33. CONFIDENTIAL RECORDS

ANAC is committed to protecting the privacy of student's personal records and takes steps to protect students' personal information from interference, loss, unauthorised access, use, modification or disclosure or other misuse.

Students have the right to see and review their personal and training files at any time but may need to arrange this with the Base Manager or Training Coordinator with a minimum of 2 days' notice.

All hard copy records are kept in secure locked locations. Digital records are held in secure data bases accessible only to authorised users. When data is no longer required to be kept it is destroyed in a secure manner or deleted in accordance with ANAC Records Management Policy.

## 34. FLEXIBLE LEARNING AND ASSESSMENT STRATEGIES

Within the CASA and ASQA guidelines, we customise our training to meet each student's specific needs. Students are required to complete all assessment tasks but it is common that some students will satisfactorily complete some assessments at their first attempt, while other students may need extra time or practice to pass their assessments on a second or third attempt. Students are provided with formal feedback on all assessments they undertake.

Some of the theory exams set by CASA have a defined pass mark. Students are aware of this before undertaking the assessment and they also have opportunities to undertake practice exams and determine if they are ready for the exam. Appropriate follow-up action, including additional in-house tutoring, will be implemented where students do not reach their examination pass mark.

Some flight tests are conducted by ANAC Flight Instructors, whilst the Licence Flight Tests are conducted by a CASA ATO (Approved Testing Officer). Students must demonstrate satisfactory competence in all aspects of their flight tests.

All of ANAC courses students have significant face-to-face contact with their instructor. Students are expected to undertake all assigned theory, flight preparation and personal study/homework. Students learn at their own individual pace and will be responsible for ensuring they have their flight training bookings logged for times they can attend. Attendance at these bookings is mandatory.

## 35. COMPETENCY BASED-TRAINING

Competency involves the specification of skills and knowledge and their development and application to a particular standard of performance required in the workplace. Competency based training involves the student in learning, practicing and demonstrating the practical application of their skills and knowledge in workplace tasks. Students perform tasks individually and with others.

## 36. ASSESSMENTS

Assessments are designed to meet both the requirements of the CASA Manual of Standards competencies and the Aviation Training Package qualification competencies. The main type of assessments used by ANAC are:

- flight planning
- progressive flight lessons in which the student must meet the competency level before moving to the next lesson
- pre- and post-flight briefings with the flight instructor
- observation assessments which may include some aviation scenarios
- CASA Licence flight tests
- written exams
- verbal questions assessed by the flight instructor

Students who prepare well and undertake all the course work and flight training assigned to them, generally find they can pass the exams and flight tests as they progress through their course. Flight Instructors are constantly checking the students' progress, and which skills require further practice.

All assessments are clearly recorded in the student's file, through the Flight Manager System and final outcomes are recorded in the Student Management System. All flight training is also recorded in the Students Log Book.

Students are not submitted for CASA exams and flight tests until their Flight Instructor is confident they have reached the appropriate level of competence. Students are provided with a KDR (Knowledge Deficiency Report) indicating areas of knowledge that need further development.

It is in the student's long-term interests to ensure that all of the skills necessary for the job as a pilot have been achieved. It is our aim to help every student to learn those skills in the right way for their future career prospects.

## 37. FLIGHT INSTRUCTORS AS ASSESSORS

Flight Instructors have achieved their professional Flight Instructor level qualifications and have significant flying experience. They are able to objectively assess and judge each student's performance through practical skills observed, written exams, oral questions and discussions. Following each assessment, the Flight Instructor provides comprehensive feedback to the student. Any deficiencies are followed up and checked in the next training session.

## 38. CODE OF BEHAVIOUR

To ensure all students gain the maximum benefit from their time with us, we reserve the right to remove any person(s) who display dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then the student may be asked to leave the course.

Students are responsible to know and observe all ANAC and CASA rules and regulations pertaining to their enrolment and course, as well as Victorian State and Australian Commonwealth laws. Students are expected to be of good behaviour and respect the rights of others at all times.

Students who violate the ANAC Code of Behaviour whilst engaged in course activities, either on or off campus will be subject to ANAC disciplinary procedures, which may result in the student being suspended from partaking in their course for a period of time. In the event of serious or repeated breaches of behaviour, the student's enrolment will be cancelled.

Dysfunctional or disruptive behaviour includes:

- Failing to obey a Flight Instructors instructions or commands during on ground and in-flight training
- Uninvited interruptions or disruptive behaviour whilst the Flight Instructor is delivering course content
- Being disrespectful to other participants by words or actions
- Harassment including the use of offensive language
- Any act that contributes to the sexual harassment, discrimination or assault of another person
- Aggressive actions or comments, threats of violence, bullying
- Acting in an unsafe manner that places one's self or others at risk
- Refusing to participate when required in group activities
- Continued absence at required times
- Failing to adhere to the Zero alcohol and illegal drug requirements
- Refusal to comply with ANAC policies and procedures
- Possession of or use of items considered by ANAC to be potentially dangerous or threatening
- Stealing, defacing, damaging or misusing ANAC property or facilities
- Forging, misusing or altering ANAC documents including forms, records or identification documents
- Copyright infringements
- Abuse of authorised computer access
- Lying about a situation related to their enrolment, course participation, or course activities
- Academic dishonesty including copying another student's work, disclosing exam questions to another student, plagiarism

### Actions resulting from non-conformance with the Code of Behaviour

A student undertaking any part of their study intoxicated or affected by drugs may result in the student's immediate suspension or termination from the course.

A student caught selling or passing on illegal drugs or undertaking any other illegal activity will be immediately reported to the police.

For other forms of non-conformance:

- The Base Manager or the Training Coordinator will contact the student to discuss the issue or behaviour and to determine how the situation might be rectified. This will be documented, signed by all parties and included on the student's personal file.
- Should the behaviour continue or the issue be unresolved, the student will undertake a further personal interview with the CEO/HOO to discuss the matter and further actions to be taken by ANAC, and to make the student aware of the complaint's procedure. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. Depending upon the seriousness of the behaviour, either a final warning in writing will be given to the student, or the student will be withdrawn from the course and will be notified in writing that their enrolment has been terminated.
- If the student believes that the termination of their enrolment is unjustified, then the student has 20 days in which to file a written complaint/appeal. Please refer to the Complaints and Appeals Policy and Procedure.
- If the student is terminated, the Department of Home Affairs will be notified of the enrolment termination. This may impact the student's VISA.

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.

## 39. DISCRIMINATION AND HARASSMENT

It is against Australian law for someone to treat another person unfairly (discriminate) or to harass (hassle or pick on a person) because of their actual or assumed age, gender, race, marital status, political belief or activities, religious belief or activity, sexual orientation, physical features, disability or impairment.

If a person makes a complaint (or helps someone else to make a complaint), it is against the law for someone to harass or victimise that person because they have done so. It is also against the law to authorise or assist another person to discriminate or harass someone.

Discrimination in education can include:

- Deciding who will be admitted as a student including refusing to accept a student's application;
- Denying or limiting access to benefits; or
- Any other unfair treatment based on a personal characteristic defined by law.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law classifies this as sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, intranet, photos, video or any other means of communication.

If any of these things occur, the student should speak with the Base Manager or Training Coordinator immediately and tell them about it. In the event that the student does not want to speak with either of these parties, then they should refer to the CEO/HOO.

## 40. STUDENTS RIGHTS

All students are entitled to:

- courses that lead to their stated learning outcomes and learning pathways
- high quality instruction and assessment that recognises and appreciates each student's individual needs and learning styles
- compliant training and/or assessment under the guidelines of CASA and ASQA
- be treated with respect by others, to be treated fairly and without discrimination
- be free from all forms of intimidation

- study in an ordered, cooperative and supportive environment without interference
- have any disputes settled in a fair and rational manner
- express and share ideas and to ask questions

## 41. SAFETY AND SECURITY

The Australian Government has developed a Family Safety Pack, translated into 46 languages, for men and women coming to Australia. This can be viewed at: <https://www.dss.gov.au/family-safety-pack>

Workplace Health and Safety is strongly enforced Australia-wide. It means that no-one is to be placed at risk through any actions or request of a staff member, or of another student. Our Flight Instructors have been specially trained in the safety standards required whilst on the ground at our Campus facilities and when undertaking flight training.

It is the CEO/HOO's responsibility to keep a safe learning and working environment and he must not allow any work to be done that is unsafe.

Should a student be asked to do anything they feel is not safe, they should:

- Stop
- Advise their Flight Instructor of their concerns and do not proceed
- Stop anyone else from doing anything unsafe, and
- Report the concern to the Base Manager or Training Coordinator.

If a student acts unsafely, then the student may be required to undergo additional training to demonstrate appropriate safety requirements and their ability to comply with safety requirements.

Students should take responsibility for their personal items at all times, and ensure they are in locked and secure locations when not in their personal care.

CASA also requires a number of safety and security rules to be adhered to. These will be explained to all students who are then expected to follow these rules at all times.

## 42. COMPLAINTS AND GRIEVANCES

ANAC maintains a supportive and fair environment, which allows students, staff and other persons to lodge complaints. Complaints are ideally resolved as amicably as possible using our formal appeal process. Our Complaints and Appeals Policy is:

- well publicised and explained;
- accessible so anyone can lodge complaints and appeals by phone, electronically or in writing;
- fair and aims to protect the complainant's rights;
- free so the complainant can lodge a complaint without charge;
- handled in a manner that protects an individual's privacy;
- transparent, equitable, objective and unbiased;
- comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct etc;

Generally, most complaints can be resolved informally through discussion and negotiation between an ANAC representative, the student and any other parties involved. When the complaint is not resolved at this level, the complainant provides a written complaint. ANAC CEO/HOO or delegate will begin assessing the complaint in accordance with the Complaints and Appeals Policy and Procedures. The complainant is given every opportunity to present his/her case at minimal or no cost, and can be assisted by a support person if they desire.

If ANAC identifies that it cannot resolve or finalise a complaint or appeal within 60 days, the complainant will be

notified in writing by the CEO/HOO as to the reason for the delay, and an expected timeframe for resolution of the complaint/appeal.

A copy of the all documentation, in particular the complaint and its outcome, is placed in the student's file or relevant secure complaints file. A copy of the documentation is forwarded to the complainant.

If the complaint relates to a decision to cancel a student's enrolment, ANAC will wait for the internal processes to be completed before proceeding with the cancellation. If the student is not successful in the internal appeals process the student may decide to access external appeals processes. If the student chooses to access our complaints and appeals processes, ANAC will in most cases maintain the student's enrolment while the complaints and appeals process is ongoing. ANAC will not report the student through PRISMS until the appeals process is complete and the decision or recommendation supports ANAC decision to cancel the student.

Where the resolution requires a documented change to policies and procedures, the CEO/HOO notifies the appropriate staff member of the change to ensure that the document is changed accordingly.

In the event that a complaint is substantiated, the CEO/HOO will take prompt and appropriate action to rectify the situation.

Complaints cannot be anonymous because this is considered unfair in that ongoing discussion cannot take place to resolve the issue between both parties. Information submitted to an Flight Instructor or any staff member is treated with respect and taken as an opportunity for improvement to the organisation's practices and Management System. Privacy requirements and student/ individual rights are maintained.

Refer to the full Complaints and Appeals Policy and Procedure provided with the Course Agreement and through the ANAC website.

### **Appealing a decision**

If a person is not happy with the decision or outcome of their complaint,, they can appeal the decision within a 20 working day period by lodging a Complaints and Appeals form. The Appellant may request a support person to be present at the discussions. The purpose of an appeal process is to consider whether ANAC has followed its policies and procedures.

Refer to the full Complaints and Appeals Policy and Procedure for full instructions for submitting an Appeal.

Where an appeal has not resulted in a satisfactory outcome, the Appellant can contact one of the following organisations for a review of their complaint.

ASQA through the ASQA complaints hotline:  
<https://www.asqa.gov.au/complaints>,

The Australian Government National Training Complaints Hotline [National Training Complaints Hotline - Department of Education, Skills and Employment, Australian Government \(dese.gov.au\)](https://www.nationaltraining.gov.au/complaints)

The Commonwealth Ombudsman for International Students:  
[Overseas Students - Commonwealth Ombudsman](https://www.ombudsman.gov.au/overseas-students)

All appeals of complaints that are found to be proven must be acted upon through the continuous improvement process to prevent the recurrence of this a problem again

### **Appeals against Assessment Decisions**

ANAC maintains a supportive and fair environment, which allows training participants to appeal the results of their assessments and recognition decisions.

Step 1: The student is to discuss the matter with the Flight Instructor and explain the reason why they believe the assessment outcome is unfair. If the discussions do not resolve the issue, then go to Step 2.



Step 2: Lodge a written appeal to the CEO/HOO by completing a Complaints and Appeals form. This form can be obtained from the Base Manager or Training Coordinator.

Step 3: The Base Manager or Training Coordinator will forward the appeal to the CEO/HOO who will commence investigation into the matter within 10 working days.

The CEO/HOO will appoint a mutually agreed-upon, qualified and independent assessor to review the records of assessment of the student's competence against the training package requirements. Where insufficient records to determine competence are available, the student may provide additional evidence of competence. The independent assessor's determination is final.

No further internal appeal mechanism exists beyond this point in the process.

### **43. COURSE GRADUATION**

Once a student has successfully completed all of the units of competency required, the Diploma qualification certificate will be issued within 30 days of the student's full completion of all relevant exams and flight tests. Successful completion may include the addition of any CASA licence tests or ratings issued separately by CASA under CASA rules and regulations.

The documents provided to students at completion of your course are important documents and should be stored carefully. Students may have to present these when applying for courses at any other Registered Training Organisation or for positions within the aviation industry.

### **44. INCOMPLETE QUALIFICATIONS**

Students who leave the course after completing a CASA licence phase but without completing the full Diploma course may still be entitled to be issued with a Statement of Attainment.

### **45. REISSUING QUALIFICATIONS**

Students who need additional copies of their qualification/s, must apply to the CEO/HOO in writing with proof of identity. Charges apply as per the Fees Schedule.

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

- The student has 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.

### **46. STUDENT FEEDBACK**

ANAC actively wants student feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement. Student surveys are conducted at least once a year under the requirements of ASQA. NCVER may also from time to time contact students to survey or enquire about the student's learning experiences at ANAC.

## 47. LIVING IN AUSTRALIA

Australian society values respect for the freedom and dignity of the individual, freedom of religion, commitment to the rule of law, parliamentary democracy, equality of men and women and a spirit of egalitarianism that embraces mutual respect, tolerance, fair play and compassion for those in need and pursuit of the public good.

Australian society values equality of opportunity for individuals, regardless of their race, religion or ethnic background. The Australian Government website, Study in Australia, is a good place to start with gaining an understanding of life in Australia as a visiting student. <https://www.studyinaustralia.gov.au/>

### Distances

Australia is a big country, so it is recommended that students intending to take road trips should carefully check distances and times on a GPS,

Some examples of driving times not including stops are below, with more available on the [Travel Safely in Australia website](#):

Melbourne to Sydney: 11 hours

Sydney to Brisbane 11 hours

Sydney to Cairns: 30 hours

Sydney to Adelaide: 18 hours Melbourne to Adelaide: 9 hours

### General Safety Tips:

Australia is known as a relatively safe and friendly country; however, visitors to Australia should still use common sense during their stay. By following common sense and best practices safety and good healthy can be achieved. Some Safety tips for students include:

- In case of any emergency to self or others, the Australian emergency phone number is triple zero **000**
- Checking that accommodation has appropriate fire safety including working fire alarms
- Lock and secure living areas before leaving or sleeping
- Lock all vehicles, car or bike, when leaving them unattended
- Keep all valuables in a safe secure location and do not leave them easily visible in cars or other locations
- Stay in a group when out after dark and watch out for friends and mates
- Use a hat and sunscreen when outdoors, especially in summer, to avoid sunburn or heat-stroke
- Only swim between the red and yellow flags on patrolled beaches, or in pools where there is a lifeguard or others watching out for swimmers' safety.
- Do not swim at unpatrolled beaches.
- If driving in Australia, be sure to know the road rules for each State as they do differ from State to State
- Do not drive under the influence of drugs or alcohol and do not go as a passenger with a driver under influence
- Drink plenty of water on very hot days
- If travelling in bush areas, be aware of any fire warnings.

There is an extensive system of public transport in Australian capital cities. Public transport is not free in Australia and fares must be paid before taking a journey on a bus, train, tram and ferry. Some taxi drivers late at night may also request up-front payment before travel. Melbourne has an extensive network of trains, trams and buses. Travelers will require a MYKI card to travel on public transport in Victoria, except in the very central business district where trams are free. <https://www.ptv.vic.gov.au/tickets/myki/buy-a-myki/>

There are taxi and a sky bus services at Melbourne airport. The sky bus carries travellers to the city centre at Southern Cross Railway Station. Taxis are also located near to railway stations and international hotels. A taxi is available for hire when the 'TAXI' sign on top of the taxi is lit.

### Shopping

The main retail and department stores are open from 9.00am to 5.30pm Monday to Friday. There is late night shopping on Thursday nights to about 9.00pm depending on the location. On Saturday, many stores in larger shopping complexes are open from 9.00am to 5.00pm. On Sunday, the main department stores and some smaller retail outlets are open. Some supermarkets are open longer hours. Check with the stores for other special opening times.

## Food

Australia is a multicultural society and most food from around the world are readily available. There are many speciality stores where specific ingredients can be purchased. The main supermarkets are Coles, Woolworths and IGA and some smaller 7-eleven stores. Shopping is also available online at Coles and Woolworths supermarkets. Food markets are also located in the major cities. Many fast-food outlets provide home delivery.

## Business Hours

Most commercial business hours in Australia are 9.00am till 5.00pm from Monday to Friday only. ANAC however operates seven-days a week from early morning and sometimes till well after 5.00pm depending upon weather conditions for flying, student flying requirements and Flight Instructor availability.

## Telephone

Most people in Australia now use mobile phones. A few still have landline phones including businesses. In April 2021 there were 40 mobile phone providers listed in Australia. Students are advised to do their own research into which provider meets their own phone call and data download requirements.

Overseas calls are generally an additional charge depending on the mobile phone plan. If you intend making a lot of overseas calls, ensure you understand the charges. To make an overseas call you only need three things

You only need three things to call an overseas number. The exit code, the destination country code, and the phone number. Australia's exit code is 0011 or on a mobile press 0 to dial +, followed by the code of the country you are calling, and then the number you are calling.

There are other ways to make overseas calls, some of which are free. Students need to research the various types of apps, for example, whether the receiver of the call also needs the same app.

There are approximately 15,000 public payphones located in public areas where people may need to make a call and don't have access to their own phones.

## Vehicle Driver Guidelines

You can drive in Australia with your overseas driver's licence as long as you obey all the conditions on your licence as well as the local laws. The rules can be a little different from one state to another, so check the state guidelines for the area you intend to visit. Vehicles are driven on the left-hand side of the road. Seat belts must be worn at all times by all people in the vehicle. Speed limits are enforced and heavy fines are imposed for drivers exceeding the speed limits. Driving with blood alcohol content of 0.05% or above is against the law. Provisional drivers ("P" plates must displayed at all times on the front of the car & the rear when driving) hold a probationary licence. Provisional drivers must not drive unless they have 0.0% blood alcohol level. Other conditions apply.

If you have an overseas drivers licence (international driving permit), you will need to convert to a Victorian licence within six months of residing in Victoria. [You can book your conversion appointment with VicRoads.](#)

International driver's licence is valid in Australia. It is important to understand the Australian road rules and traffic signs before beginning to drive. For some more information have a look at [AustraliaYourway](#).

Students who have a driver's licence and plan to use a car, motorbike or scooter, may wish to join the roadside assistance group. [RACV in Victoria](#) provide free 24-hour emergency service for members, car insurance and for a fee they will inspect and report on a second-hand vehicle for a potential purchaser.

## Working while studying

Student visas are subject to [condition 8104 or 8105](#), which allow limited work in Australia. Under these conditions: you (and your dependants, if any) can only work after you have commenced your course. You (and your dependants, if any) must adhere to the work hour restrictions set out in your visa conditions. Under condition 8104 you can work up to 40 hours per fortnight (14 days). During unusual times (for example, during COVID restrictions within Australia) the Australian Government may announce variations to these conditions. More information is available on the [Department of Home Affairs website for the 8104 and 8105 restrictions](#).

Students work hours must not interfere with their course timetable or course progress. If the course includes a recognised vacation period, students may work more than 40 hours per fortnight during this period.

All workers in Australia have rights and protections at work. The Fair Work Ombudsman's website provides a range of information to assist workers, including information specific to Visa holders: [Welcome to the Fair Work Ombudsman website](#)

## Banking & Currency

International students can use a **bank account** for paying bills, international money transactions, and managing their student accommodation in Australia. There are three types of international student bank accounts available: Transaction account, Savings account, and Student account. To open an account International Students will need to have their Electronic Confirmation of Enrolment (ECoE), passport, Letter of Offer and other forms of identification. Students may also need an Australian Tax File Number.

For information about banking and banking accounts in Australia, refer to the Study in Australia Banking web page: <https://www.studyinaustralia.gov.au/english/live-in-australia/banking>

the Mozo website for International Student Banking 101

<https://mozo.com.au/students/planning-on-studying-in-australia-international-student-banking-101> and [Oz Studies](#)  
Most banks are open during the week from 9:00am to 4:00pm. ATMs are available 24 hours per day at most branches. Students can set up a bank account before or after arriving in Australia.  
Always keep credit or debit card personal identification number (PIN) secure and NEVER keep it with the card.

## Australian Tax File Number (TFN)

Students enrolled to study in Australia in a course that lasts six months or more are generally regarded as Australian residents for tax purposes. Students also need an Australian Tax File Number (TFN) if they are going to be undertaking work in Australia. Information about getting a TFN is on the Australian Tax Office Studying in Australia web page: [Studying in Australia | Australian Taxation Office \(ato.gov.au\)](#)

## Australian myGov account

You will very likely need to create and sign into your person myGov account. This will allow you to manage taxation and superannuation when you are working. More information is available on [How to create and myGov account](#) and link to the ATO (Australian Tax Office).

## Budgeting

Advice about living on a student budget is available from the Australian Government's MoneySmart website. <https://moneysmart.gov.au/>

## Money Exchange

To exchange money, students must have their passport. Money can be exchanged at banks, major hotels, airports, and at one of the many specialist money exchange specialists. You may find information on the [currency shop website](#) will help you understand more about money exchange.

## Accommodation

ANAC does not arrange student accommodation. There are a number of accommodation options for students studying with ANAC. These include: Urbanest: [www.urbanest.com.au](http://www.urbanest.com.au)

Student Housing Australia: [www.sha.com.au](http://www.sha.com.au) Youth Hostels Australia: [www.yha.com.au](http://www.yha.com.au)

Students Homestay Networking: <https://www.homestaynetwork.org/>

Student accommodation in Melbourne: <https://www.student.com/au/melbourne>

Scape in Melbourne: <https://www.scape.com/en-au/student-accommodation/melbourne> Tenants Tenants Victoria – Student Housing: [Home - Tenants Victoria](#)

Homestay is a very good option for students new to Australia. The Study in Australia government website provides some further useful information: <https://www.studyinaustralia.gov.au/english/live-in-australia/accommodation>

Many students like to share an apartment or house. To find out more about renting a studio or larger apartment, search the Real Estate advertisements for rentals: [www.domain.com.au](http://www.domain.com.au) and [www.realestate.com.au](http://www.realestate.com.au).

### Schooling

Students who have school age dependents are required to send them to school. In Australia, there are choices between public schools, private schools and religious schools. School fees will apply in most cases, so check with the school of choice for their fees. Please check the phone listings for school options and/or ask ANAC staff for local school information.

### Cost of Living

Study Australia provides helpful information about the cost of living for international students living in Australia. [Education and living costs in Australia \(studyaustralia.gov.au\)](http://www.studyaustralia.gov.au)

## 48. AUSTRALIAN HEALTH INFORMATION

### Overseas Health Cover

[Under Student Visa condition 8501](http://www.studyaustralia.gov.au) International students are required to pay for and maintain adequate Overseas Student Health Cover (OSHC). Study Australia provides information about this. [Insurance | Overseas Student Health Cover \(OSHC\) \(studyaustralia.gov.au\)](http://www.studyaustralia.gov.au)

Please read carefully (or have explained) the overseas health insurance policy you choose so as to avoid any confusion and/or difficulty.

Let us know if we can be of assistance regarding OSHC. Students must notify their OSHC provider of any changes of address or if husband, wife or children are joining them in Australia for the duration of their stay. This will require a change to family cover. When visiting any medical service in Australia, the student must show their OSHC membership card every time.

Please advise your OSHC details to ANAC Admin, including expiry date and if you renew your insurance.

### Medical Care

OSHC helps pay for the doctors, hospitals, emergency ambulance transport and prescribed medicines. Registered doctors are usually located in a medical centres, which is separate to the hospital. When a student is visiting a doctor and this means that their study timetable cannot be complied with, it is essential that the student requests and obtains a medical certificate.

Doctors are usually open during business hours in Australia. Outside of normal business hours, some Medical centres are open 24 hours per day where doctors are on duty at all times in these centres. Unless the illness seems serious or urgent, firstly visit a local doctor. However, if it is considered serious or urgent then it is best to attend an emergency ward of a hospital.

Patients must see a doctor first to get a referral to a specialist. Check with the OSHC provider to see which specialist services are covered. Most doctors require payment at the time of the visit and provide a receipt which is sent or emailed to the OSHC provider for refund of the covered part of the costs.

**Public Hospitals** are operated by the government. Check the OSHC insurance policy on how much and for what services it covers payment.

**Private Hospitals** are operated on a commercial basis. Check the OSHC insurance policy on how much and for what services are covered if a doctor or specialist suggests treatment in a private hospital. Most private hospitals charge more than the public hospitals.

## 49. ADDITIONAL SUPPORT AND EMERGENCY SERVICES

In the table below there are phone numbers for emergency and welfare support organisation which provided a variety of support services. This is a guide to the types and locations of some services students may find helpful during their stay in Victoria Australia. It is suggested that students add other services and contacts they find useful or may need to contact in the future in the table on the following page.

Service Provider	Phone
<b>If a life is in danger under any situation – Triple Zero</b>	<b>000</b>
<b>International Students Hotline (Mon-Fri 8am to 6pm)</b>	<b>1800 778 839</b>
Poisons Information Hotline 24/7 hotline	13 11 26
Victoria Legal Aid	03 9269 0600
Crisis accommodation	1800 825 955
Lifeline crises support and suicide prevention	13 11 14
Suicide Helpline	1300 651 251
Beyond Blue	1300 224 636
Translating & Interpreting Service - Telephone (24 hrs)	131 450
Reading Writing Hotline	1300 655 506
Financial Counselling Victoria	1800 007 007
National Debt Hotline	1800 007 007
Victoria's Responsible Gambling Foundation Helpline	1800 858 858
Alcohol & Drug Information Service Directline	1800 888 236
Family Drug Support	1300 368 186
Alcoholics Anonymous (AA)	1300 222 222
Grow (Mental Health Support)	1800 558 268
Family Relationships Advice Line	1800 050 321
Domestic Violence Line (24 hrs)	1800 656 463
1800RESPECT National Sexual Assault, Domestic Family Violence Counselling Service	1800 737 732
Women's Legal Service Victoria –	1800 133 302
Family Planning Victoria	03 9257 0100
Australian Red Cross	1800 733 276
St Vincent de Paul Welfare Enquiries	1800 305 330
MensLine Australia (24hrs)	1300 789 978
Victorian Ombudsman	1800 806 314
Commonwealth Ombudsman for International Students	1300 362 072
Tuition Protection Service (TPS)	1300 980 434
Salvation Army	03 8872 6400
State Emergency Services (SES)	132 500
Energy & Water Ombudsman Victoria	1800 500 509
Moorabbin Police Station	03 9556 6565
Moorabbin Hospital	03 9928 8111
Aust-Chine Chinese Medical Centre Moorabbin	03 9557 9807
Consumer Affairs Victoria	1300 558 181
Victims of Crime Support Agency	1800 819 817

## 50. PERSONAL CONTACT LIST

The table below is provided for you to add your own service providers. It is also a good idea to add some of the above contacts and your own personal services to your phone contacts.

Service Provider	Phone

## 51. TALENT AND MEDIA RELEASE FORM

First Name: \_\_\_\_\_ Family Name: \_\_\_\_\_

I am Staff/Contractor

I am a Student

I am a member of the public

Date of Consent

I understand that whilst I am engaged in activities with Moorabbin Aviation Services Pty Ltd trading as Australian National Airline College, my photo may be taken by persons authorised by the college to do so. Photos may be of me as an individual or as part of a group photo.

These photos may be used for identification purposes, may be posted to official social media (e.g. Moorabbin Aviation Facebook page or Website and ANAC website) or may be used as part of other forms of college advertising and promotion.

I hereby consent to the use of my photo for these purposes. YES  NO

I understand that Moorabbin Aviation Services Pty Ltd trading as Australian National Airline College has the right to use any testimonial or comment regarding my association with the college that I personally provide, including comments I post on social media.

I hereby consent to the use of my personally provided testimonials and comments regarding my association with the college YES  NO

Consenter's Signature: .....

*MAS Office Use:*

*This consent is to be saved on the appropriate file (Staff file, Student file or Publicity File)*



## 52. STUDENT HANDBOOK ACKNOWLEDGEMENT

I herewith confirm that I have read this Student Handbook prior to enrolment and understand the contents. I agree that I will follow the rules and requirements that are listed here and will follow these rules and requirements at all times.

I have been given orientation as described within this Handbook and including the topics covered in this Handbook.

Student Name: \_\_\_\_\_  
*Please print full name clearly*

Signature: \_\_\_\_\_

Orientation Date: \_\_\_\_\_

ANAC Staff member who delivered the Orientation: \_\_\_\_\_  
*Please print full name clearly*

Staff member Signature: \_\_\_\_\_