NOTE
You must advise the Melbourne Flight Training office of any change in address, personal situation or any problems as soon as you know there is a change. We must by law advise the Department of Immigration and Border Protection of all changes and particularly if we find out by other means.

It is your responsibility to keep us informed ..........

It is our responsibility to let the Department of Immigration and Border Protection know through our computer system PRISMS should you:

⊙ default in any aspect of your Visa provisions
⊙ fail subjects more than once
⊙ not make your fee payments

Talk to us if you have any problems ….PRIOR TO ENROLMENT.

If any student is found to be in contravention of performance standards in the code of conduct, is caught cheating or fraudulently completing any assessment will have their assessment cancelled. If they are caught plagiarising information from the internet or other information source, without giving an appropriate reference, will have their assessment cancelled.

A second event will result in cancellation of enrolment.
# BEFORE YOU LEAVE HOME ...

1. Contents .................................................................................................................. 2
2. From the Chief Executive Officer ........................................................................ 4
3. Using this Handbook ............................................................................................... 5
4. History ....................................................................................................................... 5
5. Why YOU?? ............................................................................................................. 5
6. Business Location .................................................................................................... 5
7. Key Contacts ........................................................................................................... 6
8. Abbreviations Used In This Handbook .................................................................. 6
9. Key Roles .................................................................................................................. 7
10. Organisational Chart .............................................................................................. 8
11. Student Visa Requirements – General Requirements ......................................... 9
12. Student Visa Requirements – English entry requirements .................................. 9
13. Student Visa Requirements – Change of Address .............................................. 9
14. Student Visa Requirements – Overseas Student Health Cover ....................... 10
15. Student Visa Requirements: Attendance ................................................................. 10
16. Student Visa Requirements – Academic Performance ....................................... 11
17. Student Visa Requirements – Dependents .............................................................. 13
20. Staff Responsibilities for Access/Equity & Equal Opportunity Issues .................. 14
21. Licensing / regulatory requirements ..................................................................... 15
22. Student Selection .................................................................................................... 15
23. Enrolment ............................................................................................................... 15
24. Length of courses ................................................................................................... 16
25. Course outcomes .................................................................................................... 16
26. Compulsory Fees Schedule ................................................................................... 17
27. Refund Policy ......................................................................................................... 17
28. Applying for a refund ............................................................................................... 17
29. Deferral or suspension of courses ........................................................................ 17
30. Student Training Record Policy ............................................................................ 18
31. National recognition ............................................................................................... 19
32. Recognition of Existing Skills and RPL ................................................................. 19
33. Course Credit Procedure ....................................................................................... 20
34. Deferment Suspension and Cancellation of Enrolment ......................................... 20
35. Releasing Transferring Departing Students ........................................................... 21
36. Accepting Transferring Students ......................................................................... 22
37. Extending Visas ....................................................................................................... 23
38. Use of your Personal Information ........................................................................ 23
39. Medical Problems ................................................................................................... 23
40. Welfare & Guidance Services ................................................................................ 24
41. Homestay and Accommodation ............................................................................ 24
42. Living in Melbourne ................................................................................................. 24
43. General Information .............................................................................................. 26
44. Air Traffic Control ................................................................................................ 27

Section 2 - Now that you are here

45. Induction on arrival .................................................................................................. 29
46. What you can and cannot do ................................................................................ 29
47. Discrimination ......................................................................................................... 30
48. Safety ...................................................................................................................... 31
49. Critical Incident ...................................................................................................... 31
50. Satisfactory Progress .............................................................................................. 33
<table>
<thead>
<tr>
<th></th>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>51</td>
<td>Further Study</td>
<td>33</td>
</tr>
<tr>
<td>52</td>
<td>Complaints and Appeals Procedures</td>
<td>33</td>
</tr>
<tr>
<td>53</td>
<td>Language, Literacy and Numeracy (LLN)</td>
<td>36</td>
</tr>
<tr>
<td>54</td>
<td>Support Services</td>
<td>37</td>
</tr>
<tr>
<td>55</td>
<td>Flexible Learning Strategies &amp; Assessment Procedures</td>
<td>38</td>
</tr>
<tr>
<td>56</td>
<td>Competency Based-Training and Assessment</td>
<td>39</td>
</tr>
<tr>
<td>57</td>
<td>Assessment</td>
<td>39</td>
</tr>
<tr>
<td>58</td>
<td>Forms of Evidence</td>
<td>39</td>
</tr>
<tr>
<td>59</td>
<td>Credit Transfer – If Provider Cannot Deliver Course To Student</td>
<td>40</td>
</tr>
<tr>
<td></td>
<td>Section Three – Graduation</td>
<td>41</td>
</tr>
<tr>
<td>60</td>
<td>Graduation</td>
<td>41</td>
</tr>
<tr>
<td>61</td>
<td>Work Opportunities</td>
<td>41</td>
</tr>
<tr>
<td>62</td>
<td>Reissuing Qualifications</td>
<td>41</td>
</tr>
<tr>
<td>63</td>
<td>Feedback</td>
<td>42</td>
</tr>
<tr>
<td>64</td>
<td>Student Support Services – Hyper Links</td>
<td>42</td>
</tr>
<tr>
<td>65</td>
<td>Health &amp; Medical</td>
<td>42</td>
</tr>
<tr>
<td>66</td>
<td>Family Support</td>
<td>44</td>
</tr>
<tr>
<td>67</td>
<td>Immigration</td>
<td>48</td>
</tr>
<tr>
<td>68</td>
<td>Receipt</td>
<td>51</td>
</tr>
</tbody>
</table>
2. FROM THE CHIEF EXECUTIVE OFFICER

Welcome

We welcome you to Melbourne Flight Training which has been serving the aviation community for a number of years in the delivery of Airline quality aviation training. Melbourne Flight Training specialises in the delivery of Airline Pilot and Flight Instructor training to International and local students.

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

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

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

A description of the ESOS framework is available electronically by DET

To maintain the integrity and honesty of our courses, MFT elects not to utilise the services of education agents.

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

Glen Buckley
Chief Executive Officer
Melbourne Flight Training
3. **Using This Handbook**

This handbook is issued to all international students who are looking to enrol in flight training at Melbourne Flight Training.

Melbourne Flight Training Pty Ltd ACN 612 834 152 Provider CRICOS 02844F is a Registered Training Organisation (RTO) # 22508.

4. **History**

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

We currently deliver the following qualifications:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>060668C</td>
<td>Non AQF Award Commercial Pilot Licence</td>
</tr>
<tr>
<td>060669B</td>
<td>Non AQF Award Commercial Pilot Licence &amp; Multi Engine Command Instrument Rating</td>
</tr>
</tbody>
</table>

5. **Why You??...**

Selection of successful applicants is made by both the **Chief Flying Instructor** and the **Chief Executive Officer** and is based upon the evidence you have presented to us and that you meet all the prerequisites listed in our learning and assessment strategy. You must be able to supply evidence of your English standard (IELTS 6.0) or equivalent standard and have your overseas health cover plus copies of all your educational qualifications.

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

6. **Business Location**

Melbourne Flight Training campus is located at the Moorabbin Aerodrome which is situated 21km’s from Melbourne CBD. The Moorabbin Aerodrome was established in 1948 and houses a diverse range of aviation and educational businesses. The Moorabbin Aerodrome has started to become one of the fastest growing areas for “Business”, due to its central location and close provisions to transport services.

MFT operates from a two story building located at Moorabbin Airport. It offers four briefing rooms, one large classroom, a simulator room and an internal and external recreational area. MFT operates with approximately 20 instructors and 20 aircraft. It also offers one of the most advanced flight simulators found in Australia.

MFT has a dedicated library and students have access to a diverse range of learning resources accessed via our server.

Theory Delivery: Students should be aware that they have the option of self-studying the Commercial Pilot theory at the MFT campus at Moorabbin Airport or attending formal theory classes at Ground Effect Aviation, 254 Bay Road, Sandringham located approximately 7kms from Moorabbin campus.

Melbourne Flight Training
70 Bundora Parade
Moorabbin Airport, Mentone, VIC 3194
7. Key Contacts

Staff/Student Services

Enrolments/Queries Fees, registration documents, payments

Glen Buckley, Chief Executive Officer
Darren Schmidt, International Student Manager
Coby Ramos, Office Manager
70 Bundora Parade, Mentone Victoria 3159
Telephone Phone +61 3/9588 1747 Fax 03/9587 5103 e-mail: glen@melbourneflighttraining.com.au

Compliance

Melissa Miller, Compliance Manager
70 Bundora Parade, Mentone Victoria 3159
Telephone Phone +61 3/9588 1747 Fax 03/9587 5103 e-mail: mmiller@melbourneflighttraining.com.au

Counselling, Academic Support and General Management issues

Glen Buckley, Chief Flying Instructor
Melissa Miller, Compliance Manager
70 Bundora Parade, Mentone Victoria 3159
Telephone Phone +61 3/9588 1747 Fax 03/9587 5103 e-mail: glen@melbourneflighttraining.com.au

General Administration, ID cards, Health and Attendance issues, Certificates

Darren Schmidt, International Student Manager
70 Bundora Parade, Mentone Victoria 3159
Telephone Phone +61 3/9588 1747 Fax 03/9587 5103 e-mail: ism@melbourneflighttraining.com.au

8. Abbreviations Used In This Handbook

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIBP</td>
<td>Department of Immigration and Border Protection</td>
</tr>
<tr>
<td>DET</td>
<td>Department of Education and Training</td>
</tr>
<tr>
<td>PRISMS</td>
<td>Provider Registration and International Students Management System</td>
</tr>
<tr>
<td>ASQA</td>
<td>Australian Skills Quality Authority</td>
</tr>
<tr>
<td>CRICOS</td>
<td>Commonwealth Register of Institutions and Courses for Overseas Students</td>
</tr>
<tr>
<td>ACPET</td>
<td>Australian Council For Private Education and Training</td>
</tr>
<tr>
<td>RPL</td>
<td>Recognition of Prior Learning</td>
</tr>
</tbody>
</table>
9. **KEY ROLES**

**Instructing Staff**

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

Your *Instructors* at Melbourne Flight Training perform all of the training and assessments in conjunction with testing officers from the CASA regulatory authority. *Instructors* are responsible for the day to day course delivery of both the theory and flight training. All of our *Instructors* have the necessary aviation endorsements to allow them to conduct and assess all the required CASA competencies.

*Instructors* must, by law, maintain accurate records of attendance and participation.

**Administration Staff**

The *Office Manager* and the *Chief Flying Instructor* are responsible for the control of the front office and receives all payments from you and coordinate your daily activities.
10. ORGANISATIONAL CHART

Chief Executive Officer/Principal
Glen Buckley

International Student Manager
Darren Schmidt

Office Manager
Coby Ramos

Chief Flying Instructor / Chief Pilot
Glen Buckley

Compliance Manager
Melissa Miller

Maintenance Admin Officer

Head of Operations
Ermin Javier

Flight Instructors
Grade 1
Grade 2
Grade 3

STUDENTS

Chief Flying Instructor / Chief Pilot
Glen Buckley
11. **STUDENT VISA REQUIREMENTS – GENERAL REQUIREMENTS**

According to the Department of Immigration and Border Protection (DIBP) to be granted a student visa, you must provide evidence that satisfies the entry requirements applicable to you and your country of origin. Assessment factors include whether you have enough money, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application. You will need to work through the local Australian Immigration Office.

You will be required to also show that you meet the selection requirements for any of our courses that you are hoping to enrol in.

These responsibilities must be maintained after your arrival in Australia but it is a requirement that you are aware of these before you sign your enrolment form.

Additional information on your visa issues is available from your Migration Agent but independent advice is available on the Department of Immigration and Border Protection Internet site on [http://www.immi.gov.au/visawizard](http://www.immi.gov.au/visawizard)

Note that a component of our courses involves night flying and therefore you may be required to attend outside the usual training hours of 0800 to 2200 hrs. We have the approval of VRQA to conduct training outside of these times.

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

You will be required to organise safe transport to and from the airfield as Moorabbin is an outer suburb of Melbourne.

12. **STUDENT VISA REQUIREMENTS – ENGLISH ENTRY REQUIREMENTS**

You must be able to read, write and understand the English language and evidence of English proficiency (6.0) is a requirement for acquiring a student visa; evidence of English proficiency must be on file for the eventual issue of your qualification but it is required during your course by the State Government.

For admission to any of the Aviation courses the English language proficiency must be demonstrated by achieving the International English Language Testing System (IELTS) of 6.0 (general) and/or the ICAO Language test of 4.0.

13. **STUDENT VISA REQUIREMENTS -- CHANGE OF ADDRESS**

Upon arriving in Australia you are required to advise us of your residential address and telephone number and of any subsequent changes to your residential address. This is extremely important. Also you need to be aware of your obligation to notify CASA.

It is your responsibility to ensure that you always update your address details at Melbourne Flight Training to ensure you receive important information about your course, fees receipts and any other important information.

Additional information on student visa issues is available on the Department of Immigration and Border Protection (DIBP) Internet site on [www.immi.gov.au](http://www.immi.gov.au) to see how the Country Assessment Levels apply to you.
14. **Student Visa Requirements -- Overseas Student Health Cover**

Australia has a very modern and efficient health care system. It is subsidised by the Australian Government. Overseas Student Health Cover (OSHC) is a type of insurance that allows you to use the Australian healthcare system and it covers the costs for any medical or hospital care which you may need while studying in Australia. It will also pay for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds -- before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia.


15. **Student Visa Requirements: Attendance**

*Melbourne Flight Training has adopted the DIBP / DET system of attendance as per the ESOS National Code*

Each study year is at least 36 weeks (excluding leave time) and you must attend for that period of time. Each week is 20 hours face-to-face training at least and follows a timetable that is issued prior to enrolment. You cannot complete our courses by distance education or self-paced learning.

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

You should have been issued with a Student Attendance Swipe Card, if not, please see the International Student Manager to have one issued to you. You must swipe this card upon arrival and departure at the beginning and the end of the day (lunch breaks are not required to be recorded).

DIBP will only permit us to approve leave to students for major illness, accident or other exceptional compassionate circumstances i.e. death in the family. DIBP does not accept reasons such as weddings, pregnancy, and child birth, cultural and religious activities as acceptable reasons for leave.

Further, the length of Approved Leave is to be strictly in keeping with the reason for the leave.

Students must apply for Approved Leave in writing and submit supporting documentation i.e. medical certificate from a registered medical practitioner, death certificate and return air tickets. If leave is requested beyond 2 weeks students will be required to defer their studies for the duration of the leave and reapply for their visa once their leave is over. Melbourne Flight Training will notify DIBP via PRISMS.

- **Any student who has missed 5 consecutive days of classes without prior approval** - will be immediately contacted by phone to gain an explanation and inform them of the need to attend and the effect on their projected attendance of they do not attend. If contact by phone is unsuccessful a letter will be immediately sent to the student. (Students have been informed via this handbook to notify the school within 7 days of changing their address or contact details.)
  - If a student does not comply and does not attend after being contacted or the student’s attendance is irregular the International Student Manager must notify the Chief Executive Officer immediately. The Chief Executive Officer will direct any need for counselling to be provided after contacting and reviewing the students’ situation.
• **When a student's projected attendance falls below 90%** - a ‘Warning Letter’ will be sent to the student informing them of their projected attendance and the need to ensure they maintain an 80% attendance level for the term. This letter also contains the consequences of not achieving a projected attendance of 80%.

• **When a student's projected attendance falls below 85%** - When a student reaches below 85% projected attendance the International Student Manager shall notify the Chief Executive Officer and a ‘2nd Warning Letter’ shall be sent indicating the student is required to organise an appointment with the Chief Executive Officer to discuss their poor attendance record and strategies to ensure they stay above 80% for the Term.

  - If the student does not respond within 7 days the International Student Manager will attempt to contact via phone.

• **When a student's projected attendance falls below 80%** - The student shall be sent a ‘Breach Recorded’ letter indicating they are going to be reported to DIBP for unsatisfactory attendance of their course of study. They are also informed of their ability to access the appeals and complaints process and have 20 Working Days to do so.

  - If the student does not go through any appeal or complaint process within 20 working days, the report shall be submitted via PRISMS. The student shall also be sent a ‘Breach Reported’ letter notifying them of the action taken.

  - A student is only allowed to defer commencement or suspend studies of their course, and not be reported, only on medical grounds (with a doctor’s certificate) or other exceptional compassionate circumstances. In these circumstances the student will not be reported until they fall below 70% of the course contact requirements. Where a student defers commencement or suspends studies on any other grounds, the school will report the student to DIBP via PRISMS, as not complying with visa conditions.

  **Reporting ‘Breach of Student Attendance’**
  All students who fall below 80% attendance and have no supporting reasons, shall be reported via PRISMS to DIBP for a breach of their Visa condition.

16. **STUDENT VISA REQUIREMENTS – ACADEMIC PERFORMANCE**

You must maintain satisfactory performance standards by passing each of your assessments. The courses you are undertaking are not just knowledge tests and you can be assessed in several different ways but all require you to be on-site and to provide written evidence to demonstrate you know and understand how things are done. These are called Competencies

If you are not able to show you meet the competencies listed in your course brochure and your work book, then we must advise the Government that you are having problems. You can only repeat a unit once and this must be in your own time (if you are repeating a unit you do not have to be a full time student).

**If you are shown to be “not yet competent” after repeating a unit, then we have to advise the Government who will take steps to deport you unless you have a reasonable excuse.**

**Intervention Strategy Process:**

**Inform the International Student Manager:** The International Student Manager will then inform the Chief Executive Officer and together they will look over the student progress record, talk to the student and talk to the students assigned Flight Instructor and the following factors will be taken into account.
Check and confirm the student progress using the course layout and CASA progress sheets: If progress is unsatisfactory then implement the school's Intervention strategy following the processes detailed below.

Determine why the student is not progressing and consider the following:

**Attendance: Is the students Attendance satisfactory?**
If not then ensure that any attendance issues have been addressed as per the school’s Monitoring Student Attendance Policy.

**Social or Illness issues are they a contributing Factor?**
If it is apparent that the student is ill or suffering from any Social issues refer the student to the Chief Executive Officer whom will be able to offer immediate assistance, or refer assistance to the student. If required the students course may be deferred or suspended due to compelling or compassionate circumstances. Refer to the Deferring, suspending or cancelling the student's enrolment policy.

**Home Sickness**
If it is apparent that the student is upset and may be suffering from homesickness refer the student to the International Student Manager whom will be able to offer or refer assistance to the student. If required the students course may be deferred or suspended due to compelling or compassionate circumstances. Refer to the Deferring, suspending or cancelling the student’s enrolment policy.

**Financial Difficulties**
If student has been suffering financial difficulties consider contacting the International Student Manager whom will be able to refer the student to a counsellor. If necessary help the student contact his or her next of kin for assistance. If required the students course may be deferred or suspended due to compelling or compassionate circumstances. Refer to the Deferring, suspending or cancelling the student’s enrolment policy.

**Weather:** Has the weather been preventing the student from going solo or hour building flights or Dual Instructional Flights.
If yes then organise extra flights for the student and contact the International Student Manager who will ensure that when a flight is missed due weather extra flights will be booked for the student to help the student maintain CASA Academic progress an performance.

**Aircraft maintenance:** Have Aircraft unserviceability issues being hindering the students’ progress?
If yes then organise more scheduled flights for the student, and extra one on one, tuition as required to help the student meet the required CASA Academic Progress and performance.

**Chief Executive Officer Progress Check**
Talk to the student’s assigned instructor and consider organising the student to fly with the Chief Executive Officer or another delegated Senior Flying Instructor to analyse the students’ difficulties and provide suggestions and remedies to help the student meet the required CASA Academic Progress and performance.

3.1 The phases of training are listed from Melbourne Flight Training CASA approved progress sheet and the Manual of Standards (MOS).

- **Phase 1** – Recreational Pilot Licence (RPL)
- **Phase 2** – Private Pilot Licence (PPL) & Night VFR (NVFR)
- **Phase 3** – Commercial Pilot Licence (CPL)
- **Phase 4** – Multi Engine Endorsement & Instrument Rating

Instructors will monitor academic progress via the students training records every 10 weeks from course commencement to ensure students are progressing appropriately. If not, the International Student Manager should be advised and the appropriate procedure will be implemented.
17. **Student Visa Requirements – Dependents**

Dependents of persons holding a student visa are required to pay full fees in any school, FTO or university that they enrol in whilst in Australia. There are no Government entitlements available for education.

18. **Student Visa Requirement – Working Whilst Studying**

You can only work a maximum of 20 hours whilst you are in Australia on a student Visa. Your course does not include any work as part of your study. You are here to learn not work.

Do not work longer than the allowed 20 hours as Immigration do conduct checks to ensure you are not breaching your Visa condition not to work. In addition, whoever employs you for that period has a responsibility under our Immigration law and can be charged with serious offences with expensive repercussions!

19. **Student Welfare Policy and Security Procedure**

**Policy**

This policy and procedure ensures that Melbourne Flight Training can provide educational services in a safe and secure environment.

The following procedure provides a guideline to the requirements of timetabling of classes, times of the RTO’s operation, and delivery plans to ensure that the students are not being asked to undertake training and assessment without over extending their time capabilities or jeopardising their safety.

**Procedure**

**Hours of Operation**

Normal Business Hours for Melbourne Flight Training are as follows:

- Monday- Friday (9am to 5.30pm)

All training and assessment services that are conducted by Melbourne Flight Training will be scheduled within the following hours of operation:

- Monday - Saturday (8.00am - 10.00pm)
- When you undergo night flying training you will be required to attend the school outside these hours but normally all night training will be completed by 12.00 pm. The school has permission from the VRQA to conduct outside the above hours, you will be notified in advance when you are scheduled for night flying so that you are able to organise safe transport to and from the airport.

**Timetabling**

Each course that is delivered by the RTO in a classroom environment is required to have a detailed timetable developed to identify to the student the required hours of attendance to complete the course. This allows the students to plan their travel to and from the training premises.

The RTO must not require or permit students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day. *(Please Note: An exemption request may be submitted to the State authority if the course requires students to attend for more than 8 hours per day.)*
### Identification and Security

**Student Identification:**
All students are required to display their student ASIC Card at all times.

**Staff Identification:**
All Melbourne Flight Training Instructors will be required to clearly display their Aviation Security Identification Cards.

**Building Security:**
When students are required to participate in Night Flying Training which will involve training during night hours, but not usually later than 12 midnight, we have put in measures to help with your security. The buildings will be kept locked with either an Electronic Lock or a keyed lock and you will be given a code or key to enter the premises.

Note that a component of our courses involves night flying and therefore you may be required to attend outside the usual training hours of 0800 to 2200 hrs. We have the approval of VRQA to conduct training outside of these times.

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

You will be required to organise safe transport to and from the airfield as Moorabbin is an outer suburb of Melbourne, if you require assistance organising transport to and from the Airport please let us know in advance and we will be able to arrange transport for you to the nearest public transport.

**Informing students**

Students will be informed of safety measures and processes through the student induction process. This student handbook will also contain information on:

- Emergency Services contact details
- Student Safety Tips
- Public Transport information

The students will also be briefed with a safety presentation through the induction process where this information will be further explained.

### 20. Staff Responsibilities for Access/Equity & Equal Opportunity Issues

We have a Chief Flying Instructor and it is that person that you should direct all problems and information requests. The Compliance Manager and the Chief Flying Instructor are the access and equity officers for Melbourne Flight Training, so if you are experiencing any harassment or discrimination, refer the matter to them in either in writing or in person if need be.

Melbourne Flight Training:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Training services are delivered in a non-discriminatory, open and respectful manner.
- Staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Conduct client selection for training opportunities in a manner that includes and reflects the diverse client population.
• Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
• Provides culturally inclusive language, literacy and numeracy advice and assistance that assist clients in meeting personal training goals.
• Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
• Staff and students are required to comply with access and equity requirements at all times.

Melbourne Flight Training provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our Code of Practice and all of our students are made aware of their rights and responsibilities throughout this Student Handbook.

21. **Licensing / Regulatory Requirements.**

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

22. **Student Selection**

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

You must have an IELTS of 6.0 or its equivalent for entry to any of our aviation courses.

Students under 18 years of age at commencement of training cannot be accepted at MFT.

23. **Enrolment**

There are some steps that you can take in your home country to prepare for enrolment that will help to reduce delays once you arrive in Australia and in some cases may help to identify issues that would in fact prevent your training from proceeding in Australia.

Before enrolling in any of the courses we strongly recommend that, while you are still in your home country, wherever possible you:

1. Undergo an International English Language Testing System (IELTS) test, or ensure that you satisfy the (CASA) English Language criteria
   i. For more information visit the ‘General English Test Criteria’ section of the CASA website at https://www.casa.gov.au/standard-page/general-english-test-criteria

2. Obtain an (Australian) Aviation Reference Number (ARN)
   ii. Visit the Civil Aviation Safety Authority (CASA) website at www.casa.gov.au and download form 1162
   iii. Complete the form and return it to the Civil Aviation Authority
   iv. Approximately 3 weeks later you can expect to receive your ARN (there is no charge made by CASA for this)
   Do not proceed to step 3 until you have received your ARN
3. Obtain Medical Clearance with a (CASA approved) Designated Aviation Medical Examiner (DAME)
   i. Visit the ‘Overseas DAME’ section of the CASA website at
      Location=Overseas
   ii. Locate your nearest DAME and Arrange for an examination if at all feasible
      NOTE: A Class 1 Medical Certificate is a pre-requisite for a Commercial Pilot Licence
      A Class 2 Medical Certificate is a pre-requisite for a Private Pilot Licence

Once the above steps are completed (where possible) to enrol in any of the courses you should:

4. Contact us and we will send you the initial enrolment information (if we haven’t already)

5. Complete the initial enrolment content and return to us

   You must submit the following information to the International Student Manager for
   enrolment consideration:
   i. Completed and signed Enrolment Application form “Enrolment Form No 42”
   ii. Copy of your IELTS results (minimum 6.0) where available
   iii. Copy of your Passport photo page
   iv. Signed copy of the last page of the Student Handbook
   v. Payment of the non-refundable course application fee of AUD $1500

When we have received all of the above we will then send further documentation to you, including a Letter of
Offer, an Enrolment Agreement and a Payment in Arrears Form.

6. Complete the agreements and return them to us
   i. Enrolment Agreement
   ii. Payment in Arrears Form

You will then be issued with a Confirmation of Enrolment (CoE) – usually via email.

7. Use this CoE to apply for your Student Visa

24. LENGTH OF COURSES

The duration of the relevant course are outlined in the flyers provided with this handbook.

25. COURSE OUTCOMES

Each of the units of the courses on scope is practical and is listed in the website http://training.gov.au/ Courses
are all based upon you being able to demonstrate skills in the units of your course. They all involve attendance at
classroom sessions as well as practical demonstration in a real or simulated flight within the area of Melbourne and
throughout regional Victoria.

At various times throughout your course, you will undergo an assessment to ensure that you are competent in the
skills and knowledge in the subjects you are being taught. If you do not perform well enough in these assessments,
then you may sit them again or elect to show competence in another form of approved assessment method.
Assessments can be either a written assessment or a demonstration by you to the Instructor.
Course outcomes are described on each of the learning and assessment strategies which are made available to you prior to enrolment. At the successful completion of the course, you will be issued with a Certificate to show that you have successfully completed the course in full. This document is important and should be stored safely as it may be used as evidence to gain entry into further courses within Australia or overseas. It may also be required as part of a submission for extension or variation to your Australian Visa.

26. **Compulsory Fees Schedule**

The fees schedule is located within the flyers supplied with this Handbook.

Other fees payable at time of issue of eCoE

1. Overseas Student Healthcare
2. Airport pickup (prior arrangement only)
3. Accommodation placement (prior arrangement only)

27. **Refund Policy**

> Fees are charged in arrears and therefore the likelihood of a student being approved for a refund is highly unlikely and would require extenuating circumstances. These will be assessed individually.

> "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s Consumer Protection Laws"

> A copy of the Payment In Arrears Agreement will be issued with the Enrolment Agreement (Form 37).

28. **Applying for a Refund**

If you default on a course of study…

If a student seeks a refund, they are to submit a request in writing to the Melbourne Flight Training Chief Flying Instructor stating clearly the reasons for the claim being made. As training fees are collected in arrears (ie after training has been delivered), refunds of training fees is highly unlikely.

> This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s Consumer Protection Laws

29. **Deferral or Suspension of Courses**

Once an overseas student has enrolled in a course Melbourne Flight Training will not allow the student to defer commencement of their course except on the grounds of illness, evidenced by a doctor’s certificate, or other exceptional circumstances beyond the control of the student, eg bereavement. This requires the student to apply using an Application to change course status, available from administration. If a student defers or suspends their studies on any grounds Melbourne Flight Training is required to notify DIBP via PRISMS. One of the Student Visa conditions is that you complete your course at Melbourne Flight Training once nominated.
Students must apply for Approved Leave in writing and submit supporting documentation i.e. medical certificate from a registered medical practitioner, death certificate and return air tickets. If leave is requested beyond 2 weeks students will be required to defer their studies for the duration of the leave and reapply for their visa once the leave is over. Melbourne Flight Training will notify DIBP via PRISMS.

**30. STUDENT TRAINING RECORD POLICY**

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

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

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

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

We conduct a daily external hard drive back up of our computer systems; this is the responsibility of the Office Manager.

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

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

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

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

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

Or those required by law such as:

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

Or

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

International Students records will be retained onsite in our flight training organisation for a minimum of two years.
31. **NATIONAL RECOGNITION**

Melbourne Flight Training recognises the qualifications that are presented by any student, provided that they are:

- Original (or verified) copies from any Australian Registered Training Organisation
- Obtained within the last 3 years
- Map to the course currently being undertaken

32. **RECOGNITION OF EXISTING SKILLS AND RPL**

The RPL process is chargeable (please refer to **Form No: 28/29**) which is supplied by the school once you apply for RPL.

All participants are offered the opportunity to apply for recognition of their existing skills on an individual basis prior to the course commencement. Melbourne Flight Training recognises all Certificates issued by other Registered Training Organisations.

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

Where RPL is granted after the Visa has been issued, then Melbourne Flight Training are required to maintain full study load with supplementary materials and supervised study.

Applicants should complete an Application for RPL form (28/29) available from the International Student Manager.

The RPL process allows participants to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific modules within their course.

All RPL applicants will be asked to provide evidence to support their claim and this should be attached to the application form. Examples of evidence might include; documentation such as certificates issued by other training organisations, support letters from employers, course outlines of previously studied courses. We also recognise the credentials issued by other Registered Training Organisations operating under the Australian Quality Training Framework.

All assessments of RPL applications are reviewed by the Chief Flying Instructor who is qualified to conduct the assessment. From time to time or when deemed necessary, we will have an additional person or subject expert be part of the assessment process. The assessment of RPL by the Chief Flying Instructor is based upon their assessment of your ability to competently continue the development within the course. We have your interests at heart: we will allow credit in an existing course provided it does not adversely affect your ability to complete the course satisfactorily.

Participants may request a review of the RPL decision through our appeals procedure (outlined in detail later in this handbook).

No recognition will be given to theoretical training other than that covered by the above examinations. Melbourne Flight Training reserves the right to conduct an English language test.
33. **COURSE CREDIT PROCEDURE**

Credit transfer involves assessing a previously completed course or subject to see if it provides equivalent learning or competency outcomes to those required within your current course of study.

The purpose of credit transfer is to make it easier for students to move between courses and institutions. This gives people more opportunities to fulfil their potential and respond to changing employment needs.

Credit transfer allows relevant, successfully completed studies achieved at TAFE institutes, accredited private providers, professional organisations or enterprises and universities toward a current course of qualifications. It can also be cross-sectoral. For example, you may seek to have vocational education and training in school qualifications credited against vocational education and training subjects or subjects offered through higher education institutions.

Applicants seeking credit transfer must arrange for a meeting with the Chief Flying Instructor. At that meeting you will be required to have your:

- logbook
- licence
- medical
- ASIC
- letter confirming training in accordance with 150 hour syllabus
- letter of release (if applicable)
- training records which the CFI will need to request from previous provider
- the CFI may wish to contact the previous provider for an overview of your training to date.

34. **DEFERMENT SUSPENSION AND CANCELLATION OF ENROLMENT**

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

The Chief Flying Instructor informs the Compliance Manager who will convene a meeting with the Chief Executive Officer to assess the student’s request.

A student may be granted deferment or temporary suspension from their studies only on compassionate grounds or due to compelling circumstances (e.g. where a medical certificate states that a student is unable to attend classes or fly). If deferment or temporary suspension is granted, the Chief Flying Instructor will:

(a) inform the student in writing that the request has been successful; and
(b) inform the student in writing that their change in enrolment status may affect their visa; and
(c) record the details of the request and result on the student’s file; and
(d) notify the Secretary of DET via PRISMS that the student’s enrolment has been deferred or temporarily suspended.

A student may cancel their enrolment for any reason. In this situation the Chief Flying Instructor will:

(a) inform the student in writing that their change in enrolment status may affect their visa; and
(b) record the details on the student’s file; and
(c) notify the Compliance Manager who will notify the Secretary of DET via PRISMS that the student’s enrolment has been cancelled;
Melbourne Flight Training may choose to defer, temporarily suspend a student’s enrolment on two grounds:

(a) compassionate or compelling circumstances; or  
(b) misbehaviour by the student.

The Chief Executive Officer may make the decision to cancel a student’s enrolment, based on information received from the staff of Melbourne Flight Training.

If Melbourne Flight Training chooses to defer, temporarily suspend or cancel a student’s enrolment, then the Compliance Manager will:

(a) inform the student of the School’s intention; and  
(b) inform the student in writing that the change in enrolment status may affect their visa; and  
(c) inform the student that they have 20 working days to access the complaints and appeals process outlined in 4.1 Continuous Improvement procedure; and  
(d) record the details on the student’s file.

If the student does not access Melbourne Flight Training’s complaints and appeals process, then the International Student Manager will:

(a) notify the Secretary of DET via PRISMS that the student's enrolment has been deferred, temporarily suspended or cancelled; and  
(b) record the details on the student’s file.

Should the student decide to access the complaints and appeals process, the suspension or cancellation will not take effect until the process has been completed.

A full record of all discussions, supporting information and outcomes will be maintained on the student's personal file and maintained as an active record.

They will be made available to Government Authorities as required.

In the event of MFT being unable to deliver a course that a student has enrolled in, all fees paid (including the non-refundable course enrolment fee) will be made within 48 hours of the decision being made.

35. **Releasing Transferring Departing Students**

Transfer of a student shall be considered following a formal application by the student after the exhaustion or at any time during the execution of the Melbourne Flight Training Complaints and Appeals process up to 6 months after commencing attendance at the flight training organisation.

An application for a letter of release shall be refused when:

(a) A letter of offer from another RTO has not been presented  
(b) When there are personality issues between an instructor and the student or between students that may be resolved by mediation  
(c) Unacceptable physical or verbal aggression  
(d) When there are outstanding fees due for education training already received  
(e) When the student has not completed required assessments and is looking to have a Statement of Attainment issued the complaints process has not been completed and the appeals process has not been commenced  
(f) Poor or unacceptable performance
(g) Poor or unacceptable attendance
(h) Breaking of any common law (in which case the visa shall be terminated)
(i) other exceptional circumstances

A Letter of Release for Transferring Students (Form 16) will be provided within 10 working days where it is agreed between Melbourne Flight Training and the student and evidence is available that the student does not fall into any of the categories in above. This is provided without cost to the student.

After 6 months attendance at Melbourne Flight Training, the student may move to another Aviation College without a letter of release.

The basis for the rejection of the application shall be documented and the student advised within 10 days that they may commence action under Melbourne Flight Training complaints and appeals procedure.

Records of all applications of letters of release shall be recorded on a Register of Letters of Release Applications and records shall be retained in the student files.

36.  ACCEPTING TRANSFERRING STUDENTS

Melbourne Flight Training will accept a student who holds a letter of release and provide a letter of offer within 10 days of initial contact if:

(a) The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered,
(b) The original registered provider has provided a written letter of release,
   NOTE: A letter of release can only be issued once the Melbourne Flight Training has issued a letter of offer to the intending student.
(c) The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her course or,
(d) Any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change.

Melbourne Flight Training shall reject a student application if:

(a) The complaints process has not been completed and the appeals process has not been commenced;
(b) When there are personality issues between an instructor and the student or between students that may be resolved by mediation;
(c) Unacceptable physical or verbal aggression;
(d) When there are outstanding fees due for education training already received;
(e) Breaking of any common law (in which case the visa shall be terminated);
(f) Other exceptional circumstances.

The basis for acceptance is recorded on the enrolment form for transferring student and also on the student induction training record. This is to be issued without costs to the student. The student must be advised to approach DET to ensure that there are not any requirements that necessitate issue of a new student visa.
37. **EXTENDING VISAS**

Melbourne Flight Training will extend the duration of the student’s study where it is clear that the student will not complete the course within the expected duration, as specified on the student’s eCoE, as the result of:

(a) compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit)

(b) the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or,

(c) an approved deferment or suspension of study has been granted under Standard 13 of the National Code.

To extend a student’s visa term, the student must apply for the extension in writing to Chief Flying Instructor explaining the justification to their application. All records of the consideration and approval or rejection of the application to extend the visa are to be retained on the student file.

The Chief Flying Instructor shall review the application along with the Trainers/Assessors and other relevant members of staff and make an informed decision. Rejection of the application shall be discussed with the student and where appropriate, the student may appeal the decision as defined in our Procedures 4.1 Continuous Improvement.

The Student shall be advised of the outcome in writing.

Where a student’s visa is extended, DET will be notified via PRISMS of the extension but the duration shall not exceed the CRICOS registered course duration.

38. **USE OF YOUR PERSONAL INFORMATION**

Your personal details and student records may be made available to:

- any Commonwealth Government agency;
- any State Government agencies; and
- the Fund Manager of tuition assurance scheme; and
- the Fund Manager of the ESOS Assurance Fund.

We are required by several Australian Laws (including the Immigration Act 1988, the ESOS Act 2000 and the National Code) to tell the Immigration Department about: changes to your enrolment and any breach by you of your student visa conditions relating to attendance or satisfactory academic performance.

39. **MEDICAL PROBLEMS**

If you get sick, you may have to go and see a doctor. In Australia, you do not go to a hospital unless you are seriously ill. You go to your local doctor who will have a surgery near your house. Surgery hours usually start from 9:00 am and the surgery may be open all day. When you arrive, the receptionist will ask you for your Medibank Private Membership card or book. Don't forget to take your Medibank Private Membership card when you go to the doctor's surgery. If you cannot leave the house, you can ring the Doctor's receptionist and make an appointment for the doctor to visit you, which will be more expensive.
If you cannot come to school, the doctor will give you a medical certificate that describes what is wrong with you and says how many days you may stay at home. Don't forget to give your medical certificate to the Chief Flying Instructor when you return to class. You keep the original certificate and we will place a copy on your file.

In Australia, you only have to pay 15% of the cost of a visit to your local doctor, and if you are in a public hospital you do not have to pay at all. However, you may have to pay more to see a specialist or if you are in a private hospital. When you get a bill or receipt for medical service, take it with your medical card to the Medibank Private office and apply for a refund.

40. Welfare & Guidance Services

Student Contact Persons are available from Monday to Friday.

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

- Support in finding accommodation
- Learning pathways and possible RPL opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs
- Any other issue

41. Homestay and Accommodation

Homestay is a network of pre-checked homes that offer accommodation at reasonable rent and provide good value for the rent paid. If you have any allergies (food or pets), please notify us in advance.

The telephone bill is not included in the fees. You must have permission from your Homestay family when you wish to make a phone call. If you wish to change your Homestay, you must have an interview with our Compliance Manager – Melissa Miller. If you have any questions or any doubts during your stay, speak to your family first. Do not worry about English. Your family will try to understand you and try to help you as much as they can.

42. Living in Melbourne

For detailed and ongoing information, go to http://www.living-in-melbourne.com/ for an up to the minute assessment of all aspects of living in Melbourne.

Who lives in Melbourne?

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

They are attracted to the location because of lifestyle and also proximity to educational institutions. They are an active population, engaged in social and sporting and exercise activities. They almost all have computer and Internet access.

**YOUNG PROFESSIONALS**

Young professionals are also a significant group of the population. These residents are characterised by their relative affluence; they are likely to be employed full time in the professional or to a lesser extent managerial positions in Melbourne central business district. They are likely to be living either alone or in couple household situations, not necessarily married.

They are a highly mobile population, attracted to the location and dwelling type for lifestyle reasons primarily. They are an active, engaged population often involved in gym and exercise groups, are socially active - for example:

- nightclubbing;
- socialising with friends; and
- going to the cinema and theatre.

Some of these residents, but not a large proportion, is looking to move into separate housing within five years to start families. On the whole however they are not suggesting likelihood to start families in the near future.

If you're thinking of studying in Melbourne you may need to know what it will cost to support yourself. Obvious things that come to mind are accommodation, food, clothes and child care.

We estimate that an international student requires a minimum of $10,000 to $16,000 for living expenses for each academic year.

Initial establishment costs for a shared apartment, such as rental bonds for accommodation, electricity, gas and telephone, could add up to at least $1,500.

**ESTIMATES OF RENTAL ACCOMMODATION:**

These rental averages are per week:

*Boarding Houses*

Boarding houses range from fairly large commercial properties to average sized houses run by private citizens. Full board, room with use of facilities, or room only are available. You can expect to pay about $120 - $180 per week for a single or shared room in a boarding house.

*Apartments/flats*

<table>
<thead>
<tr>
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<th>$170 - $250</th>
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<tbody>
<tr>
<td>1 bedroom</td>
<td></td>
</tr>
<tr>
<td>2 bedroom</td>
<td>$180 - $350</td>
</tr>
</tbody>
</table>

*House*

<table>
<thead>
<tr>
<th></th>
<th>$250 - $400</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/3 bedrooms</td>
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</table>
**Cost of Utilities:**

Please take account of the extra cost of the use of electricity, the telephone and gas on top of your rent. The initial costs of connecting these basic services are as follows:

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
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<tbody>
<tr>
<td>Connection of Gas</td>
<td>$120</td>
</tr>
<tr>
<td>Connection of Electricity</td>
<td>$120</td>
</tr>
<tr>
<td>Connection of Telephone</td>
<td>$50</td>
</tr>
</tbody>
</table>

**Cost for Full Board Accommodation:**

Some students select full board accommodation. Full board consists of a single room in a private home where the householder provides meals for you, and you share the life of the family. This is a good way for international students to improve their English and learn the culture fast. The cost on average for accommodation and three meals a day is $180.00 per week.

Consumer Affairs Victoria has information on your rights and responsibilities when renting a home in Victoria. They can also help if you have a complaint or problem with your landlord. Go to the Consumer Affairs Victoria website [http://www.consumer.vic.gov.au/renting](http://www.consumer.vic.gov.au/renting) or call 1300 55 81 81 for advice or more information.

**Living and Studying in Moorabbin Airfield**

Moorabbin is one of many Class Two airfields that are found around Melbourne. We have extensive training facilities that represent state-of-the-art facilities that will make studying more relevant and successful flying habits easier to achieve.

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

**43. General Information**

**Moorabbin Airport is located in the Light Industrial Suburb of Mentone, which is 21 Kilometres South East from Melbourne.**

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

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

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


The bulk (98%) of traffic at Moorabbin is General Aviation aircraft. Regional operator, King Island Airlines is based in Moorabbin Airport and it operates public transport flights to Tasmania from Moorabbin using Chieftain, Navajo and Bandeirante equipment.
Moorabbin Airport also has several Citation jets which visit on a weekly basis. The largest visitors we see at Moorabbin on an infrequent basis are DC3s. We have had C130 RAAF Hercules land but most of the taxiways can't support their weights.

Air Traffic Control is provided by Air Services Australia. The airport has a Control Zone of 3 nautical mile radius from 0 - 2500 ft. The Tower operates between the hours of 0800 to 1900 (local). During Daylight Saving time the ATC service may extend till 2200. When ATC is available, the airport operates under the Australian GAAP procedures. The tower is not radar equipped, but has direct communication with Melbourne Jetport radar services. When ATC is not available, the Moorabbin Control Zone is reclassified as class G airspace, and becomes a Mandatory Broadcast Zone.

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

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

It is highly recommended you understand the GAAP procedures used during Tower hours before attempting to land at Moorabbin.
SECTION 2 - NOW THAT YOU ARE HERE…

45. **INDUCTION ON ARRIVAL**

Orientation is conducted on the first day of course commencement. Its purpose is to fully inform new students of most aspects of life at Melbourne Flight Training and provide an introduction to studying, Melbourne’s costs of living, transportation, facilities and accommodation. In addition our staff will be introduced, a tour of the provider and the local area will take place and an opportunity to ask questions will be given.

Your site induction will include the following subjects with a record made on your Site Induction Record for International and Local Students:

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

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

46. **WHAT YOU CAN AND CANNOT DO**

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then you may be asked to leave the course with notification submitted to DIBP.

You must comply with all of your Visa requirements as outlined in this handbook and as updated by DIBP from time to time. This is particularly important for attendance and successful academic performance.

In addition to meeting the requirements of your Visa, there are a large number of laws that apply to you as a student visiting Australia. The impacts of these are discussed in this Handbook. Basically, you must be of good behaviour and recognise the rights of others. If you want to look up specific details of the appropriate laws, talk to your Instructor. They will be able to provide you with a list of the laws and regulations that apply.

Working with others within the institute is not a function of the Law but rather as existing in a free and amiable study environment. This requires maturity and at times, understanding. If you have any concerns about how you should act, speak with the Chief Flying Instructor. Remember though that if you break a law, you may be charged for that breach which will affect your stay in Australia

**Unacceptable behaviour may include:**

- Continuous interruptions to the Instructor whilst delivering the course content
- Smoking in non-smoking areas
- Being disrespectful to other participants
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places you or others at risk
• Refusing to participate when required in group activities
• Continued absence at required times
• Being under the influence of alcohol or illegal drugs
• Lack of personal hygiene
• Other objectionable behaviour

**You have the following rights once you have enrolled…**

• To be treated with respect by others, to be treated fairly and without discrimination.
• To be free from all forms of intimidation
• To study in a safe, clean, orderly and cooperative environment
• To have personal property and your property protected from damage or misuse
• To have any disputes settled in a fair and rational manner
• To work and learn in a supportive environment without interference
• To express and share ideas and to ask questions

**FOR NON-COMPLIANCE WITH OUR RULES, THE FOLLOWING APPLIES:**

• The Chief Flying Instructor will contact you to discuss the issue or behaviour & to determine how the issue might be rectified. This will be documented, signed by all parties and included on your personal file.
• If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the Chief Flying Instructor to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
• Should the issue or behaviour continue, you will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on your personal file.
• Should the issue or behaviour still continue, training services will be withdrawn and you will be notified in writing that their enrolment has been terminated with advice being given to DIBP and DET as required by legislation.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

47. **DISCRIMINATION**

A fair go is your right. It doesn’t matter how old you are or whether you were born in Australia or overseas, the Equal Opportunity legislation and federal anti-discrimination laws protect this right.

It is against the law for someone to treat you unfairly (discriminate) or harass (hassle or pick on) because of your actual or assumed:

• Age
• Carer status
• Disability/impairment
• Gender
• Lawful sexual activity
• Marital status
• Physical features
• Political belief of activity
• Pregnancy
• Race
• Religious belief of activity
• Sexual orientation
It is also against the law for someone to sexually harass you.

If you make a complaint (or help someone else make a complaint), it is against the law for someone to hassle or victimise you because you have done so.
It is also against the law to authorize or assist another person to discriminate or harass someone.

### 48. SAFETY

The Occupational Health and Safety Act is strongly enforced in Victoria. It means that you cannot be placed at risk through anything that you may be asked to do by Melbourne Flight Training. Your instructors have been specially trained in Melbourne Flight Training safety standards.

Should you be asked to do anything you feel is unsafe?
- stop,
- advise the instructor of your worries and do not proceed
- stop anyone else with you from doing anything unsafe.

It is the Chief Executive Officer’s responsibility to keep you in a safe working environment and he must not allow any work to be done that is unsafe.

Uses of all tools of trade are addressed in the safety units within each course. Safe Work Method Statements are also available for each physical activity within the course.

We are an alcohol and drugs of abuse free flying school: arriving intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or otherwise acting dishonestly, then you may be reported to DIBP and the Police for appropriate action.

If you act unsafely, then you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.

### 49. CRITICAL INCIDENT

This procedure ensures that any critical incident that occurs is documented, reported and action taken by the Cricos Provider where required.

#### 1. Definitions

A Critical Incident is defined as ‘a traumatic event, or the threat of such within Australia, and also can occur outside Australia which causes extreme stress, fear or injury.’

Such Critical Incidents are not limited to but may include:
- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

Examples of critical incidents that may occur to an International Student are:

- **Death** (Including death of a dependant residing in Australia)
  Accidental, Suicide, Result of an injury or terminal illness, or Murder.
Serious Illness which causes the deterioration of the student/staff member’s health over time.

Serious Injury which prevents or severely affects the student’s ability to continue with or complete the course.

Non-life threatening events could still qualify as critical incidents although serious illness or injury would probably not be considered a critical incident in the broader campus community.

2. Procedure

Where a Critical Incident is identified the following procedures must occur. As part of the reporting process the Chief Executive Officer (Glen Buckley – Mob # 0418 772 013) will confirm that the incident falls under the definition provided above of a ‘Critical Incident’.

Reporting

- When a staff member feels a critical incident has occurred they are required to contact emergency services where required and contact the Chief Executive Officer immediately.

- A ‘critical incident report’ (Appendix A) is to be completed by the appropriate staff member involved in the incident or notification of the incident. Where appropriate the report will be completed/verified by the CEO of the Company.

- The ‘critical incident report’ is to contain as much information as possible and indicate the people directly involved in the incident.

- The Educational Services for Overseas Students Act 2000 (ESOS Act) requires Melbourne Flight Training to notify DET and DIBP as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

Consultation of Action Plan

- The CEO and other staff as deemed appropriate will form the "Critical Incident Team" (CIT). The CIT will assess the Critical Incident and implement a plan of action to follow up the Critical Incident. A representative of the CIT will contact the appropriate relatives of the student if deemed necessary by the CIT.

- Where required, a meeting with appropriate staff/students will be organised by the CIT to follow up the incident. This meeting will be documented to determine issues and responsibilities relating to:
  - Assessing risks and response actions
  - Liaison with emergency and other services
  - Contact with students’ relatives and other appropriate contacts
  - Liaison with other external bodies, such as home stays, carers or foreign embassies, and
  - Counselling and managing students and staff not directly involved in the incident.
  - Media Management (Where required)

- Where appropriate Melbourne Flight Training may be required to provide support to the family in the form of:
  - hiring interpreters
  - making arrangements for hospital/funeral/memorial service/repatriation
  - obtaining a death certificate
  - assisting with personal items and affairs including insurance issues
  - assisting with visa issues
Follow up & Review of Critical Incident

Where a critical incident has occurred and reported to DET and DIBP, Melbourne Flight Training will conduct a follow up and review of the specific critical incident. This follow up and review will involve those members initially involved in the action plan meeting and will ensure:

- Any required follow up such as de-briefing, counselling and prevention strategies have been completed.
- All staff and students involved in the incident have been informed of all outcomes from the incident.
- A recommendation of the CIT as to the response to the critical incident is documented and included in the continuous improvement processes of the college ensuring that the appropriate staff member is directed to implement these recommendations.
- Any further follow up required is documented and responsibilities allocated to appropriate staff.

50. Satisfactory Progress

If students do not have satisfactory academic progress or attendance, Melbourne Flight Training is legally obligated to report this situation to the Department of Immigration for being in breach of your visa conditions. MFT works closely with all students to ensure a successful outcome. Students with a genuine desire to achieve their qualifications will find MFT to be a nurturing and supportive environment. Students however who are not sincere in their approach to their studies may be asked to terminate their course as Melbourne Flight Training only has a limited number of positions available for overseas students.

51. Further Study

Graduates of the provider courses may seek credits to the relevant degree programs in Australian Universities. There is no guaranteed entry into University programs; however as a general rule students with high marks will have the best chance of being accepted by a University.

52. Complaints and Appeals Procedures

Melbourne Flight Training utilises ACPET as its independent authority. Their contact details are as follows:

Australian Council for Private Education & Training
National Office

Suite 101, Level 1, 126 Wellington Parade, East Melbourne, Vic 3002, Australia
PO Box 551, East Melbourne, Vic 8002
Ph: (03) 9416 1355 Fax: (03) 9416 1895 Toll-free in Australia 1800 657 644
E-mail acpet@acpet.edu.au

Website http://www.acpet.edu.au/

Melbourne Flight Training offers this service at no charge to students.
Melbourne Flight Training has two processes in place to handle student’s complaints, one is informal and the other is formal;
Informal Process

The student can contact the parties directly and discuss the matter at the time and this will hopefully resolve the problem.

The informal process can take the format of a verbal or written communication to the parties concerned, an Instructor, the Compliance Manager or the Chief Executive Officer.

A complaint made through this process to a staff member of the college will be undertaken in a timely matter (no longer than 10 days).

Depending on the complaint a staff member of the flying school make seek additional advice and in discussion with the student and the Chief Executive Officer refer the matter to a more skilled professional or an appropriate authority.

If this process does not solve the problem to the student's satisfaction then the student has the option to follow the formal complaints process.

Formal Process

When a student decides to take the formal approach they fill out a “Complaints and Appeals” Form No: 05 stating their complaint clearly. This form can be obtained from the International Student Manager.

Once the form is completed it is then submitted to the Compliance Manager and is recorded in the students file as being received.

NOTE: This process must commence within 10 days of the written complaint being received

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made. The Chief Executive Officer may decide to refer the matter to an external authority or to a suitably skilled and qualified professional. The student is entitled to be represented by a support person.

Where the complainant is not satisfied with the outcome, the matter may be referred to the Chief Executive Officer for review by an independent mediator such as ACPET. The complaint will be investigated fairly and objectively and details of the investigation will be provided in writing for the complainant. The details will state the outcomes and reasons for the decisions made.

A copy of the all documentation, in particular the complaint and the outcome, is placed in the student's file with a statement of agreed outcome signed by the Compliance Manager and the student.

Where the compliant is referred to an external authority the college unless otherwise directed will be deemed to have dealt with the complaint.

Where the resolution or outcome of a complaint requires a documented change to policies and procedures, the Compliance Manager notifies the relevant staff of the change to ensure that the procedure for document change followed with the appropriate records is made.

ESOS Framework

The Australian Government has policies in place to protect Overseas Students and ensure the provider delivers a high standard of education. A fact sheet follows, providing an overview of what is known as the ESOS Framework. ESOS is the acronym for Education Services for Overseas Students. As a student studying in Australia you have certain obligations. Similarly, Melbourne Flight Training has certain obligations to you.
This handbook outlines the Appeals and Complaints Procedure. Importantly, overseas students should also be aware that there is an Overseas Students Ombudsman. This is a Government appointed position, and it is important that you are aware of this. One role of the Ombudsman is to ensure that Overseas students are treated with fairness. Often students read through the handbook and tend not to refer to it during their studies. I encourage you to read through the book in its entirety and retain it for future reference. Please ensure you are familiar with the role of the Ombudsman. Refer to https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf

External Appeal to Overseas Students Ombudsman

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

APPEALS FOLLOWING COMPLAINTS

Melbourne Flight Training maintains a supportive and fair environment, which allows training participants to appeal their assessments or recognition decisions within one week of being notified of the decision or within 4 weeks of the assessment date, whichever is longer.

Appeals are ideally resolved as amicably as possible using this formal appeal process.

The student should initially discuss the assessment outcomes with the relevant Instructor.

If this does not resolve the matter, then the appeal is recorded on a Complaints and Appeals Form (Form 05) and submitted to the Chief Flying Instructor who will organise a mutually agreed Flight Instructor to undertake a reassessment.

The decision of this independent assessor is final.

MFT will maintain the students enrolment while the complaints and appeal process is ongoing unless the CFI deems there is a risk to the safe outcome of his / her training.

53. LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of our students. Our enrolment form asks students to provide information regarding their literacy and numeracy requirements or any other special learning needs. In the event of LLN becoming an issue, the Chief Flying Instructor will contact you to discuss their requirements.

Given the nature of our training within the Aviation Sector it is required that all students have a minimum English level of either 6.0 IELTS or the ICAO 4.0 testing standard. It is highly unlikely that you will progress pass the application process if you do have LLN issues, but if it is discovered as in rare cases we will assist you in every way possible by referring you to an English specialist school on the Moorabbin Aerodrome.

Where language, literacy and numeracy competency is essential for course students, we have made every effort to ensure that students are adequately supported to enable them to complete their training.
54. **SUPPORT SERVICES**

The teaching and administrative staffs of Melbourne Flight Training are available to provide general advice and assistance with matters such as studying, homework, accommodation, English language problems and counselling.

Students requiring special or intensive assistance will be referred to an appropriate external service. Any costs associated with the external service will be at your own expense.

The following support services are to be available and accessible for all students studying with Melbourne Flight Training. Melbourne Flight Training will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by the school at no cost to the student but an external service may charge fees when their service is used by the student and this should be clarified by the student prior to using such services outside of Melbourne Flight Training. Melbourne Flight Training has no control over these external services and their charges.

- **Academic issues**
  Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

  All students’ progress and attendance is monitored and guidance and support provided where non satisfactory results are identified.

  A student is able to access the International Student Manager to discuss any academic, attendance, or other related issues to studying at Melbourne Flight Training at any time. The student support officer will be able to provide advice and guidance, or referral, where required.

<table>
<thead>
<tr>
<th>Referral Services Available</th>
<th>Name &amp; Location</th>
<th>Contact Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Student Manager</td>
<td>Darren Schmidt, Moorabbin</td>
<td>0419 322 795</td>
</tr>
</tbody>
</table>

- **Personal / Social issues**
  There are many issues that may affect a student's social or personal life and Students have access to the International Student Manager through normal school hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where the International Student Manager feels further support should be gained, a referral to an appropriate support service will be organised. Melbourne Flight Training does not charge any fees for a referral.

<table>
<thead>
<tr>
<th>Referral Services Available</th>
<th>Name &amp; Location</th>
<th>Contact Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counselling service</td>
<td>Yvonne Sleeman</td>
<td>Ph 9853 4615 Fax 9853 3943</td>
</tr>
</tbody>
</table>

- **Accommodation**
  While Melbourne Flight Training does not offer accommodation services or take any responsibility for accommodation arrangements, Melbourne Flight Training is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

  All students are encouraged to have accommodation organised prior to arrival in Australia but the International Student Manager can refer students to appropriate accommodation services. Melbourne Flight Training does not charge any fees for a referral.
• **Medical Issues**

The Office Manager will always have an up to date list of medical professionals within access from the college location and any student with medical concerns should inform the International Student Manager who will assist them in finding an appropriate medical professional. Melbourne Flight Training does not charge any fees for a referral.

Local medical services are as follows:

<table>
<thead>
<tr>
<th>Referral Services Available</th>
<th>Name &amp; Location</th>
<th>Contact Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital (Emergency)</td>
<td>Sandringham Hospital</td>
<td>9076 1000</td>
</tr>
<tr>
<td>Doctor</td>
<td>Cheltenham Park Medical</td>
<td>9583 1630</td>
</tr>
<tr>
<td>Dentist</td>
<td>Dr R Barber</td>
<td>9583 8676</td>
</tr>
<tr>
<td>Optometrist</td>
<td>Cheltenham Optical Centre</td>
<td>9585 0477</td>
</tr>
</tbody>
</table>

The emergency phone number for an ambulance in Australia is ‘000’. (This number should only be dialled in an emergency and you require ambulance, police, or fire attendance).

• **Legal Services**

Melbourne Flight Training is able to provide some advice and guidance on a limited range of situations. Where the International Student Manager feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional. Melbourne Flight Training does not charge any fees for a referral.

<table>
<thead>
<tr>
<th>Referral Services Available</th>
<th>Name &amp; Location</th>
<th>Contact Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free legal advice</td>
<td>Ivan P Smith &amp; Ass</td>
<td>9585 1300</td>
</tr>
<tr>
<td></td>
<td>Portelli &amp; Co</td>
<td>9544 5322</td>
</tr>
<tr>
<td>Lawyer</td>
<td>Lewis &amp; Weir Legal Practitioners</td>
<td>03 9584 7066</td>
</tr>
</tbody>
</table>

55. **Flexible Learning Strategies & Assessment Procedures**

We customise our training/assessments to meet your specific needs. If you are having difficulty achieving competency in any module please discuss the matter with your *Instructor* and where possible alternative learning/assessment strategies will be provided to you. This may, for example, be on-or-off-the-job assignments or projects.
56. **COMPETENCY BASED-TRAINING AND ASSESSMENT**

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. This is listed in the course brochure and also the course details listed on [http://training.gov.au/](http://training.gov.au/) training packages.

In competency based training you have to demonstrate the skills that you are learning. These are recorded to provide evidence of your skill should anyone ask in the future. You will be asked to perform within the group and you must be aware that at all time, you are learning and being assessed even if it is a group activity.

Get involved, do not hang back and hope you are not noticed.

57. **ASSESSMENT**

Assessment is carried out by the comparison of your skills and knowledge, against the requirements of the Standards.

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your Instructor simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used.

It is in your long term interests to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way.

58. **FORMS OF EVIDENCE**

In general, basic forms of skills evidence include:

- Direct performance evidence - current or from an acceptable past period - from:
  - extracted examples within the workplace;
  - natural observation in the workplace; and
  - simulations, including competency and skills tests, projects, assignments

- Supplementary evidence, from:
  - oral and written questioning;
  - personal reports; and
  - Witness testimony.
59. CREDIT TRANSFER – IF PROVIDER CANNOT DELIVER COURSE TO STUDENT

CREDIT TRANSFER AGREEMENT – MELBOURNE FLIGHT TRAINING

Purpose of the Agreement

This agreement between five CRICOS registered providers is an undertaking by alternative providers that, in the event that the original provider is unable to provide a course in full, the alternative provider will accept the students of the original provider.

The purpose of the agreement is that overseas students receive the course for which they have paid.

The agreement

In the event that Melbourne Flight Training Pty Ltd, ACN 612 834 152, CRICOS Provider Code 02844F (the original provider) is unable to provide the original course or the part of the original course listed below to an accepted student of the provider at any time after the course commences but before it is completed, then the following alternate providers

- Moorabbin Aviation Services Pty Ltd
  125 Second Avenue, Moorabbin Airport, VIC, 3194
  ACN 090 567 178
  Cricos Provider Code 02530B

- Moorabbin Flying Services Pty Ltd
  16 Northern Avenue, Moorabbin Airport, VIC, 3194
  ACN 090 587 590
  Cricos Provider Code 02963F

- Tristar Aviation Company Pty Ltd
  14 Northern Avenue, Moorabbin Airport, VIC, 3194
  ACN 061 212 520
  Cricos Provider Code 01933B

- Oxford Aviation Academy (Australia) Pty Ltd
  18-24 Northern Avenue, Moorabbin Airport, VIC, 3194
  ACN 004 716 929
  Cricos Provider Code 00809C

will provide the alternative course listed in the schedule on the following terms:

If the accepted student of the original provider completes the part of the original course, the part and the grade awarded for it by the original provider will be recognised by the alternative provider as if the course were provided, and the grade awarded, by the alternative provider.

No additional amount is payable by the student to the alternative provider for the part of the course for which course money has been paid to the original provider.
SECTION THREE – GRADUATION

60. GRADUATION

Once you have successfully completed all of the units of competency required by your course, you will receive your Certificate.

The Certificate lists the qualification gained and all of the individual units that make up the subjects within the course.

This is an important document and should be stored carefully. You will have to present it if you are applying for courses at any other Registered Training Organisation. It may also be required by an employer or other person if you have applied for and been granted an extension or variation to your Visa.

INCOMPLETE QUALIFICATIONS

If you leave the course without actually completing and being deemed competent in all of the assessments in full, then you are only entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been competent in during assessment.

61. WORK OPPORTUNITIES

While you are studying in Australia, you are not able to work more than 20 hours per week. Once you have completed your studies, you may apply to DIBP to change your type of Visa or to get an extension to your Visa to enable to remain in Australia and commence another course.

If you obtain part-time work while studying, you must make sure that you do not work more than 20 hours per week. The employer can be in trouble also for employing you while you are on a student Visa. Studying does not mean a working holiday.

Potential students should be aware that it is highly unlikely they will be able to migrate, live or work in Australia on completion of their studies.

62. REISSUING QUALIFICATIONS

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

Ideally you should attend Melbourne Flight Training to confirm that it is you that is asking for the copy of the qualification and why you need it.

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

- You have authorised this information to be released
- They are the person or company to whom the information is to be transferred
- That the necessary fee has been paid.
63. FEEDBACK

Melbourne Flight Training actively wants your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement.

We monitor compliance with AQTF standards and our policies and procedures through the use of evaluations at the completion of courses.

Any deficiencies are documented on an Improvement Request Form (14) to ensure appropriate follow up action is taken.

64. STUDENT SUPPORT SERVICES – HYPER LINKS

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

65. HEALTH & MEDICAL

Each public hospital has a 24 hr Emergency and Casualty department where you may seek help after hours and during weekends. Expect to wait a long time to see a doctor at a public hospital unless of course it is an emergency. You should check whether your OSHC provider covers out-patient treatment.

METROPOLITAN MELBOURNE HOSPITALS & HEALTH SERVICES

Austin Health
The Alfred
Dental Health Services Victoria
Eastern Health
Peter Mac Callum Cancer Institute
Monash Medical Centre - Moorabbin
St Vincent's Hospital Melbourne
Royal Children's Hospital
Royal Women's Hospital
Well Women's Services (Royal Women's Hospital)

Doctors are referred to as a GP, General Practitioner or MP, Medical Practitioner. A list of doctors’ names, locations, and phone numbers can be found in the Yellow Pages, L-Z, under Medical Practitioners - Locality Guide for the nearest medical FTO in your suburb.

PHARMACEUTICAL PRESCRIPTIONS

Pharmaceuticals prescribed by a doctor are not free nor are they available from doctors. They must be purchased at a Chemist. If the cost of the prescribed medication is over a certain amount you get a refund of the amount over $30.70 through OSHC provider. Pharmaceuticals prescribed under $30.70 are not claimable. For single membership you will be able to claim a total of $300 per year for pharmaceuticals prescriptions or $600 for family membership, from your OSHC provider. (Refer to www.medibank.com.au)

OVERSEAS STUDENT HEALTH COVER – OSHC

The Dept of Immigration requires all international students and their families (on “dependent” visa) to have medical insurance while in Australia. Currently there are four insurance companies that provide OSHC. These are; • Worldcare Assist* - Tel: 131484 www.oschworldcare.com.au • Medibank Private tel: 132 331 or www.medibank.com.au , OSHC www.overseasstudenthealth.com • Australian Health Management Group https://www.ato.gov.au/individuals/ind/australian-health-management-group-pty-limited-(ahm)-demutualisation-payments/

Each company provides a basic health insurance which covers the cost of consultations with a General Practitioner, blood test, x-rays, hospital treatment, some pharmaceuticals, and emergency ambulance. Make sure you know what is covered by your provider and what is NOT covered. Read the policy carefully particularly with regards to pre-existing conditions.

Membership

Your health cover membership begins the day you land in Australia or the day payment is received. New students who have paid their OSHC and are insured with “Medibank Private” will need to order their OSHC card. Your card will then be sent to your Australian address.

If you have to see a doctor but have not received your card, make sure you keep the receipt to claim the doctor’s charge back at a later date. You are responsible for ensuring your OSHC remains valid throughout your stay in Australia. As long as you remain in Australia on a student visa you MUST be covered by OSHC.

Claiming a refund

To get a refund for doctors’ fees and prescription medication, submit a claim form and original receipts to your OSHC provider. You should get the full amount if you have been charged the scheduled fee. For further details access www.medibank.com.au
Extra health insurance cover
You may wish to take additional insurance for services such as dental, optical, chiropractic, physiotherapy, clinical psychology all of which are not normally covered by the basic OSHC package. Check with individual insurance companies for extra cover and make sure you are aware of the conditions that apply for certain coverage.

DENTAL SERVICES
OSHC does not cover dental services. You will have to see a private dentist, which generally costs approximately $50 for the first visit. You should be given a good estimate/cost of the work to be done after your first visit. If in doubt seek a second opinion. Some dentists are more expensive than others. Appointments are necessary to visit a dentist, and payment at time of service is always expected.

FAMILY PLANNING
Family planning, contraceptives, and sexuality issues can be discussed with nurses, doctors, or counsellors. There are also several centres throughout Melbourne providing advice and specialist services to the community.

OTHER SERVICES
Counselling
Feeling homesick is normal and can affect anyone at any age. Being in a new country and new school is difficult and can be overwhelming for anyone regardless of cultural background, age, gender, and life experiences. In Australia it is common to seek help and speak to a counsellor about fears, stresses or distresses, grief, academic anxieties, relationship issues; any concern affecting your lifestyle. Counselling can help you achieve and maintain a balanced and healthy lifestyle.

"Lifeline Victoria - Personal and Family Counselling" unit provides personal and marital counselling for people of all ages who want to make changes in their lives. Lifeline (phone 13 11 14 open 24hrs) is a safe and supportive environment adhering to respect of an individual and maintaining confidentiality of all its cases.

66. FAMILY SUPPORT
If you are an undergraduate student, your spouse (husband/wife) is only allowed to work a maximum of 20 hours per week. You and your spouse must apply for work rights after the commencement of your course. Spouses of Post Graduate students (student visa 574) are permitted to work full-time, after the commencement of your course, and only 20 hours beforehand. For spouses of AusAID scholars, please contact DIBP (See Info Sheet 7 for contact details). Currently there is relatively high unemployment in Australia, and unskilled jobs can be hard to find. It would be unrealistic to expect your spouse to earn enough money to cover the living expenses of your family. For more information about finding work, refer to Info Sheet 7.

SOCIAL
Your spouse and children will have to adjust to life in Australia, just like you did. There may be difficult times in the first few months as they adjust to different roles. For example if your spouse is leaving a job to come to be with you, he/she will need to be mentally prepared for the temporary loss of their job and their new role of caring for the children. Without the usual support from relatives and friends, family members may feel very isolated and lonely, more so if they are not confident with their English. Children may also find it hard adjusting to a new school and
making new friends. While studying full-time you may not always be able to help or spend time with them. Some couples encounter problems in their relationship because of the new stresses placed on them. In some cases these stresses may seem overwhelming and lead to conflicts. If you feel situations at home are beyond your control, it is important to find help immediately.

It is an offence under Australian law for a spouse to abuse (physically and emotionally) their family. There are strict penalties associated with this. One useful contact is Relationships Australia - http://www.relationshipsvictoria.com.au/services

Parenting styles in Australia may be very different from the accepted way in your country. Children of a young age cannot be left at home without adult supervision. (See Child Care) The government can step in if children are found to be unattended or in need of care and protection.

**BRINGING YOUR FAMILY TO AUSTRALIA**

While we encourage all students to come alone at first, we understand that this may not always be possible. Past students have told us that having their family here was very comforting, but they also said they had to prepare themselves for this in many ways. During the few months waiting time, you can settle into your course of study, find suitable accommodation, and secure places for your children in Child Care or Schools. AusAID students will not receive any family allowance if accompanied by their family (unless you are an APS AusAID student.)

**FAMILY ENTRY**

Applications for family entry to Australia can be made under two categories:

1. **Visitors visa**

   A visitor’s visa is appropriate for family members who wish to stay for 6 months or less. Applications for visitors’ visa are made directly to the Australian High Commission/Embassy in your country. Requirements vary depending on the country but generally you will be required to show:
   - bank statements with enough funds to support your family’s visit while in Australia.
   - proposed itinerary or return airfare tickets.

   Family members who enter Australia on a visitor’s visa:
   - are NOT covered by Overseas Students Health Cover.
   - are NOT entitled to attend government schools.
   - are NOT allowed to work.
   - usually CANNOT change to a dependent visa (see below) after they have arrived in Australia.

2. **Dependent visas**

   Spouses and children of international students are considered “dependants” of the person holding the student visa. Student Dependent Visas are issued to family members who will stay for more than 6 months. Children over 18 years are not considered dependants and cannot be included in this category. The Department of Immigration and Border Protection (DIBP) has conditions which must be met in your home country before a student dependent’s visa can be issued. These include:
   - family entry application and associated fees
   - proof of relationship to you (e.g. marriage certificate or birth certificate)
   - payment of family medical insurance (centres preferred health care provider is Medibank Private“)
- the dependant’s visa must not exceed the length of your own visa. Your dependants must return home either before or at the same time as you.
- personal health clearances for all members

- clearance of character checks
- a Confirmation of Enrolment (COE) for all children of school age (see schooling) It is important that your family does NOT leave home until all the entry requirements have been met, and a visa has been issued.

**AusAID CONDITIONS**

- A spouse can study in Australia for up to 3 months. If the spouse wishes to study for more than 3 months, then they will need to apply for their own student visa (This can be done in Australia or at home).
- For spouse work hours please contact DIBP for conditions specific to your award. Refer to the DIBP Website, www.immi.gov.au
- If no family member accompanies the AusAID student in Australia, then they are entitled to a re-union airfare after completing their 1st year of study (this is arranged before the student comes to Australia and is not to be used to bring family members out).
- Reunion airfares are available annually, except for final year.
- Students need to book their own airfare and then the institution pays

**SCHOOLING**

All children of school age from 5.5 years -17 years old are required to attend school. You can choose between public schools (State Schools), which are funded by the Victorian Government, or private schools which are generally more expensive. All classes in State Schools are co-educational in sexes with most private schools being single sexed. Some schools provide strong support to children from a non-English speaking background. School fees will vary depending on the school and grade of your child. The part-fee that is charged for dependents children varies according to the level of schooling for which they will be enrolled. The annual school fees for 2008 are approximately; (these fees are subject to change).
- Pre School/Prep (age 4 - 5): $8000 per annum, not compulsory
- Primary School (age 5 - 12) $8000 per annum, compulsory
- Junior Secondary (ages 13 - 15): $8000 per annum, compulsory
- Senior Secondary (ages 16 - 18): $8800 per annum, not compulsory In addition to school fees, the school may ask parents to pay a school levy or contribution. This levy covers the cost of books, pencils, writing pads, school excursion fees, etc. School uniforms are an additional cost.

**ENROLLING YOUR CHILDREN**

Once you have selected a school to go to. You will provide the Education Victoria International with evidence of your enrolment at the centre, details of your children and, the school you wish to enrol them in. Pay the Overseas Students Health Cover (OSHC) at the family rate to your health care provider, if you have not done so already. If attending a public school submit a cheque with payment notification to Education Victoria International for a minimum of one semester school fees per child.

They will then issue you, with a COE for your children. Send the COE to your family overseas who can then obtain a visa from the Australian High Commission/ Embassy.
CHILD CARE

When you and your spouse are unable to personally look after your children you may have to use a Childcare centre. Childcare centre has qualified child care workers who can care for young babies up to children 5 years old. Australian law requires that children under the age of 12 must be fully supervised at all times. It is against the law to leave young children home alone. Childcare centre operates between 7am - 6pm. All centres are registered with the government to ensure a minimum standard of care is maintained. Some childcare centre requires you to provide milk, fruit, and other snacks for your children. Another alternative is

**Family Day Care**, which is a home, based child care where your children are cared for in private homes by people who have been registered and approved by Family Day Care. There is a limitation to the number of children one carer can look after in their home. Care is provided for children up to 12 years of age. While these carers may not have the full facilities of a centre (e.g. playground, educational books, etc.) they offer flexible hours and can give more individualised attention. They may also be in your local neighbourhood. Short-term care may also be arranged depending on family circumstances.

**Out of School Care** is for children of school age, most schools provide a Before Hours School Care (BSHC), 7-9am, and Out of School Hours Care or After School Hours care (ASHC) programs, 3-6pm. Childcare and Out of School Hours Care are all run on a fee-paying basis. Childcare fees depend on the type of care (regular or casual) and the hours attended. While costs vary between centres, the average cost for a full day at Childcare is approximately $45. BSHC cost approximately $3.00 per morning and ASHC $8.00 per afternoon. There are normally long waiting lists for vacancies at most childcare centres. Most full-fee paying international students are expected to meet full child care fees for their children. Students sponsored or subsidised by the Australian Government may be eligible for child care fee relief.

**FEE-RELIEF**

Some students on scholarships may be eligible for financial assistance with child care fees. There are 2 forms of assistance:

1. **Child Care Assistance**: Through Centrelink care, a subsidy of up to 85% of the cost of child care is available depending on income levels. Further information can be obtained from a Centrelink office in Victoria, or call **136150** or look up the web page [www.Centrelink.gov.au](http://www.Centrelink.gov.au)

2. **Child Care Cash Rebate**: Medicare also provides a Child Care Rebate for some of the fees. Further information can be obtained from a Medicare office or call 13 2861.

**Child care access Hotline: 1800 670 305**

For up to date information on:
- Child Care services in your area
- the type of care available
- Government help with the cost of child care, but remember the process of applying can be complicated.
67. IMMIGRATION

STUDENT VISA

A student visa allows you to enter and remain in Australia as a temporary resident for a specified period of time. *International students are ONLY considered residents for taxation purposes.*

All student visas are multiple entry visas for the duration of your course. Australian immigration laws are very strict and students who do not comply with the visa conditions may, in certain circumstances, have their visas cancelled. The penalties for non-compliance of a Student Visa condition can be severe and may include exclusion from Australia for 3 years.

CONDITIONS OF A STUDENT VISA

Some mandatory conditions are:

- **8202** - You must satisfy attendance and/or course requirements & maintain a valid enrolment for your chosen course of study.

- **8101** - You (and members of your family) must not work unless you have been granted permission to work after starting your study (Refer to Info Sheet 7 - Employment).

- **8501** - You must maintain your approved Overseas Student Health Cover while in Australia (Refer to Info Sheet 5 - Health & Medical).

- **8206** - You must remain with the education provider (i.e. QUT) with whom you originally enrolled for the first 12 months of your course or if your course is less than 12 month, for the duration of the course. If you are in a packaged program, you must stay for the first 12 months of the principal (or main) course and for the duration of any prerequisite course/s. Only in exceptional circumstances will you be allowed to change education provider during the first 12 months.

- **8533** - You must inform the centre of any change of address within 7 days.

- **8202** - You must maintain a full-time study load i.e. at least 75% of the standard normal semester study load (which for the majority of courses is 48 credit points but you should check your particular course to ensure that you are complying). It is important that you be aware of all the conditions of your visa which can best be viewed via the Department of Immigration and Border Protection (DIBP) website at [www.immi.gov.au/students/students/573-4/index.htm](http://www.immi.gov.au/students/students/573-4/index.htm)

APPLYING FOR A NEW STUDENT VISA

You will need to apply for a new student visa:

- if your current student visa is expiring AND you need to stay longer to complete your course
- if you have completed a qualification and have been accepted into a new course (except under a package offer)
- if you change from one university (or educational provider) to another. The likelihood and requirements to apply for a student visa onshore (i.e. in Australia) will depend on which country of nationality you are from and which educational sector you are applying for eg. ELICOS, TAFE, University.

There are facilities to apply for a visa online, please check the latest information by going to [http://www.immi.gov.au/allforms/booklets/index.htm](http://www.immi.gov.au/allforms/booklets/index.htm) and also see On-line application section, under "Applications & Forms."
FACTORS & REQUIREMENTS

Provide Confirmation of Enrolment (COE) for a full-time course of study registered by the Australian Government for overseas students:

- Offer letter from the training organisation
- have evidence of having obtained Overseas Student Health Cover - OSHC (see Info Sheet 5)
- capacity to cover cost of airfares, tuition fee, and living expenses for the period of your course
- be a genuine student intending to undertake studies, abide by visa conditions and depart on completion of authorised stay
- capacity to support any family members including arrangements for the education of any school-aged dependent
- have sufficient English language comprehension for the course they will undertake
- meet Australian health and public interest requirements.
- IAC Application fee $430

ON-LINE VISA APPLICATIONS

You can apply on-line for:
- A further Student Visa and/or
- Student visa with permission to work.

To apply on-line you must be 18 years of age, hold a valid visa, and be enrolled in a course. You will also need a credit card for payment of the visa ($430 for Student Visa or $60 for permission to work). Visit DIBP’s website (www.immi.gov.au) to apply online. Choose the type of visa wanted, read the General Information pages, agree to the Terms and Conditions, and fill in the application screens.

After lodging your application a Transaction Reference Number (TRN) is assigned to you as your receipt no. You MUST print this. You MUST go to the Next screen & print the document checklist specific to your education sector and assessment level. DIMIA will contact you by email or phone within 3 working days to advise you of the next step. Most students will have an appointment made for an interview and will be advised to bring all documents to the interview. You will be assessed at interview and, where possible, a decision will be made. If necessary an automatic Bridging Visa will be granted. If you are applying for permission to work, you will be provided electronically with a declaration, for the FTO to complete, certifying that you have commenced your studies. If you cannot make an eVisa application; or if an error message occurs, you should contact DIBP to make an appointment for an interview. Phone 131 881

VISITOR’S VISA

If you want to stop studying but still remain in Australia you may be able to transfer to a visitor visa. Similarly if you would like to stay in Australia to attend the graduation ceremony a visitor visa is your only option. Also, you have to be cautious to change to a visitor’s visa if you intend to apply for PR afterwards, as there may be restrictions attached to a visitor’s visa. Students from some countries may NOT be able to change from a visitor visa back to a student visa AND still remain on-shore i.e. in Australia. You will NOT be permitted to stay longer if you have ‘8503 No Further Stay’ as a condition of your student visa. You must apply for your visa at least 4 weeks BEFORE your current visa expires. The requirements for a visitor visa are:

1. you have complied with the conditions of your student visa, and
2. be able to meet the criteria for a visitor visa, that is
   - must be of good health & character
   - you must not undertake employment during your stay as a visitor
   - you are not completing a course of study or undertaking a new course

   Phone 131 881
• proof that you have completed your course, i.e. Official Academic Transcript
• proof of funds to support yourself and funds for return fare i.e. bank statements approx. $1000 per month, PLUS actual return ticket or sufficient funds to purchase one.
• show flight details /itinerary of departure 3. Pay the DIBP application fee $205 (short stay up to 3 months).

**Migration Help**

If you require any assistance with migration matters speak to an ISS adviser about your situation to determine whether professional assistance is needed. Also visit the DIBP website at [www.immi.gov.au](http://www.immi.gov.au) or telephone them on **131 881** (there may be extensive waiting times on these telephone calls). The frequently asked questions section on the DIBP website is useful for providing some answers to common issues. A registered migration agent can provide you with information or advice concerning immigration matters. You can find a registered migration agent by searching the Register of Agents on the Migration Agents Registration Authority (MARA) website [www.themara.com.au](http://www.themara.com.au)

**Department of Immigration and Border Protection (DIBP)**
Tel - 131 881

**Refugee and Immigration Legal Services (RAILS)**
68. **Receipt**

I herewith confirm that I have read this Student Handbook – International and understand the contents. I agree that I will follow the rules and requirements that are listed here and will at all times work to improve the way Melbourne Flight Training works.

I have been given orientation training that discusses the requirements under the National Training Packages and the course requirements including further study options.

I have had the attendance and performance criteria specified within student visas highlighted to me and accommodation options discussed.

I will strive to meet the visa requirements in these cases in particular.

Name: ..........................................................................................................................................

Signature .........................................................................................................................................

Induction Date .................................................................................................................................