STUDENT HANDBOOK

Helitec Pty Ltd | RTO ID: 45635 | Issue Date 10/11/2026



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1. Welcome from the CEO

Dear Student,

Welcome to Helitec Australia. It is my pleasure to welcome you to our training academy. I am confident that our academy will deliver an outstanding experience and help you achieve your career goals.

Aviation is a fantastic career, and one that is highly rewarding. Obtaining the best start to your career is of paramount importance, and I am pleased you have decided to let our team help you with your passion for flying.

Helitec provides quality training courses, while at the same time retaining a friendly and happy learning environment. You can be assured that your course is structured around the very latest Competency Based Training Standards, providing you with the best opportunities once you graduate.

Thank you for choosing to train with Helitec, and I look forward to seeing you in the skies soon, as a professional pilot.

Best wishes for your flying. Regards,

Phil Aldridge,
CEO, Helitec

2. About Helitec

2.1. About Helitec

Helitec commenced flying training operations on 29 November 2016 and specialises in teaching students who aspire to a career as a Commercial Pilot. We have trained hundreds of accomplished pilots, who are now successfully employed in aviation.

While studying aviation at Helitec, you will benefit from an extremely well-structured course, designed to meet individual learning styles, allowing students to progress at a steady pace during their training.

2.2 Academy Governance

Helitec Pty Ltd [ABN 46 147 805 543] is a Registered Training Organisation [RTO 45635].

2.3 Our Academy

Helitec Pty Ltd is located at 21 Friendship Avenue, Marcoola, Qld

Phone: 0412 488 278
Email: info@helitec.com.au

Web site: www.helitec.com.au
Face Book: www.facebook.com/helitecaustralia

2.4 Academy Hours

Helitec is open Monday – Friday from 7:00am to 4:00pm and outside these hours for night flying and some weekend flying.

Helitec is closed each year from the week before Christmas with operations recommencing the second Monday in January.

2.5 Student Handbook

The purpose of the Student Handbook is to provide you with information about how the academy operates and the services & facilities available. It also includes a Student Charter, which documents what each student can expect from the academy and the expectations from each student.

It is recommended that each student takes the time to read through this Handbook so you can maximise your experience whilst at the academy. The Student Handbook is updated on a regular basis to include regulatory changes. Students are advised to log on to Helitec's website and review new updates each month.

If you have any queries or suggestions on how the Student Handbook can be continually improved, please send an email to info@helitec.com.au.



3. Studying at Helitec

3.1. Course Requirements

3.1.1. General

All students must be able to read, write and understand the English language – which is also the international language of aviation.

English proficiency may be evaluated by our Head of Operations, and evidence of English proficiency is a requirement for acquiring a student visa; evidence of English proficiency must be on file for the eventual issue of any pilot licence.

For admission to a Diploma course, the English language proficiency must be demonstrated by achieving the following minimum standards:
have proficiency in written and spoken English to at least IELTS 6.0 or Aviation English ICAO Level 4
From CASR Part 61 Schedule 2, a person meets the standard for Aviation English for this unit if they provide the following evidence:

An assessment report, completed by a person authorised under Part 61 of CASR 1998 to perform general English language assessments that states the candidate satisfies the general English language proficiency elements prescribed above.

Education evidence is required by providing one of the following:
Completed a course of secondary education conducted in an Australian or New Zealand educational institution. Completed a course that is at least the equivalent of an Australian secondary education in an educational institution in a country where one of the principal mediums of instruction was English. Currently receiving secondary education in an Australian or New Zealand educational institution in which the principle language of instruction is English. An Australian certificate IV qualification or passed a literacy & numeracy test.

Has worked in Australia or New Zealand for at least three of the five years immediately before conducting a solo flight as a student pilot.
Has worked in one or more of the following countries for at least three of the five years immediately before conducting a flight as a student pilot: United Kingdom, Republic of Ireland, USA, New Zealand, Canada – providing that evidence of use of English language in the workplace is available.

3.1.2 Medical Requirements

Complete your medical with a DAME early, as it may take 3 to 4 months for CASA to issue you with a Class 1 medical certificate. Prior to week 4 of the course, all students must have completed a medical examination conducted by a Civil Aviation Safety Authority Designated Medical Examiner (DAME). The type of medical examination required (i.e. Class 1 or Class 2) is dependent on the course. Students must present their medical certificate to Helitec by week 8 of the course.

3.1.3 Aviation Security Identity Card and Aviation Reference Number

Prior to week 2 of the course the course, each student will need to apply for an Aviation Reference Number

(ARN) and Aviation Security Identity Card (ASIC).

An Aviation Reference Number is provided by CASA and will be your unique identifier which will be used in all future dealings with CASA. You can apply for an ARN on www.casa.gov.au

Once you have your ARN you can then apply for an Aviation Medical and ASIC.

ASIC applications can take up to Two (2) months due to the time required for the relevant security checks to be completed – so it is important for you to complete this application as soon as possible. Helitec recommends applying for an ASIC with Veritas.

Failure to submit your ARN, medical and ASIC applications on time may lead to you falling behind in your course with delays in being able to fly. In some cases, this may lead to you being pushed back to the next course intake.

It is the student's responsibility to follow up on the progress of their medical and ASIC applications by contacting the provider they have used for their application.

3.2 Enrolment Process

To enrol into a course with Helitec the process is as follows.

1. Review Helitec's website: www.helitec.com.au and download the Student Handbook and Application Form. Email your Application Form to info@helitec.com.au. Please arrange a time to meet with Helitec's Head of Operations by calling 0412 488 278.
2. Once you have submitted your application form, Helitec will email you a Statement of Covered Fees for students applying for a VET Student Loan or a quotation for self-funded students.
3. You need to confirm that you would like to proceed with your enrolment by emailing info@helitec.com.au
4. When VET Student Loan applicants return their completed enrolment form, they will have their information uploaded to the eCAF system and can apply for their VET Student Loan.
5. Your place will be confirmed in the course after your course deposit or gap fee is received. The gap fee funds the development of your census dates, set up of your student files, programming of the mandatory government TCSI software, programming the ASPEQ exam schedules and exam payments to ASPEQ. These functions take place before the start of each course and therefore the gap fee is not refundable.

3.3 Variation of Courses

You are permitted to change courses up to the commencement of week four of your course (for longer courses only). These changes are to be submitted to Helitec in writing (email) to the Head of Operations.

3.4 VET Student Loans

VET Student Loans is a Federal Government scheme which enables eligible students to have all or part of their tuition fees paid for them by the Australian Government in the form of a loan. This is a personal loan to the student from the Commonwealth Government and will be paid back via the Australian Tax system once the student's income reaches a certain level. More information about this may be found at https://helitec.com.au on the student information tab, or by visiting the ATO website.

3.4.1 VET Student Loans Enrolment Procedures

Helitec enrolment procedures provide for equal and fair treatment of all applicants seeking to enrol in an approved course.

In accordance with the VET Student Loans Act (2016), all students wishing to apply for a Commonwealth VET Student Loan must be assessed for academic suitability to undertake a Diploma of Aviation Commercial Pilot Licence – Helicopter (AVI50322).

In accordance with the VET Student Loan requirements, it is mandatory that all students provide documentation to confirm their identity and date of birth.

Students must supply an original document or certified copy of their:

- Birth certificate
- Passport or Citizenship Documents (where applicable)
- Drivers Licence
- Change of name documents.

Note: these documents will also be required by CASA for the issuing of your Aviation Security Identification Card (ASIC).

Upon applying to Helitec applicants will either supply their Grade 12 certificate with grades or a Certificate IV or Diploma / Degree or undertake a Language Literacy Numeracy (LLN) assessment to determine if the applicant is academically suited to undertake the Aviation course they have chosen.

If you are not able to show appropriate LLN evidence to satisfy Helitec entry requirements, you will be required to complete the following assessment tool: https://tlrg.com.au/pages/lln-robot Core Skills Profile for Adults, published by the Australian Council for Educational Research Limited in July 2013. This assessment will be administered at the Helitec campus using one of our dedicated student computers and supervised by one of the Helitec Instructors or exam invigilators.

When you complete an assessment, a range of reports will be available for review on completion. These reports will then be accessed by the Head of Operations. The results of student LLN assessments will be given to you as soon as practical after the assessment.

If your results show that your LLN skills are not suitable to start your selected course, the Head of Operations will go through the results with you to focus on your areas of need. You may then re- sit the LLN assessment in two months' time.

Students applying for the Diploma of Aviation – Instrument Rating (AVI50519) or Diploma of Aviation – Instructor Rating (AVI50419) must already hold at least a Private Pilot Licence issued by CASA and are therefore exempt from further academic suitability testing.

Qualifications that are eligible for Helitec to offer students a VET Student Loan are Diploma of Aviation Commercial Pilot Licence – Helicopter (AVI50322), Diploma of Aviation – Instructor Rating (AVI50419) and Diploma of Aviation - Instrument Rating (AVI50519).

An applicant is considered academically suited to a course when:

*Helitec reasonably believes the student is academically suited and

*The applicant satisfies the entry requirements for the course set out by Helitec and

*The applicant satisfies one of the following requirements:

- Helitec obtains a copy of a Senior Secondary Certificate of Education and Results Report Card awarded to the applicant by an agency or authority of a State or Territory for the student's completion of year 12, or
- Helitec obtains a copy of a diploma awarded to the applicant for the applicant's completion of the International Baccalaureate Diploma Program, or
- the applicant is assessed using an approved assessment tool, as displaying competence at or above Exit Level 3 in the Australian Core s/Skills Framework (ACSF) in both reading and numeracy and Helitec reasonably believes the applicant displays that competence, or
- Helitec obtains a copy of a certificate of qualification at level 4 or above in the Australian Qualification Framework (AQF) that has been awarded to the applicant, or at a level in a framework

that preceded the AQF that is equivalent to level 4 or above in the AQF. This certificate must be a document issued by a body registered to award the qualification in the AQF in Australia, or - a letter or certificate issued by a Federal, State or Territory government agency which assesses overseas qualifications (or an organisation contracted by such an agency to undertake such assessments), that evidences that the applicant's qualification has been assessed by that agency (or contracted organisation) and determined to be equivalent or comparable to a qualification in the AQF at level 4 or above, or a qualification at a level in a framework that preceded the AQF, equivalent to level 4 or above in the AQF; and the course for the qualification to meet this requirement was delivered in English.

More Information about VET Student Loans can be found at https://helitec.com.au/ on the VET Student Loan tab or by visiting: The Department of Employment & Workplace Relations website.


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4. Student Charter

The Student Charter outlines your rights and responsibilities as a student at Helitec. Helitec is committed to improving the courses, processes, and customer experience to help you achieve your potential and engage in constructive behaviour between students and staff.

It is expected that Helitec.

1 Treat students with respect, fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
2 Provide a safe, clean, orderly and cooperative environment.
. Provide high quality learning experiences that are in accordance with good quality learning and teaching practice.
4 Encourage staff to interact with students with honesty, integrity and in a timely manner.
. Treat personal information confidentially and ensure it is only released with the student's consent or when legally required.
6 Provide fair, transparent and efficient complaints, grievances and appeals procedures.
. Provide the physical learning environment, facilities, and student focused services to support students to succeed at their studies.
8 Provide the environment to express and share ideas, ask questions and provide feedback.
Provide timely and constructive feedback on assessments to support the learning culture.

It is expected that students:

1 Take responsibility for managing their own learning and development, spending sufficient time in regular study and participating in timetabled sessions and class discussions.
2 Adhere to the academy's policies, procedures and rules.
. Respect all academy staff, property and facilities.
3 Respect and embrace the diversity of all students and staff and support an environment free from discrimination, harassment and intimidation in accordance with the law and the academy's policies.
5 Inform the academy promptly of any change in circumstances (e.g. contact details)
. Make prompt payment of all academy fees and charges made by the academy
6 Act in a professional manner with honesty and integrity
. Represent the academy as responsible ambassadors through their exemplary conduct on and off campus 7
Provide constructive feedback to the academy on their experiences

5. Fees

Helitec's course fees are published in this handbook. The initial statement of course fees for VSL Students remails valid for a period of 12 months from the enrolment date.

5.1 Payment Schedule

Payment for your course is to be made in accordance with the instalment plan detailed in the Letter of Offer / Quotation. If your fees are not paid on time, then you will not be permitted to fly until the fees are paid. If you are unsure about the payment schedule required for your fees please see the Head of Operations.

If you decide to terminate your enrolment in a course, please refer to the cancellation / withdrawal / refunds section of this handbook to determine if you are eligible for a refund. If you have any questions regarding this application or the refund policy, please see the Head of Operations and they will be happy to answer any questions you may have.

5.2 Payment Method

Helitec accepts several payment methods for the payment of fees and other charges. Payments can be made by bank transfer or in person at the academy.

Our preferred method of payment is by bank transfer. Details of Helitec's bank account (i.e. BSB / Account No.) is noted below. Please enter your name and your application / enrolment number on the bank transfer.
Account Name: Helitec Pty Ltd

Bank: BSB: 084 855

Account No: 84382 2459

Students can also pay by:

- Credit or debit cards
- Cash

Please note: VET Student Loans are available for students who meet all eligibility requirements. Additional information can be found on our website https://helitec. com.au

5.3 Cancellation, Withdrawal & Refund Policy

Each applicant acknowledges that they are enrolling in a complete course of study and are not purchasing a collection of flying hours. Students may be withdrawn from the course by Helitec if:

1. Attendance falls below 80%; or
2. The 7 regulated CASA exams for AVI50322 are not passed within 26 weeks from enrolment; or
3. A Class 1 CASA medical is not received within 18 weeks from enrolment; or
4. Solo flight competency for AVI50322 has not been achieved within 40 hours of dual flight training; or
5. The student conducts an unapproved flight, uses a mobile phone on a solo flight or takes photographs on a solo flight; or
6. The course has not been completed within a period of 52 weeks from their enrolment date.

5.3.1 Progression, Cancellations & Withdrawal from your Course

Students are entitled to a seven (7) day non-statutory cooling-off period to give them the opportunity to change their mind about their enrolment. The cooling-off period commences once the enrolment form has been submitted and any course deposit or gap fee has been paid.

Public holidays, bank holidays, Saturdays and Sundays are not included in the cooling- off period. If the student decides not to proceed with the enrolment, they need to submit a signed, written notice or email to the Head of Operations within the cooling-off period either in person or via email.

VSL Students may withdraw from their course at any time prior to their next census date by notifying the HOO by email. The HOO will then send the student a Progression form which allows the student to stop their VET Student Loan. Progression Forms are sent to each student during their course to confirm their continued participation. Students are required by law to complete any Progression Form within 2 weeks of receiving the form.

Commercial Pilot Licence Students (AVI50322) must show satisfactory performance by passing the 7 CASA theory exams within a period of 9 months and will not progress to flight training until all 7 CASA exams are passed.

Students are expected to complete their course in the timeframe allotted. However, students may defer or withdraw from their course and then re-apply to Helitec to re-commence the course at a later date. Students who do not complete their course within a period of 52 weeks from their enrolment date will be subject to course fee increases. Course fee increases shall be paid by the student as a 'Gap Fee'.

5.3.1.1 Cancellation procedures for VET Student Loans and re-crediting of VSL balances

This policy provides the framework and mechanisms for Helitec to assess applications to re- credit a student's VETSL balance after the census date in a VET Student Loan enabled course.

A student who withdraws from a VET unit of study on or before the published census date for that VET unit of study will not incur a VET Student Loan debt for that VET unit of study.

A student who withdraws from a VET unit of study after the published census date for that unit of study will incur a VET Student Loan debt for that unit of study. A student who has incurred a VET Student Loan debt for a

VET unit of study may apply to have their VETSL balance re-credited for the affected VET units of study in accordance with the following procedure.

As stated in the VET Student Loan ACT 2016, Section 89

1. A student's HELP balance can be re-credited under Division 2 or 3 of Part 6 of the Act;
2. that a student may apply to the provider for the student's HELP balance to be re-credited under section 68 of the Act because of special circumstances;
3. that a student may apply to the Secretary for the student's HELP balance to be re-credited under section 71 of the Act because:

   i) Helitec engaged in unacceptable conduct in relation to the student's application for the VET student loan; or
   ii) Helitec has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the student:

Re-Crediting a VET Student Loan (VETSL)

If a student withdraws from a VET unit of study after the census date for that VET unit of study, or has been unable to successfully complete a VET unit of study and believes this was due to special circumstances, the student may apply to have their VETSL balance re-credited for the affected VET units of study.

Helitec will re-credit the student's VETSL balance if it is satisfied that special circumstances apply which: are beyond the student's control; and

- did not make their full impact on the student until on or after the census date for the unit(s) of study in question; and
- make it impracticable for the student to complete the requirements for the unit(s) of study in question.
- Each application will be examined and determined on its merits by considering a student's claim together with independent supporting documentation substantiating the claim. Initial applications for the re-crediting of a student's VETSL balance are to be made by contacting Helitec by phone on 0412 488 278 or by email at info@ helitec.com.au

The procedure for the re-crediting of a VETSL balance is as follows:

1 when a student withdraws from a VET unit of study using Helitec's withdrawal/refund form, Helitec shall confirm the withdrawal by giving notice to the student in writing of the date at which the withdrawal has taken effect;
2 when a student fails to meet the requirements for competency in a VET unit of study, Helitec shall confirm the failure by giving notice to the student in writing of the final result for that VET unit of study after results for the unit have been properly approved;
3 the student must apply in writing to VET Student Loan Administration within 12 months from the date specified in the notice as the day of withdrawal or the date of receiving their final results for the unit of study. Helitec may exercise its discretion to waive this requirement if:
4 in its opinion it was not possible for the application to be made before the end of the 12-month period. The written application must also include supporting documentation that demonstrates that the requirements for special circumstances have been met.
5 that applications for re-crediting under section 71 of the Act must be made within 5 years after the census day for the course, or the part of the course, concerned, or within that period as extended by the Secretary;
6 the VET Student Loan Administrator will seek Manager approval who will consider the application and will request Managing Director approval for such requests if they are satisfied that there were special circumstances in the student's case;
7 If the application is successful, Helitec will re-credit the student's VET Student Loan balance with an amount equal to the amounts of VET Student Loan assistance that the student has received for the affected VET units of study and the student's VET Student Loan debt for those VET units of study will be removed;
8 VET Student Loan Administration shall advise the student of the outcome of the application within 28 days stating the reasons for the decision;
9 VET Student Loan Administration shall also advise the student of their rights for a review of the decision if they are not satisfied with its outcome and that a request for such a review must be lodged within 28 days from the day of receipt of the decision or such longer period as the VET Student Loan Administrator allows.

Review of a decision

If a student is not satisfied with the decision made by the VETSL Administrator in relation to re-crediting their VETSL balance they may request a review of the decision. The review shall be carried out by a Review Officer

who is the senior manager to the original decision maker. Any such request must be submitted to the Review Officer in writing and must be lodged within 28 days of receiving notice of the original decision; must specify the reasons

for making the request and include any supporting documentation. The Review Officer shall acknowledge receipt of an application for a review of the refusal to re-credit a VETSL balance in writing and inform the applicant that if the Review Officer has not advised the applicant of a decision within 45 days of having received the application for review, the Review Officer is taken to have confirmed the original decision.

This notice shall also advise the applicant that they have the right to contact the VET Student Loans

https://www.ombudsman.gov.au/How-we-can-help/vslo In the event that the VSL Ombudsman is not able to assist, the student may apply to the Administrative Appeals Tribunal within 28 days of a decision for a review of that decision and will provide the contact details of the closest Administrative Appeals Tribunal Registry and the approximate costs of lodging an appeal.

The Review Officer shall:

- be provided with all relevant information from the person who made the original decision;
- review the case within 3 weeks and advise the student of the decision in writing giving the reasons for the reviewer's decision.

The Review Officer may:

- confirm the decision;
- vary the decision; or
- set the decision aside and substitute a new

Reconsideration by the Administration Appeals Tribunal

At the time of the Review Decision, the Student will be notified of their review rights and responsibilities. The Head of Operations will inform the student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome of the review.
This application must be lodged at the AAT within 28 days of receiving written notice of the Review Decision.
This time limitation can be extended in limited circumstances by order of the AAT.
Full details of the application process and fees payable are available on the AAT Registry's website:
www.aat.gov. au. An application fee may have to be paid. Applications cannot proceed until the fee has been paid or waived.
Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.
Upon the department's receipt of a notification from the AAT, the department will notify Helitec that an appeal has been lodged. Upon receipt of this notification from the department, the Head of Operations will provide the department with copies of all the documents that are relevant to the appeal within five (5) business days.

5.3.2 Withdrawals - Full Fee-paying students

If a student withdraws within fourteen (14) days of the course start date, then they are not eligible for a refund of the course deposit.

To withdraw, students must complete the withdrawal form and email the completed form to info@helitec.com.au.

Where a student withdraws prior to the commencement of a course, the refund will be paid within twenty-eight (28) days of the withdrawal.

5.3.2.1 VET Student Loan Withdrawals

Students who want to withdraw from a VET Student Loan course may withdraw from an approved course (or a unit of study) before the census day for that course (or unit of study) without penalty.

If a student wishes to withdraw from an approved course (or a unit of study) they must contact the Head of Operations to submit a written withdrawal request. This request will be dealt with as quickly and fairly as possible.

Students wishing to re-enrol in a course (or unit of study) they have previously withdrawn from should contact the Head of Operations to submit a written request for re-enrolment.

Helitec will not enrol a student who has withdrawn from an approved course, or part of an approved course, into an approved course or part of an approved course without written permission of the student.

VET Student Loan students may withdraw from all or part of their course by 11.59 pm on the census day without penalty. A Census Day is the last day you can cancel your enrolment in a unit of study without incurring a debt. A census day is also the last day you can apply for a VET student Loan for that unit of study. The census day will occur at least 20 per cent of the way through the unit of study.
When withdrawing, deferring or resuming your studies, please ensure that Helitec triggers a **progression form** in the eCAF system. The progression form allows you, as a student, to advise the Department of your current status. This progression form also allows your loan to be automatically closed until such time as you return to your studies and advise of this through another progression form which will result in the loan being re-opened. Progression forms must be completed within 2 weeks of their receipt.

5.3.3 Refunds

Students applying for a refund must do so in writing to the email info@helitec.com.au. No refund will be given if:

- A student is terminated from the course due to misconduct or non-compliance with requirements, or
- A student fails to meet course requirements.

If Helitec does not commence the course that the Applicant has enrolled in, then a full refund of all monies paid will be made to the Applicant. This refund will be paid within fourteen (14) days of cancellation of the course.

Course fees quoted in this Student Handbook or information packs are based on allocated theory and flight training hours. Any additional flying, theory, theory exams, flight tests or other materials will incur additional costs.

This agreement, and the availability of complaints and appeals processes, does not remove the right to take further action under Australia's consumer protection laws. Helitec's dispute resolution process does not circumscribe the student's right to pursue other legal remedies. This refund policy is in accordance with the provisions of the TPS Act and the TPS Regulations.

This refund policy is subject to review from time to time in accordance with the change to conditions policy outlined below.

5.3.4 Non-Completion of a Course - This process does not apply to VET student loan students. Non-completion of the AVI50322 Diploma of Aviation (Commercial Pilot Licence - Helicopter)

The duration of the AVI50322 Diploma of Aviation (Commercial Pilot Licence - Helicopter) is 28 weeks, and students are expected to have completed all the required flying and theory, and to have passed their CPLH Pre-Licence assessment, by the end of the 28 weeks.

If a student has not passed their CPLH Pre-Licence assessment by the end of the course schedule:

- The student will be given three (3) months to use any balance left on their account for flight training. The flying account can only be used for flights, landings, briefings and incidental charges by Helitec such as cancellation fees for non-attendance of flights. After the three (3) months has expired, the student's account will be closed, and no refund will be provided.
- The student will be charged for all flights after the 28 weeks at the price applicable for the date of the flight. These prices are available from the Head of Operations.

Non-completion of the AVI50419 Diploma of Aviation (Flight Instructor Rating)

The duration of the AVI50419 Diploma of Aviation (Flight Instructor Rating) is 8 weeks for CPLH holders, and students are expected to have completed all the required flying and theory, and to have passed their Instructor Pre-Licence assessment, by the end of the respective period.

If a student has not passed their Instructor Pre-Licence assessment by the end of the course.

- The student will be given three (3) months to use any balance left on their account for flight training. The flying account can only be used for flights, landings, briefings and incidental charges by Helitec such as cancellation fees for non-attendance of flights. After the three (3) months have expired, the student's account will be closed, and no refund will be provided.



- The student will be charged for all flights after the course end date at the price applicable for the date of the flight. These prices are advertised on the website and are also available from the Head of Operations.
- The student will be charged the published price for all landings and briefings that are required beyond the course end date.

Please note: This process does not apply to VET student loans students.

Non-completion of the AVI50519 Diploma of Aviation (Instrument Rating)

The duration of the AVI50519 Diploma of Aviation (Instrument Rating) is 8 weeks for CPL holders, and students are expected to have completed all the required flying and theory, and to have passed their IFR Pre-Licence assessment, by the end of the respective period.

If a student has not passed their IFR Pre-Licence assessment by the end of the course.

- The student will be given three (3) months to use any balance left on their account for flight training. The flying account can only be used for flights, landings, briefings and incidental charges by Helitec such as cancellation fees for non-attendance of flights. After the three (3) months have expired, the student's account will be closed, and no refund will be provided.
- The student will be charged for all flights after the course end date at the price applicable for the date of the flight. These prices are advertised on the website and are also available from reception.
- The student will be charged the published price for all landings and briefings that are required beyond the course end date.

Please note: This process does not apply to VET student loans

5.4 Penalty for Late Payment

Any course instalments that are not received on or prior to the due date will incur a late payment fee of $150. Each subsequent week that a fee payment is late incurs another $150 to cover administration costs. This fee will only be waived where prior arrangements to vary the timing of fee payments are agreed to in writing by the Head of

Please note: this does not apply to VET student loans Students

NOTE: Students will not be issued a certificate or statement of attainment if fees or other payments are outstanding.

5.5 Extra Tuition Fees for Excess Flying Hours

Each course has a set amount of theory hours, flying hours and resources allocated to complete each unit of study. A breakdown of the hours is included in this handbook. If a student exceeds these allocated hours or if they require additional training, then they are required to pay for the extra hours over the allocated amount. Please note: For VET Student Loans students, these fees are gap fees, and will not be covered by VET Student Loans and therefore will need to be paid for by the student.

5.6 Tuition Protection Services

The Tuition Protection Service (TPS) has replaced the former Tuition Assurance Scheme (TAS) from January 2020. TPS is an initiative of the Australian Government to assist international students and eligible domestic students accessing a VET Student Loan (VSL), FEE-HELP or HECS- HELP (HELP) loan, whose education providers are unable to fully deliver their course of study.

The TPS ensures that these students are able to either:

- Complete their studies in another course or with another education provider or
- Receive a refund of their unspent tuition fees or a re-credit of their loan for open units of study (VSL and HELP).

For more information regarding Tuition Protection Services click the link below. https://www.education.gov.au/tps

5.7 Procedures as a replacement provider

if a student accepts an offer of a place in a replacement course at Helitec:

- the student is granted course credits for parts of the original course successfully completed by the student, as evidenced by:
  - i) a statement of attainment or other Australian Qualifications Framework certification documentation issued in accordance with the Australian Qualification Framework; or
  - ii) an authenticated VET transcript prepared by the Registrar (within the meaning of the Student Identifiers Act 2014);
- the student is not charged tuition fees for a replacement component of the replacement course – if tuition fees have been paid for the affected part of the original course;
- the student is enrolled in the replacement course as soon as practicable; and
- the VSL Tuition Protection Director is given written notice of the acceptance within 14 days of the

Note: The procedure an approved course provider must have for the purposes of section 92 reflects obligations on approved course providers under section 66G of the VET Student Loans Act 2

6. Course Information

6.1. Introduction

Your pilot training with Helitec contains a strategic syllabus involving many interrelated theory and practical components. Upon commencement of your course, you will be supplied with an outline of the course structure, so you will be able to follow your progress at all times.

Variations to the course order may occur due to weather conditions, aircraft serviceability or due to your own progress rate.

6. 2 Ground Theory Training

The theory component will be delivered by Helitec qualified Instructors in classrooms located on campus at the Sunshine Coast Airport.

6.3 Course by Campus

The course provided at Helitec will be conducted from 21 Friendship Avenue, Marcoola, Queensland 4564 (Sunshine Coast Airport).

6.4 AVI50322 - Diploma of Aviation (Commercial Pilot Licence - Helicopter)

This qualification is part of the Aviation Training Package. It provides students with the skills and knowledge to work as a Commercial Helicopter pilot. At this level, students will be able to perform a broad range of skilled applications including requirements to evaluate and analyse current practices, develop new criteria and for performing current practices, and provision of some leadership and guidance to others. Helitec

provides comprehensive theory instruction, as well as quality flight instruction, assisting students to pass exams.

1. Admission Requirements

This course is designed for students who have never flown before. The Pre-Requisites for the course are:

- A current Class 1 Australian Medical examination prior to week 2 of the course and a Class 1 medical certificate presented to Helitec by week 8 of the course.
- Unless secondary school has been conducted in English, an IELTS score of 6.0 is required
- There are no specific academic requirements required for the course, except for a Year 12 pass.

6.4.2 Course Program

The theoretical knowledge required by a commercial pilot is significantly more complex than a private pilot. This section of the course takes longer, as students learn theory to a far greater depth.

Diploma of Aviation (Commercial Pilot Licence – Helicopter) Course Dates:

11 January 2027; 17 May 2027; 06 September 2027

The maximum amount of a VET student loan available for this course is $99,939 during 2027.

2027 AVI50322 Course Fees & Census Dates

Helitec Pty Ltd – RTO 45635						
Course: Diploma of Aviation (Commercial Pilot Licence – Helicopter): 100 hour Integrated / Full Time						
Course Code: AVI50322						
Units of Competency per Study Block: **Block 1:** AVIF0027, AVIF0029, AVIF0033 (Gap Fee payable on enrolment) **Block 2:** AVIO0017, AVIE0006 **Block 3:** AVIY0084, AVIY0034, AVIY0035 **Block 4:** AVIY0036, AVIY0037 **Block 5:** AVIY0086, AVIY0089, AVIY0087 **Block 6:** AVIY0088, AVIY0085, AVILIC0004						
Campus: Sunshine Coast Airport: 21 Friendship Avenue, Marcoola, Qld. 4564						
Mode: Face to face; Full-time; Monday to Friday (Excluding public holidays)						
Block No.	**Commence day**	**Census day**	**Nominal Block Completion day**	**EFTSL**	**Tuition Fees**	**Gap Fee***
1	1	14	32	0.096	$16,656.50	$1,500.00
2	25	33	64	0.096	$16,656.50	$0
3	57	65	96	0.096	$16,656.50	$0
4	89	97	128	0.096	$16,656.50	$0
5	121	129	160	0.096	$16,656.50	$0
6	153	162	196	0.096	$16,656.50	$0
Total			**28 weeks**	**0.576**	**$99,939.00**	**$1,500.00**

*The Gap Fee funds the development of student census dates and fee notice, set up of your student files, programming of the mandatory government TCSI software, programming the ASPEQ exam schedules and administration. These functions & payments take place before the start of each course and therefore the gap fee is not refundable.

6.4.3 Interview

Helitec requires all prospective students to have an interview with Helitec's Head of Operations prior to enrolment. This may be conducted via electronic means.

6.4.4 Course Structure

The qualification is made up of 16 units of competency which consists of 15 core units and 1 elective unit all chosen by Helitec based on industry requirements to align with CASA licensing requirements. There is a total of 1,100 face to face hours of flight training and ground theory integrated into the qualification.

6.4.5 Inclusions and Exclusions:

The price outlined in this programme includes the following:

Ground school and one attempt at each of the seven CASA exams, Aircraft hire, landing fees, Airservices fees, Instructor hire, Helitec tuition materials relevant to the course, Fuel and other direct operational costs at the price applicable at time of calculation, Training facilities, Operational support, Aircraft insurance and maintenance, Assessment costs, including the Flight Examiner.

Students are required to fund the following:

An Aviation Security Identification Card (ASIC), Licence & CASA medical assessment, Travel costs to attend CASA theory examinations, Accommodation, living and travel expenses. In the event that a student fails a CASA exam, Helitec will provide one extra theory class for the failed subject at no cost. In the event that a student fails a CASA exam twice, the student will be required to pay an extra $800 per theory subject class. In the event that a student fails a CASA theory exam for the third time, Helitec may cancel the student's enrolment from the course.

Additionally, the following list of items with indicative prices outlines materials and resources that students require for the Diploma of Aviation (Commercial Pilot Licence – Helicopter) AVI50322. They are not covered by tuition fees. These items can be sourced from Advanced Flight Theory (AFT) prior to course start. Note: **Estimated prices only**:

Aeronautical Information Publication $72, Enroute Supplement Australia (ERSA) $32, Basic Calculator (we recommend Aurora DT210) $30, Kneeboard $80, Logbook $35, Civil Aviation Advisory Publications (printed and bound) – CAAP 234-1 & CAAP 92-2 $15, Air Law Extract (printed and bound) $75, CPL (H) Theory Textbook Package $2495, a Laptop Computer is recommended but not mandatory.

6.4.6 Course Progression:

Students exhibiting progression issues - failure of 50% or more of the theory subjects or flying sequences attempted in a study period (Theory, First Solo, Navigation, or pre CPLH flight test) – will be allocated a remedial strategy by the HOO which is recorded in the student's file. In the event that a student fails 50% of their CASA theory exams, Helitec will put their VET Student Loan on hold and allow the student to attend the next theory course at no extra cost. Students will not be permitted to progress to flight training until all 7 CASA theory subjects are passed. In the event that a student has not completed their first solo flight within 30 hours of dual flight training, Helitec will discuss and agree a remedial strategy with the student. This may include placing the student's VET Student Loan on hold. In the event that a student has not completed their first solo flight within 40 hours of dual flight training, Helitec may withdraw the student from the course and apply a refund for any unspent loan funds.

A remedial strategy may include but is not limited to the following:

- Mandatory full-time attendance, Monday to Friday;
- The establishment of student self-study & time management goals;
- Remedial lessons (ground theory or flight);
- A change of Instructor;
- A reduced course load with timelines.

In the event that the remedial strategy is not successful, the HOO may issue the student with a notice to cancel their enrolment. The student will be required to show cause as to why they should remain enrolled in the course in the case of:

- failure of the same CASA Knowledge Exam 3 times, or
- not successfully passing all 7 CPL(H) CASA Theory Exams within 9 months from the course start date, or
- failing to attend at least 80% of the course.

The student may access the grievance procedure within 20 business days of receiving the notice to cancel their enrolment. If the student does not access the grievance procedure or withdraws from the grievance procedure, Helitec will cancel the student's enrolment on the 21st business day. If the student does access the grievance procedure, and a decision supporting Helitec is reached, the student's enrolment will be cancelled. However, where the student

accesses the grievance procedure and a decision supporting the student is reached, their enrolment will continue, and the remedial strategy shall be revisited.

6.4.7 Course Outcomes

Upon completion of this course the student will receive a CASA Commercial Pilot Licence, AVI50322 - Diploma of Aviation (Commercial Pilot Licence - Helicopter) and a Low-Level Rating.

Career paths from completion of this course are numerous but are essentially all careers that require the basic Commercial Pilot Licence.

These careers include:

- VFR Air Transport flights
- Aerial Survey & Photography flights
- Mustering Operations

At the completion of this course, the student will be knowledgeable in all CPLH subjects plus will have the following additions:

- The application of skills over a broad range of situations, particularly dealing with evaluation and management of unpredictable situations. These situations will involve weather and air traffic control variations, as well as varied passenger requirements.
- Co-ordination skills will also be developed during the course, allowing the student to be able to co-ordinate all the aspects of a commercial flight from passenger arrangements, to fuel, to low level operations.
- The student will also have a high standard of application of theoretical knowledge and practical skills to individual situations, which will allow the student to select the appropriate flight route, equipment and Air Traffic Control to ensure the safe conduct of a flight.
- The student will also have a high level of command decision making ability and will be grounded in their responsibilities for the safe conduct of a flight. This responsibility relates to the safe transport of passengers and/or freight, and the conduct of a flight in strict accordance with Civil Aviation Orders and Civil Aviation regulation requirements. As well as pilot in command responsibilities, students will also be trained in working as a team.

6.4.8 Aircraft Available

Students on this course will fly Robinson aircraft.

6.5 AVI50419 - Diploma of Aviation for (Flight Instructor Rating)

This course is designed for students who hold a CPLH licence. The student will be trained for the issue of a Single Engine Helicopter Flight Instructor Rating and the award of an AVI50419 Diploma of Aviation (Flight Instructor Rating). Note, to qualify for pilot licenses and ratings, students must undertake flight training and gain the required flying experience in addition to passing the relevant theory examinations.

1. Admission Requirements

The Pre-Requisites for the course are:

- Students must hold a current Australian CPLH.
- Unless secondary school has been conducted in English, an IELTS score of 6.0 is required.
- Class 1 or Class 2 Medical
- Applicants must have a minimum of 250 hours with 100 hours as pilot in command or a NVFR Rating or an Instrument Rating.

6.5.2 Course Program

The AVI50419 Diploma of Aviation (Flight Instructor Rating) course lasts for 6 weeks.

At the end of the course, successful students will be qualified for a CASA FIR assessment and will be awarded an AVI50419 Diploma of Aviation (Flight Instructor Rating).

It is a full-time course from Monday to Friday. Extra attendance on weekends may be required, depending on weather.

6.5 3 Course Structure

The qualification is made up of 17 units of competency all chosen by Helitec based on industry requirements to align with CASA licensing requirements. There is a total of 220 face to face hours of flight training and ground theory integrated into the qualification. This course is available on demand.

Course Dates: On demand.

The maximum amount of a VET student loan available for this course in 2027 is $99,939

AVI50419 - Diploma of Aviation for (Flight Instructor Rating) Course:
Fees & Census Dates

Helitec Pty Ltd – RTO 45635					
Course: Diploma of Aviation (Flight Instructor): Full Time for 6 weeks (Part-time may be negotiated)					
Course Code: AVI50419					
Units of Competency per Study Block: **Block 1:** AVIM0003, AVIM0004, AVIM0005, TAEASS401, TAEASS402 **Block 2:** TAEASS403, TAEASS502, TAEDEL401, TAEDEL402 **Block 3:** TAEDES401, TAEDES402, TAELLN411, AVIF0026 **Block 4:** AVIM0010, BSBCMM411, TAEASS301, TAETAS401					
Campus: Sunshine Coast Airport: 21 Friendship Avenue, Marcoola, Qld. 4564					
Mode: Face to face; Full-time; Monday to Friday. (Excluding public holidays)					
Block No.	**Commence day**	**Census day**	**Nominal Block Completion day**	**Tuition Fees (R22)**	**Tuition Fees (R44)**
1	1	7	14	$8,250.00	$13,000.00
2	14	21	28	$8,250.00	$13,000.00
3	28	35	42	$8,250.00	$13,000.00
4	42	49	56	$8,250.00	$13,000.00
Total			**8 weeks**	**$33,000.00**	**$52,000.00**

Interview

Helitec requires all prospective students to have an interview with Helitec's Head of Operations prior to enrolment. This may be conducted via electronic means.

6.5.4 Course Outcomes

Upon successful completion of this course the student will receive a CASA Flight Instructor Rating (FIRH) and AVI50419 Diploma of Aviation (Flight Instructor Rating).

Career paths from completion of this course are numerous but are essentially all careers that require the basic Commercial Pilot Licence and Flight Instructor Rating combined. Students who have completed AVI50319 - Diploma of Aviation (Commercial Pilot Licence - Helicopter) and AVI50419 Diploma of Aviation (Flight Instructor Rating) will have all the required qualifications to pursue the following careers:

- Flight Instructor at a helicopter flight school

- Flight Examiner subject to becoming a Grade 1 Flight Instructor
- Flight Simulator Instructor

6.6 AVI50519 - Diploma of Aviation (Instrument Rating)

This course is designed for students who hold a PPLH or CPLH licence. The student will be trained for the issue of a Single Engine Command Instrument Rating (SEH CIR) required for the award of an AVI50519 Diploma of Aviation (Instrument Rating). SEHCIR pilots can fly at night and in poor visibility conditions such as cloud and rain. Note, to qualify for pilot licenses and ratings, students must undertake flight training and gain the required flying experience in addition to passing the relevant theory examinations.

1. Admission Requirements

The Pre-Requisites for this course are:

- Students must hold a current Australian PPLH or CPLH
- Unless secondary school has been conducted in English, an IELTS score of 6.0 is required.
- Class 1 or Class 2 Medical

6.6.2 Course Program

The AVI50519 Diploma of Aviation (Instrument Rating) course lasts for 6 to 8 weeks and is designed for students who already hold a PPLH or CPLH.

At the end of the course, successful students will be qualified for a CASA SEHCIR assessment and will be awarded an AVI50519 Diploma of Aviation (Instrument Rating).

This is a full-time course with attendance from Monday to Friday. Extra attendance may be required on weekends, depending on weather.

6.6.3 Course Structure

The qualification is made up of 14 units of competency which consists of 13 core units and 1 elective unit all chosen by Helitec based on industry requirements to align with CASA licensing requirements. There is a total of 220 face to face hours of flight training and ground theory integrated into the qualification.

Diploma of Aviation (Instrument Rating):

Course Dates: On demand subject to aircraft availability

The maximum amount of a VET student loan available for this course is $99,939.

AVI50519 Course Fees & Census Dates:

Simulator: 20 hours IF and Aircraft: 25 hours (includes 5 hours night)

Helitec Pty Ltd – RTO 45635: Single Engine Helicopter					
Course: Diploma of Aviation (Instrument Rating): Full Time for 6 to 8 weeks					
Course Code: AVI50519					
Units of Competency per Study Block: **Block 1:** AVIF0029, AVIF0030, AVIH0013, AVIH0017 **Block 2:** AVIW0032, AVIY0033, AVIY0044, AVIY0050 **Block 3:** AVIY0073, AVIY0074, AVIY0075 **Block 4:** AVIY0076, AVIY0081, AVIY0078					
Campus: Sunshine Coast Airport: 21 Friendship Avenue, Marcoola, Qld. 4564					
Mode: Face to face; Full-time; Monday to Friday (Excluding public holidays)					
Applicant is responsible for the cost of AIP & other CASA requirements. **Prerequisites: CASA IREX, 50 hours PIC XC, GTE, B206.** **Extra costs are incurred for a Gas Turbine Endorsement.**					
Block No.	**Commence day**	**Census day**	**Nominal Block Completion day**	**EFTSL**	**Tuition Fees (Includes Night)**
1	1	4	14	0.041	$23,750.00
2	14	17	28	0.041	$23,750.00
3	28	31	42	0.041	$23,750.00
4	42	45	56	0.041	$23,750.00
Total			**8 weeks**	0.164	**$95,000.00**

Helitec Pty Ltd – RTO 45635: Multi Engine Helicopter – B429 (includes Type Rating)					
Course: Diploma of Aviation (Instrument Rating): Full Time for 8 weeks					
Course Code: AVI50519					
Units of Competency per Study Block: **Block 1:** AVIF0029, AVIF0030, AVIH0013, AVIH0017 **Block 2:** AVIW0032, AVIY0033, AVIY0044, AVIY0050 **Block 3:** AVIY0073, AVIY0074, AVIY0075 **Block 4:** AVIY0076, AVIY0081, AVIY0078					
Campus: Sunshine Coast Airport: 21 Friendship Avenue, Marcoola, Qld. 4564					
Mode: Face to face; Full-time; Monday to Friday (Excluding public holidays)					
Applicant is responsible for the cost of AIP & other CASA requirements. **Prerequisites: CASA IREX, 50 hours PIC XC, GTE, B206.** **Extra costs are incurred for B206 GTE.**					
Block No.	**Commence day**	**Census day**	**Nominal Block Completion day**	**EFTSL**	**Tuition Fees (Includes Night)**
1	1	4	14	0.041	$37,500.00
2	14	17	28	0.041	$37,500.00
3	28	31	42	0.041	$37,500.00
4	42	45	56	0.041	$37,500.00
Total			**8 weeks**	0.164	**$150,000.00***

* The total course cost for a MEH Instrument Rating is reduced if the applicant has a B429 or EC135 type rating or a SEH instrument rating.

Interview:

Helitec requires all prospective students to have an interview with Helitec's Head of Operations prior to enrolment. This may be conducted via electronic means.

6.6.4 Course Outcomes

Upon successful completion of this course the student will receive a CASA Single Engine Helicopter Command Instrument Rating (SEHCIR) and AVI50519 Diploma of Aviation (Instrument Rating).

Career paths from completion of this course are numerous but are essentially all careers that require the basic Commercial Pilot Licence and Instrument Rating combined. Students who have completed AVI50319 - Diploma of Aviation (Commercial Pilot Licence - Helicopter) and AVI50519 Diploma of Aviation (Instrument Rating) will have all the required qualifications to pursue the following careers:

- Pilot for Oil Rig Transport flights
- Marine Pilot Transfer
- EMS Services

7. General Information

7.1 Helicopter Graduates

Graduates work around the world, in large helicopter organisations such as Auriga, Babcock, Westpac, Bristow, and also charter operators, instructing, agricultural flying, testing and assessment roles. We are always interested to read how our graduates are progressing with their careers. If you are a graduate that we have lost contact with, or you would like to update the details of your career, please contact us at info@helitec.com.au

7.2 Student Feedback

Helitec is committed to continually improving our student experience and we welcome any constructive feedback from all students. Feedback can be sent by email to: info@helitec.com.au. Student feedback forms are also available from the Head of Operations during and on completion of your course.

7.3 Safety and Security

Safety is our number one priority. We take reasonable care to ensure you are safe, both on campus and whilst flying. We also expect all students to take reasonable care, so our campus environment is safe for all staff, students and visitors. For example, students are required to hold an ASIC before entering "airside operations" and are advised not to leave any personal property unattended. ASIC applications often take 6 weeks to process. Students are encouraged to apply for a Class 1 medical before enrolment in a course. CASA often take 3 months to process a medical application. A class 1 medical is required prior to a student conducting a solo flight.

Your instructors will advise and provide direction on Helitec safety procedures for flying as part of your studies, and all safety procedures should be adhered to without exception. Students are reminded that the use of a mobile phone or camera during student solo flights is prohibited.

Workplace Health and Safety is everyone's responsibility and the highest standards of safety can only be achieved with the input of all those concerned (e.g. staff, students and visitors). If you should have any concerns with WHS during your time with Helitec, your WHS contact is either your Instructor, the Safety Manager or our Head of Operations.

If you notice any unsafe situation, you should report it to a staff member immediately. In case of any emergency dial 000.

7.3.1 Fire Safety

As part of the induction process, students will be advised of the fire exits and fire evacuation procedures. Evacuation maps are prominently displayed at the campus.

In the event of a fire:

- evacuate the building via the nearest exit,
- do not stop to collect personal belongings,
- sound the alarm,
- call the fire service on 000,
- assemble in the evacuation assembly area noted on the evacuation map,
- do not re-enter the building until advised.

7.3.2 Security Cameras

Helitec facilities are monitored by security cameras on a 24 x 7 basis. The cameras provide a deterrent against crime such as assault, theft of student, staff or company property and can also be used by the company, and the Police, as evidence of any such crime.

7.3.3 Incidents & Injuries

All incidents and injuries, even those of a minor nature should be reported to staff. This will enable the academy to take any corrective action if required.

7.4 Student Accommodation

The Sunshine Coast has a wide range of accommodation options. A search on the internet is recommended to locate the accommodation options most suited to you.

7.5 Transport and Parking

7.5.1 Helitec Campus

Sunshine Coast Airport has paid parking for cars in the airport. The local area has street parking and is reasonably flat if you wish to ride a push bike.

Most people travel to the Sunshine Coast by car, however domestic and international airline flights are also available. The airport is serviced by a bus network.

8. Appointments

Helitec's Head of Operations is available to meet with you from Monday to Friday, however it is highly recommended that you make an appointment the day prior to the meeting.

8.1 Examinations

During your course, you will be required to undertake several theory and practical examinations. In many cases your progress through the course is dependent upon a pass in each exam. Therefore, you are reminded of the importance of carefully planned self-study throughout your course to supplement your classroom studies.

Some of the theory exams you will be sitting require a pass mark of 70% or more and have a minimum time you must wait between re-sits. It is extremely important that you endeavour to pass these exams at the first attempt. Failing these exams may result in you being unable to complete your course in the allocated time.

8.1.1 Booking CASA Exams

Helitec will book and pay for one (1) attempt of each CASA exam. This booking may not be changed. If you do not sit the exam as arranged by Helitec it will be your responsibility to arrange and pay for additional exam sittings directly with CASA (ASPEQ Exams).

8.2 CASA Exam Results

Students are required to submit all CASA Exam Results to Helitec within a week of sitting an exam. Helitec keeps a record of all exam results as part of its continuous improvement strategy. The aggregated results of students are analysed and used to improve the theory materials.

Students should submit a photocopy of their exam results (including KDRs) to the Head of Operations within a week of their exam.

1. Expired Course Students

1.1. Theory - Expired Course Students

If you have not completed your course within the following prescribed time limits: AVI50322 Diploma of Aviation (Commercial Pilot Licence - Helicopter): 36 weeks; AVI50419 Diploma of Aviation (Instructor Rating): 8 weeks; AVI50519 Diploma of Aviation (Instrument Rating): 8 weeks you will be made an Expired Course Student.

Students who have any outstanding exams to sit due to past fails will be required to re-sit the theory class.

8.3.2 Exams - Expired Course Students

Expired Course Students required to re-sit an exam are required to self-fund the CASA exam fee.

Please Note: You are reminded that even though you are an Expired Course student, you are still enrolled into a full-time course and should attend full-time. Non-attendance may result in the cancellation of your enrolment.


USABLE FUEL
TANK 1
238 Kg
TANK 2
238 Kg
GARMIN
MAP - NAVIGATION MAP
COM
NAV
HDG
CRS BARO
RANGE
PAN
MENU
FPL
PROC
CLR
ENT
FMS
ALT
PFD
OBS
CDI
XPDR
IDENT
MAP
DCLTR
HOOK LOAD
MFD
ON
ARTEX
ELT
MAG COMPASS DEVIATION
MAY BE EXCESSIVE WITH
AIR COND OR BLOWER ON

9. Graduation

At several places during your course, you will complete stages of training that will entitle you to a formal qualification.

These stages are:

- Commercial Pilot Licence
- Instructor Rating
- Instrument Rating

On completion of your course, you will also be issued with either a Certificate, Statement of Attainment or Diploma.

10. Helitec Rules

10.1. Attendance

Your attendance is recorded every day, and you must meet certain minimum requirements for the issue of your Licence, Rating or Diploma.

For VETSL students Helitec is required by law to inform the Department of Education if your attendance rate falls below 80%.

Where attendance level falls below 80% and a medical certificate is not provided, and hours cannot be made up before course completion you will be notified in writing of Helitec's intention to report to the Department for not achieving satisfactory attendance. This may result in the cancellation of your enrolment.

When a booking (theory class, flight briefing, aircraft or simulator) has been made for you as part of your course then you are required to attend for that booking. This is particularly important where the booking is made in an aircraft or a simulator. If you do not present for a booking then you will be noted as absent.

If you decide to defer or suspend your studies, please ensure that a **Progression Form** is completed to close your loan and when you recommence your course, that **another Progression Form** is completed.

Students can defer or suspend their studies or be granted a leave of absence for the following:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes.
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided).
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
- involvement in, or witnessing of a serious accident; or
- witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit; or
- If Helitec initiates suspension or cancellation of a student's enrolment, Helitec will inform the student of its intention to notify the Department of the change of enrolment status. Helitec will inform the student that he or she has 20 business days in which to access Helitec's internal grievance and appeals process.

To 'access' the appeals process means to 'initiate' or 'start' the process in writing – there is an expectation that the process should be completed within 20 business days.

10.2 Absence

Attendance is required on all scheduled days for either flying or ground studies. If you are ill, phone or text Helitec at 7 am so we can make alternative arrangements for the day. The nature of your training is such that a student being absent has a large effect on the day's program, so it is important we hear from you as early as possible.

You are also required to provide a medical certificate if you are ill. Students who are absent for more than three (3) consecutive days without approval will be contacted to find out the reason for their absence and counselled accordingly.

10.3 Illness

If you become ill while at Helitec, advise your instructor immediately. We may be able to provide some basic first aid, otherwise we can arrange transport home or to a doctor.

10.4 Flight Booking Procedure

All bookings are to be made by your instructor (dual and command). The reasons for this are:

- Your instructor makes sure all your flights comply with the CASA Manual of Standards requirements.
- Your instructor can monitor your course costs.
- Your instructor is responsible for the sequencing of your flights according to the training file and syllabus.

10.5 Flight Cancellation Procedure

- **You must be at Helitec with weather inserted into the flight plan and ready to go for your flight before the time of departure.**
- If you do not attend your flight, this will be noted on your record as a non-attendance and this will affect your course attendance for your qualifications.
- You must attend at least 80% of your course. This includes sick leave even if you have a doctor's certificate.
- If you are sick, you must notify your instructor at least one (1) hour before the time of departure and bring a medical certificate to the Head of Operations within 48 hours of the certificate expiring or you will be charged for the flights you missed, at the rate of $50 per hour you were booked, if you cannot produce a medical certificate in the specified time.
- If you wish to cancel due to weather the reason for cancellation must reflect the alternate minima requirements or another legal requirement. i.e., Visibility less than 8km, more than SCT cloud below 1500ft, Inter/Tempo/Prov/Prob, unable to maintain VMC or height minima from populated or unpopulated terrain. ("Weather is bad" is not an acceptable reason for cancellation).
- Cancellations may only be made with an instructor.
- It is the student's responsibility to check their bookings for the following day either by emails or text message. If a booking needs to be changed or cancelled for the following day, whoever adjusts that booking must call or text the student and notify them.
- If bookings are changed or cancelled outside the 48-hour period, the person who adjusted the booking must notify the student by phone, text or email.
- If you are not receiving emails, please contact the HOO to confirm your email address. It is the student's responsibility to keep their contact details up to date. This is a VETSL requirement.
- For any other cancellations, you must notify Helitec at least one (1) day in advance.

11. Code of Practice

Below is an outline of the Code of Practice adopted by Helitec. We adhere to this code of practice to ensure you receive the best possible training, in a stimulating and enjoyable environment.

11.1 Educational Standards

Helitec will deliver courses of the highest standard meeting all Civil Aviation Safety Authority guidelines.

Accredited courses will be vocationally oriented; with standards set ensuring students achieve qualifications placing them in the best position to obtain employment.

11.2 Marketing

All marketing by Helitec will be accurate, clear and will never be vague or misleading. When providing information to prospective students, no false or misleading comparisons will be drawn with any other provider or courses. VSL Marketing Rules shall apply.

11.3 Trainee information

Prior to commencement of training, each trainee will be provided with this Student Handbook. **eCAF**

Students applying for a VET Student Loan to be applied to all, or part of their course must, after successfully enrolling in the course and being deemed eligible for a VET Student Loan, shall apply via the Federal Government's eCAF system (https://ecaf.education.gov.au). Note: a cooling off period of at least 2 full business days must be observed between a student accepting their enrolment, and an eCAF being issued.

Statement of Covered Fees

The Statement of Covered Fees outlines the tuition fees, units of study, census dates and other key information pertaining to a student's course. It will be provided to students via either their email address prior to the first census date of the course. Students not accessing a VET student loan will still be provided with a Statement of Covered Fees annotating the fact that none of their tuition fees will be deferred to a VET student loan.

Fee Notice

The Fee Notice provides advance notice to students of units of study that they will be enrolled in in the future. It will be provided to students via their email address between 14 and 42 days prior to each census date where they wish to utilise a VET student loan.

11.4 Recruitment

All advertising for the recruitment of trainees for any course provided by Helitec Pty Ltd will be ethical, honest and not misleading.

Trainee applications will be evaluated on the likelihood of the trainee achieving the competency standards required for the course. This evaluation will be conducted by the Head of Operations or by another senior instructor.

11.5 Refunds

Trainees are provided with the refund policy upon application to the course. Students should ensure that they are familiar with the policy. Refer to Cancellation, Withdrawal & Refund Policy, section 5.3 of this handbook.

11.6 Student Liaison

When you study with Helitec, we will always ensure you receive the finest quality training available. During all your studies with Helitec you will have access to both your own Instructors and the Head of Operations, by appointment, whenever you need to discuss your training.

If you require any more information about your training or you wish to clarify something, or you have a grievance, then initially discuss the matter with your instructor. If required, your instructor will then advise the Head of Operations of the situation so that a solution can be reached.

11.7 Disciplinary Procedure

To ensure all course participants receive equal opportunities and gain the maximum benefit from their 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 the student may be asked to leave Helitec.

Unacceptable behaviour may include:

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

Any person who is asked to leave has the right of appeal through the grievance process.

11.8 Grievances Procedure

The purpose of this policy is to provide a framework for student / client grievances to be raised and resolved in a fair, transparent and equitable manner, and where relevant, for the company to take corrective action to improve the student / client experience.

This process is available for both academic matters as well as non-academic matters and will be at no charge to the student.

Students are required to attend their course through the duration of this process until a decision has been reached.

Helitec will ensure that no student is victimized or discriminated against for:

- seeking a review or reconsideration of a decision, or
- using the providers processes or procedures about dealing with grievances or making an application for re-crediting of the students FEE-HELP balance under Part 6 of the Act.

The following outlines the procedure for students who have a grievance with Helitec:

11.8.1 Raise Issue or Complaint

The first step is for the student, or client, to raise awareness of the problem, either by e-mail, phone or face-to-face and discuss it with the relevant staff. This may be the instructor or Head of Operations. Any grievance should be raised as soon as practical. In the event that the complaint is not resolved immediately, the complaint shall be emailed to info@helitec.com.au The complaint will be acknowledged within 7 days and a resolution will be offered within 14 days.

11.8.2 Submit Complaint to the Safety Manager

If the student / client is dissatisfied with the outcome of the informal discussion, they should formalise the complaint and complete a 'Complaint Form' (see Head of Operations) within seven (7) business days of their informal discussion. The completed and signed Complaint Form should be sent by email to info@helitec.com.au. The Safety Manager will send an email acknowledging receipt and may conduct discussions with the complainant and other parties to try and resolve the complaint.

11.8.3 Escalate Complaint to Head of Operations

If the Safety Manager is unable to resolve the complaint, the issue will be escalated to the Head of Operations (HOO). The HOO will conduct further investigations as they see fit and determine a resolution.
Either the Safety Manager, or the Head of Operations will inform the complainant of the resolution. The Safety Manager, or the Head of Operations, will also be responsible for taking corrective action, as required, to enhance the student / client experience.

11.8.4 External appeal

If the student / client is not satisfied with the way their complaint has been handled, the student / client can appeal to an independent, external mediator. The company uses LEADR, member of the Association of Dispute Resolvers. Students can contact LEADR on 1800 651 650. Further information may be found at www.resolution. institute / student mediation scheme.

When referring to an external appeal the student / client must:

- Be willing to negotiate in good faith.
- Consider a range of options for resolution of the dispute.

The following outlines the procedure that Helitec will follow when attempting to resolve a grievance:

1 Attempt to resolve the dispute internally within five (5) business days of the initial contact with the student. The grievance will be acknowledged on day one (1) whether lodged as an informal discussion, email, phone call or other communication.

2 Commence hearing a formal appeal within ten (10) business days of the formal lodgment of the complaint or appeal including supporting information. All reasonable measures will be taken to finalise the process as soon as possible.

3 Students have the right to be accompanied by a support person of their choice.

. Provide a written report or statement to the student of the outcome of their appeal within five (5) business days of the completion of the formal appeal hearing.

5 Refer students to LEADR State Office when all attempts to resolve dispute internally have failed.

. Provide an interview room to accommodate the mediation session.

6 Be willing to negotiate in good faith.

. Consider a range of options for resolution of the dispute.

12. Competency standards.

Courses delivered at Helitec are compliant with both Australian Skills and Quality Authority (ASQA) and Civil Aviation Safety Authority (CASA) competency standards and Helitec regularly audits our programs to ensure industry best practice standards are maintained.

Note: The Australian Civil Aviation Safety Authority (CASA) standards are internationally recognised.

13. Training

13.1. What is accredited training?

Accredited Training is training delivered by a Registered Training Organisation (RTO) from an Industry Training Package (ITP) or an Accredited Training Package which is recognised nationally.

Helitec is a Registered Training Organisation with all training undertaken in accordance with the Australian Quality Training Framework (AQTF). Helitec is registered to deliver training in Queensland through the Australian Skills Quality Authority (ASQA).

As your course is nationally recognised, your completion certificate will display the Nationally Recognised Training logo and the ASQA logo. Your pilots' licence will be issued by CASA.

14. Licensing/regulatory requirements.

All the proposed courses satisfy Civil Aviation Safety Authority licensing requirements.

14.1 AVI50319 Diploma of Aviation (Commercial Pilot Licence - Helicopter)

Meets the standards of the Civil Aviation Safety Authority Commercial Pilot Licence - Helicopters (CPL).

14.2 AVI50419 Diploma of Aviation (Flight Instructor Rating)

Meets the standards of the Civil Aviation Safety Authority for the issuing of a Flight Instructor Rating (FIR).

14.3 AVI50519 Diploma of Aviation (Instrument Rating)

Meets the standards of the Civil Aviation Safety Authority for the issuing of a Single Engine Command Instrument Rating (CIR).

15. Competency Based-Training and Assessment

15.1. What is competency?

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. Aspects of work performance included in this concept involve:

- Performance at an acceptable level of technical skill.
- Organising one's tasks.
- Responding and reacting appropriately when things go wrong; and
- Transferring skills and knowledge to new situations and contexts. Standards are statements of the required workplace levels of performance.

15.2 Assessment

Assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether competency has been demonstrated.

Effective and objective assessment is key to the successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a candidate's evidence of skills and knowledge, against the requirements of the Standards.

15.3 Principles of assessment

For an effective assessment system in a competency environment, some basic principles must apply:

15.3.1 Validity

The assessments actually assess what they claim to assess and what they have been designed to assess.

Validity of assessment is achieved when:

- Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria
- Appropriate evidence is collected from activities that can be clearly related to the units of competency.

15.3.2 Authenticity

The evidence collected is authentic - that is, it is derived from valid sources and is directly attributable to the individual.

15.4 Reliability

Reliable assessment uses methods and procedures that ensure the competency standards are interpreted and applied consistently from person to person and from context to context.

The following are important to ensure that assessment produces consistent outcomes:

- Clear, unambiguous, well documented assessment procedures and competency standards.
- Clear, consistent and specific assessment criteria.
- Effectively trained, briefed and monitored assessors.
- Adequate assessors across industries and a hierarchy of assessment which ensures a quality outcome; and
- Assessment is carried out within a system flexible enough to cope with multiple and diverse forms of evidence.

15.5 Rules of Assessment

The assessment system must ensure that evidence collected and provided for judgment is consistent across the range, without undue reliance on any small number of select workplace contexts or projects.

15.6 Currency

Under an effective system, assessment evaluates whether the individual's skills and knowledge are current and can be applied in today's workplace. Generally, competencies that have not been demonstrated within the past three (3) years are not usually accepted as "current". However, an assessor, under some circumstances may make exceptions to the specified period.

There may be specific situations where individual skills have not been directly applied for a longer period, but these skills are in fact still current for the individual. In these cases, evidence from earlier periods may be admissible, and assessed for currency, within an appropriately flexible assessment system.

15.7 Sufficiency

Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be carried out.

A tendency of many candidates is to provide more (or less) evidence than is required to prove competency against the standards. An effective assessment system ensures that candidates are clearly advised regarding the amount and form of evidence, which is sufficient to prove competency.

This should avoid the situation where masses of evidence are provided, requiring assessors to spend more time than necessary per candidate, or too little evidence, making it difficult to judge competence.

15.8 Flexibility

Every portfolio or set of candidate's evidence is unique. Each candidate will identify and develop his or her own specific set of evidence to prove competency against the standards. This set will be based on the workplace experience of the candidate and will comprise diverse types and forms of relevant and appropriate evidence.

Assessors must be able to take a flexible approach to the assessment of evidence. Clearly, this approach must always take time and cost into account - both to ensure the best use of assessor time and from the viewpoint of the candidate and his or her employer.

An assessment system must evaluate the scope of knowledge and skills covered by the criteria

- both performance (skill) and underpinning knowledge & understanding.

15.9 Fairness and Equity

An assessment system and its processes must not disadvantage any person or organisation. All eligible candidates must be guaranteed access to assessment, which does not discriminate on any basis.

Assessment guidelines must include an approach for working with candidates who have special needs.

To achieve these principles, the assessment system must exhibit the following characteristics:

- The standards, assessment processes and all associated information are straight forward and understandable.
- The characteristics of potential candidates are identified, to enable all potential assessment issues to be identified and catered for.
- The chosen processes and materials within the system of assessment do not disadvantage candidates.
- An appropriate and effective review and dispute resolution mechanism is in place to investigate, examine and redress any issue of unfairness or disadvantage identified, involving access, assessment, certification or any other related issue; and
- Where potential disadvantages are identified, the system is amended to avoid or counter them, or appropriate steps taken to overcome them including reassessment if required.

15.10 Assessors

The role of an assessor is to objectively assess and judge a candidate's evidence against a set of standards. To do this effectively, an assessor must have a sound knowledge of, and be skilled in, the relevant industry area. In addition, the assessor must have acknowledged competency in assessment itself and hold an appropriate Certificate IV in Training and Assessment or equivalent.

An assessor must:

- Interpret and understand the criteria.
- Ensure that evidence meets the standards.
- Ensure that evidence is valid, authentic, reliable, consistent, current and sufficient; and
- Use expertise to make fair and objective judgements.

The training and ongoing professional development of assessors must include such areas as:

- Roles, responsibilities and ethics.
- Procedural and administrative duties.
- Performance and knowledge evidence gathering and presentation.
- Interpretation and usage of standards.
- Selecting and using appropriate methods of assessment; and
- Requirements regarding processing and recording of results, progress and feedback.

15.11 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.

Appropriate and valid forms of assessment utilised for both skills and knowledge may include:

- Evaluation of direct products of work.
- Natural observation.
- Skill tests, simulations and projects.
- Evaluation of underpinning knowledge and understanding.
- Questioning and discussion; and
- Evidence from prior achievement and activity.

15.12 Candidates with special needs

One fundamental principle of an assessment system is that each candidate must have access to fair and open assessment. Candidates with special needs should be offered the same opportunities as any other candidate.

As special needs extend to more than identify physical or learning difficulties, an assessor will also need to consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.

An assessor must take special needs into consideration from the planning stage onwards and adopt assessment methods as appropriate. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a candidate with special needs.

If there is uncertainty, the assessor should call on other assessors or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the candidate at all stages.

15.13 Feedback

Where students are assessed as not competent, they will be provided with additional feedback on their assessment outcome to assist in achieving the required performance standard on reassessment.

15.14 Reassessment

Students who are dissatisfied with their assessment outcome may apply for reassessment by contacting their trainer or assessor.

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your Assessor 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 the skills necessary for the job have been mastered, our aim is to help you to learn those skills in the right way.

16. Flexible Learning Strategies & Assessment Procedures

Flexible learning and assessment procedures form part of our learning and assessment strategies. 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 assessor/trainer and where possible alternative learning/ assessment strategies will be provided to you.

16.1 Recognition of Prior Learning

All participants are offered the opportunity to apply for Recognition of Prior Learning and Current Competency on an individual basis prior to the course commencement. Applicants should complete an Application for Recognition of Prior Learning form available from our office. The Recognition of Prior Learning 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 Recognition of Prior Learning 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 organisations operating under the Australian Qualifications Framework.

All assessments of Recognition of Prior Learning applications are reviewed by staff who are 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.

Participants may request a review of the Recognition of Prior Learning decision through our grievance procedure. Prior learning can be recognised for a student who has completed training for the following certified levels of competence:

- Private Pilot Licence (PPL)
- Private Pilot Licence (PPL) held and Commercial Pilot Licence (CPL) theory examination (CPLA) credit.
- Commercial Pilot Licence (CPL)
- Commercial Pilot Licence (CPL) held and Instrument Rating theory examination (IREX) credit.

No recognition will be given to theoretical training other than that covered by the above examinations.

Helitec reserves the right to ask for aptitude test results. Helitec charges a fee of $300 per RPL assessment and this fee will be included in the initial Student Statement.

16.2 Mutual recognition, and recognition of current competency

Helitec recognises any appropriate existing competencies and qualifications issued by a bona-fide RTO whether they are Mutual recognition qualifications issued under the Australian Qualifications Framework or qualifications issued by another RTO.

These Qualifications and Statements of Attainment are to be recognised at enrolment through the Recognition of Prior Learning process provided they have been achieved within the previous two (2) years and provided it is relevant to the course to be undertaken.

The student may also elect to have their qualifications and/or Statements of Attainment recognised during the course by completion and submission of the same forms.

The qualification is to be checked for currency against the current training package, and that the applicant's skills as represented by the qualifications and/or Statements of Attainment are still current.

Where any competency is found to be lacking, further training and/or assessment may be required to gain full recognition. The Student's Course Information Pack will be adjusted accordingly to reflect the modules granted. Where an application for Mutual Recognition of an existing qualification is made, then the Head of Operations must ensure that:

1. the qualification has been issued by an existing RTO
2. the applicant has been enrolled in that RTO
3. the Applicant is competent to complete a practical assessment if there is any doubt.

16.3 Attendance Procedures

You are enrolled in "Institution Based training" which means you must attend and work in a classroom setting. You must attend at least 80% of all scheduled classes and practical flying sessions. If you miss more than three (3) day's training, the Head of Operations will phone to make sure that you are okay and to find out if you have any problems.

If you are sick or have a personal problem, which cannot be IMMEDIATELY resolved by phone, your instructor or reception, then let us know.

16.4 Attendance Monitoring

The Head of Operations will audit attendance once a month to ensure all students are meeting their course requirements. The following warning letters will be issued should you not be attending regularly and fall into any of the below categories, based on a 530-hour course:

- 1st warning letter issued when a total absenteeism = 26.5 hours (5% missed)
- 2nd warning letter issued when a total absenteeism = 53 hours (10% missed)
- 3rd warning letter issued when a total absenteeism = 79.5 hours (15% missed)
- 4th letter (intent to report to DET) total absenteeism = 106hours (20% missed)

16.5 Issuing of Certificates

Assessment determines whether a participant is competent or not yet competent in each module of their course. On completion of their course, participants are issued with a certificate listing the modules where competency has been achieved.

A Statement of Attainment is issued on successful completion of a number of the modules of an accredited course. A Certificate or Diploma is issued when the student has completed all required modules and competencies of the accredited qualification.

People with special needs such as disability will be accepted as participants, subject to performance tests. Wherever possible we provide training premises that are accessible for people with disabilities.

16.6 Credit Transfer

As a component of the Pre-Training Review process, Helitec ensures no student is required to repeat any unit or module in which they have already been assessed as competent unless a regulatory requirement or license condition requires this.
Credit Transfer is a process that provides students with credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes from previous studies.

Where a student provides suitable evidence, they have successfully completed a unit or module at any RTO, Helitec provides credit for that unit or module. In some cases, licensing or regulatory requirements may prevent a unit or module from being awarded through a credit process.

Helitec is not obliged however to issue a qualification or statement of attainment that is achieved wholly through recognition of units and /or modules completed at another RTO or RTOs.

Note that providing credit for previous studies is not a Recognition of Prior Learning (RPL) process. RPL is a form of assessment of the competence of a person while providing credit is recognizing the equivalence of studies previously undertaken and completed successfully.

Helitec recognizes varied testamurs from other Registered Training Organisations and USI Transcripts issued by the USI Registrar. This applies to all cases, including students seeking credit transfer for previous study and personnel documentation.

Before providing credit on the basis of a Qualification Certificate, Statement of Attainment, Record of Results or USI Transcript, Helitec will authenticate the information in the document.

Document Verification Procedure

When verifying documentation, Helitec personnel are required to implement the following procedures:

Identify Documents

1. Sight the original Identification document.
2. Take a copy of the original Identification document.
3. Verify the copy of the Identification document, writing the following statement on the copy: "I confirm that I have sighted the original ID and this is a true and accurate copy". With inclusion of the Representative's Name, Representative's Signature and Date.

Testamur Documentation

1. Receive a copy of the testamur documentation being used;
2. Confirm the authenticity of the document by contacting and confirming authenticity with the relevant issuing registered training organization;
3. Verify the copy of the testamur document by writing the following statement on the copy: "I confirm that I have authenticated this document with the issuing organization" With inclusion of the Representative's Name, Representative's Signature and Date.

USI Transcripts

Authentication to be conducted by a representative that has USI Organisation Portal access.

- Ensure the student has given Helitec permission to see their transcript online.
- Access the student's USI transcript (via the USI Organisational Portal) and print off a copy of transcript.
- Verify the copy of the USI Transcript by writing the following statement on the copy:

"I confirm that I have authenticated this USI Transcript via the USI Organisational Portal" with inclusion of the Representative's Name, Representative's Signature and Date.

Student Request for Credit

If a student wishes to apply for Credit Transfer, it is mandatory that they complete the Credit Transfer RPL Application Form and include appropriate evidence to support the Credit Transfer Application.

All Credit Transfer applications must be supported by appropriate evidence. This may be in the form of Nationally Recognised Qualification or Statement of Attainment, indicating exactly the same code and title as those included in the student application, or other documents of equivalence.

Helitec's personnel processing credit transfer results must:

1. Ensure the unit code on the previous testamur documentation/USI Transcript are highlighted as the unit codes being sought for credit transfer;
2. Where the documentation includes results, ensure that satisfactory result outcomes are listed; and
3. Where unit competencies are deemed 'equivalent,' attach the relevant screen printout from the National Register (www.training.gov.au) or mapping page from the official training package/curriculum list where equivalency has been noted.

Where appropriate evidence is provided with the Credit Transfer application Helitec must grant the Credit Transfer. Where Credit Transfer is granted, the student will be advised within five working days of completion of the assessment and the training program adjusted accordingly.

Where Credit Transfer is not granted, the student will be notified in writing of the outcome within five working days of the completion of the assessment. The written communication to the student includes a reason for refusal, and information on how to lodge a complaint or appeal if desired.

In all cases, a copy of the credit transfer application and verified copies of the relevant documentation evidence is retained in the student's file.

17. Welfare & Guidance Services

We endeavour to provide welfare and guidance to all students/clients. This includes:

- Workplace Health and Safety
- 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 **17.1 Relevant Legislation**

https://www.legislation.gov.au/Details/C2018C00293 National Vocational Education and Training Regulator Act 2011
VET Student Loans Act 2016
VET Student Loans (Consequential Amendments and Transitional Provisions) Act 2016 VET Student Loans (Charges) Act 2016

VET Student Loans (VSL Tuition Protection Levy) Act 2020 VET Student Loans Rules 2016 VET Student Loans (Courses and Loan Caps) Determination 2016



VET Student Loans (Consequential Amendments and Transitional Provisions) Rule 2016

17.2 Occupational Health and Safety Act 2011

The Occupational Health and Safety Act 2011 states that as an employer, Helitec must ensure the health, safety and welfare at work of all the employees.

To meet responsibilities under the OHS Act 2011, Helitec will provide:

- safe premises
- safe machinery and substances
- safe systems of work
- provision of information, instruction, training and supervision
- suitable working environment and facilities.

The Act also states that Helitec personnel as well as the Company are responsible for the health and safety of people other than workers, who may be present at the workplace.
To ensure compliance with this legislation, Helitec has a documented Safety Management System for the training part of the business. Occupational Health and Safety is the cornerstone of all coursework currently offered.

17.2.1 Safety Committee

CASA requires the appointment of members of staff to "consult" on behalf of their respective groups as designated Safety representatives. The Safety Manager, Head of Operations and Chief Executive Officer are the employee representatives, while the Safety Manager is the employer representative.

As part of our regular staff meetings matters relating to Safety are discussed and acted upon.

Minutes of these staff meetings are distributed by email to each staff member and are also kept on file in the company hard and back-up drives.

All safety matters that relate to injuries of clients or co-workers are to be discussed frankly and openly with a view to establishing the underlying cause.

Workers Compensation and Rehabilitation Act 2003

Our organisation will not dismiss an injured worker because of the injury within six months of the worker becoming unfit.

Helitec has documented a return-to-work program and can complete all legal requirements for the resolution of any workplace injury or illness.

Helitec shall make suitable duties available to injured workers who are certified fit for suitable duties.

17.3 Anti-Discrimination

Helitec complies with all the anti-discrimination legislation and maintains equality with all training and nontraining staff, maintaining a fair environment and allows opportunities to be shared by all persons.

In the recruitment process, successful applicants are not determined on age, sex, race, impediment or marital status, rather the selection is based on an individual's own merits and achievements. All trainers must be aware of this legislation when training in the classroom.

Staff are to adopt the principles behind this legislation and apply these procedures to their work actions. Anti-Discrimination laws state that it is against the law to discriminate against people (treat them unfairly compared with others) or harass them in employment. This means that throughout Australia all employees must generally treat all their employees and anyone who applies for a job with them fairly – based on their individual merit rather than irrelevant characteristics.

The law says that discrimination has occurred when someone is treated less favourably than other because of a specific factor such a race, gender, age, marital status, sexual preference, religious beliefs.

Staff at the Anti-Discrimination Board of NSW are willing to advise any members of the community on questions or issues relating to the Anti-Discrimination Act.

17.4 The Child Protection Act 1999

The Act aims to prevent a 'prohibited person' from gaining or remaining in specific types of child related employment. An employer cannot employ a prohibited person for work which primarily involves direct contact with children where that contact is unsupervised.

A prohibited person is a person convicted of committing a serious sex offence. For the purposes of this legislation, a serious sex offence is an offence involving sexual activity or acts of indecency which is or was punishable by penal servitude or imprisonment for 12 months or more in Queensland.

A prohibited person may apply to the Industrial Relations Commission or the Administrative Decisions Tribunal for an exemption from this Act. An exemption will not be given unless it is considered that the person does not pose a risk to the safety of children.

Under the Act all employers must ask all existing paid and unpaid employees engaged in positions which primarily involve direct contact with children where that contact is unsupervised if they are a prohibited person.

Employees must make the declaration to their employer within one month of being requested to do so, or, if they are a prohibited person, remove themselves from child related employment.

Where an existing employee notifies that they are a prohibited person they may remain in child related employment for up to three months after the commencement of these procedures provided, they comply with any requirements of the employer concerning unsupervised contact with children.

Employers may consider transfers to other positions which are not child-related within the organisation. If no such alternative exists, the employee will be required to terminate their services with the employer.

Prior to employment, employers must ensure that all applicants for child-related employment declare whether they are a prohibited person or not. It is an offence for an employer to fail to ask whether a person is a prohibited person or employ a prohibited person.

It is also an offence for an employee not to disclose his or her prohibited person status. Employers should also ensure that once they have identified a position as being child-related, all information regarding the position clearly states that prohibited persons are not eligible to apply.

17.5 Privacy Policy

Helitec is required to meet the requirements of the Federal Privacy Act as they apply to private sector business and the Head of Operations is the Privacy Officer as defined by the Act.

In addition, privacy provisions of the VET Quality Framework apply to the delivery of all Nationally Recognised Training by Helitec.

It is a requirement of the Australian Qualifications Framework that students can access personal information held by Helitec and may request corrections to information that is incorrect or out of date.

All staff and student records are retained as confidential and normally are only accessed by the student or staff member themselves. However, under the requirements from the TPS Act and the VQF, access may be given to Government officer for the purposes of audit.

Access to student or staff records by a third party can only be obtained by the student requesting such access in writing. Personal information is collected solely for operating as a Registered Training Organisation under the VET Quality Framework administered by each state Government who are the registering authority. The requirements of the registering authority may require the release of student and instructor personal information for the purposes of audit or for collection of data by Commonwealth and State Government departments and agencies.

Personal information is only collected from the individual concerned and individuals may refuse to provide information they consider to be sensitive.

We audit and review data to make sure personal information is accurate, complete and up to

Individuals can gain access to their personal information for the purposes of review and correction in consultation with the Head of Operations or Administration Assistant - Compliance.

All reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure including password protection of electronic files, secure storage of paper files and secure backup of data.

Students may have an identifier assigned to them by Helitec for the purposes of maintaining its electronic records or for collection of data by Commonwealth and State Government departments and agencies.

Anonymity is not possible for students as Helitec is a Registered Training Organisation that delivers and assesses training, charges fees, provides fee refunds, records participation in training, records achievement of competency and issues Awards and Statements of Attainment to individuals.

Our documents clearly define policies on management of personal information and Helitec will provide the policies to anyone who asks.

Individuals have a right to seek access to their personal information and make corrections. The Head of Operations will handle access to files and will correct, incorrect or out-of-date information.

Helitec does not transfer personal information outside the state of collection.

17.6 Cultural Relevance

Any individual is welcome to participate in Helitec training programs, irrespective of cultural background.

Participants who wish to undertake courses that have prerequisite standards and competencies will be counselled and made aware of support programs and assistance. Events of major cultural importance to the participant will be acknowledged and (where practical) allowance made for their observance.

17.7 Language, Literacy and Numeracy (LLN)

We aim to provide a positive and rewarding learning experience for all our students.

LLN will be assessed thoroughly in the pre-enrolment aptitude testing. The pass rate is 13 correct answers out of 15 questions for reading and writing, and 13 correct answers out of 15 questions for numeracy. Students who do not successfully complete the aptitude testing will be provided with guidance material to external LLN providers: https://tlrg.com.au/pages/lln-robot

Students must ensure that they have discussed with the Head of Operations any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties.

Where language, literacy and numeracy competency are essential for courses, we have made every effort to ensure that students are adequately supported to enable them to complete their training. Some examples of the type of support that we can offer include:

17.7.1 Literacy

Providing students only essential writing tasks. Consider the use of group exercises. Provide examples and models of completed tasks.
Ensure that documents and forms are written and formatted in plain English Use clear headings, highlight certain key words or phrases

Provide explanations of all technical terms used.

17.7.2 Language

Present information in small chunks and speak clearly, concisely and not too quickly. Give clear instructions in a logical sequence.

Give many practical examples. Encourage students to ask questions. Ask all questions to ensure students understand.

17.7.3 Numeracy

Ask students to identify in words, what the exact problem is and how they might solve it.

Show students how to do the calculations through step-by-step instructions and through examples of completed calculations.

Help students to work out what math's calculations and measurements are required to complete the Task.

Encourage the use of calculators and demonstrate how to use them.

17.8 Staff Responsibilities for Access/Equity & Equal Opportunity Issues

The Head of Operations is the person to direct all problems and information requests. The HOO is also the access and equity officer for Helitec, so, if you are experiencing any harassment or discrimination, refer the matter in writing to them.

Helitec provides equal opportunity in employment and education. Each of our staff members has responsibility for access and equity issues for all students/clients. All staff are expected to act in accordance with our Code of Practice and all students/ clients are made aware of their rights and responsibilities through this Student Handbook.

We recognise the Principles of Access and Equity and the rights of all people to be treated in a fair and equitable manner.

17.9 Feedback/Evaluation

Helitec actively seeks staff and student 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 evaluations at the completion of courses. Any grievances or deficiencies are documented on a Corrective Action Record to ensure appropriate follow up action is taken.

17.10 Appealing an Assessment

In rare instances, it is possible that you may wish to challenge an assessment outcome. If this is the case, then:
1. speak with your instructor in the first instance and if unresolved,
2. present the request in writing to the Head of Operations and if unresolved,
3. refer the matter to CASA for determination on technical matters or ASQA for process-based problems. You have the right to represent yourself at all forums where the issue is being discussed and you will have the matter heard within five (5) business days. The outcomes and the reasons for it will be given to you in writing.

Sunshine Coast - Services Contact Details

1 Doctors and Medical

- Sunshine Coast University Hospital
  6 Doherty St, Birtinya
  Phone: (07) 5202 0000
- Maroochy Waters Medical Practice 24 Denna Street, Maroochydore Phone: (07) 5479 1177
  (DAME: Stewart Marshall) After hours call: 13 7425
- Fitzpatrick Optometrists
  Cnr The Esplanade & Second Ave.
  Maroochydore Phone: (07) 5443 8722
- Sunrise Dental Practice
  Grasstree Court, Sunrise Beach,
  Qld Phone :(07) 5455 4511

2 Police

- Sunshine Coast Police Station
  13 Cornmeal Parade, Maroochydore,
  Qld Phone: (07) 5475 2444

3 Transport

- Sunshine Coast Bus Service:
  Translink.com.au

4 After Hours and Emergency

- Fire, Police, Ambulance: ph 000;
- SES: 132 500



Standard enrolment questions (Release 8.0)

for VET Provider:

Helitec Pty Ltd (RTO: 45635)

Standard enrolment questions

Introduction

These questions are provided to assist with collecting student data in an AVETMISS-compliant format. The use of standard enrolment questions supports the capture of compatible and comparable data over time. We recommend that the sequence and wording of questions are maintained.

Data element names in italics below the questions link the standard enrolment question to the *AVETMISS VET Provider Collection specifications* and the *AVETMISS data element definitions*.

The Australian Government Department of Education, Skills and Employment's VET Data Policy, Part B, Clause 7.2: states:

> Where personal information is collected from a student, RTOs must make students aware of the purposes for which their information may be collected, used or disclosed. RTOs must give the student a copy of the Privacy Notice at Schedule 1 of this Policy. This can be achieved by including the 'Privacy Notice' during the student's enrolment process.

The minimum mandatory content for inclusion in a Privacy Notice as at Schedule 1 of the VET Data Policy is provided below, and is to be used from 1 January 2021. This content is also available on the Department of Education, Skills and Employment's website: - https://www.dewr.gov.au/.

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. This information is required prior to your enrolment as student with Helitec.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at https://www.dewr.gov.au/national-vet-data/vet-privacy-notice.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Helitec to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Helitec Pty Ltd: email: info@helitec.com.au

Website: www.helitec.com.au

Personal details

1. Enter your full name *

Single name only (Tick this box if you have one name only that cannot be written in the following format. Write your single name in the 'Family name section).

Family name (surname)

First given name

Second given name (middle)

Name for encryption
Client first given name
Client family name

* Please write the name that you used when you applied for your Unique Student Identifier (USI), including any middle names. If you do not yet have a USI and want Helitec to apply for a USI on your behalf, **you must write your name, including any middle names, exactly as written in the identity document** you choose to use for this purpose. See section on the USI at the end of this form for a detailed explanation.

2. Enter your birth date

Day/month/year			

3.

Date of birth

3. Gender (Tick ONE box only)

Male

Female

Other

4.

Gender **4. Enter your contact details**

Home phone _____ Work phone_____

Mobile_____ Email address_____

Alternative email address (optional)_____

Telephone number [home]
Telephone number [work]
Telephone number [mobile]
Email address
Email address [alternative]

5. What is the address of your usual residence?

Please provide the physical address (street number and name **not** post office box) where you usually reside rather than any temporary address at which you reside for training, work or other purposes before returning to your home.

If you are from a rural area use the address from your state or territory's 'rural property addressing' or 'numbering' system as your residential street address.

Building/property name is the official place name or common usage name for an address site, including the name of a building, Aboriginal community, homestead, building complex, agricultural property, park or unbounded address site.

Building/property name

Flat/unit details

Street or lot number (e.g. 205 or Lot 118)

Street name

Suburb, locality or town

State/territory

Postcode

Address building/property name
Address flat/unit details
Address street number
Address street name
Address – suburb, locality or town
State identifier
Postcode

6. **What is your postal address (if different from above)?**

Building/property name

Flat/unit details

Street or lot number (e.g. 205 or Lot 118)

Street name

Postal delivery information (e.g. PO Box 254)

Suburb, locality or town

State/territory

Postcode

7.

Address building/property name
Address flat/unit details
Address street number
Address street name
Address postal delivery box
Address – suburb, locality or town
State identifier
Postcode

Language and cultural diversity

7. In which country were you born?

Australia	1101
Other – please specify	

8.

Country identifier

8. Do you speak a language other than English at home?
(If more than one language, indicate the one that is spoken most often)

No, English only	
Yes, other – please specify	
	1201

Language identifier

9. Are you of Aboriginal or Torres Strait Islander origin?
(For persons of both Aboriginal and Torres Strait Islander origin, mark both 'Yes' boxes)

No	4	
Yes, Aboriginal	1	3 (yes to both)
Yes, Torres Strait Islander	2	

Indigenous status identifier

Disability

10. Do you consider yourself to have a disability, impairment or long-term condition?

Yes	Y	
No	N	**No – Go to question 12**

11.

Disability flag

11. If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list:

(You may indicate more than one area) Please refer to the Disability supplement for an explanation of the following disabilities.

	Hearing/deaf	11
12	Physical	
13	Intellectual	
14	Learning	
15	Mental illness	
16	Acquired brain impairment	
17	Vision	
18	Medical condition	
	Other	19

Disability type *identifier*

Schooling

12. What is your highest COMPLETED school level? (Tick ONE box only)

If you are currently enrolled in secondary education, the *Highest school level completed* refers to the highest school level you have actually completed and not the level you are currently undertaking. For example, if you are currently in Year 10 the *Highest school level completed* is Year 9.

Year 12 or equivalent	12	
Year 11 or equivalent	11	
Year 10 or equivalent	10	
Year 9 or equivalent	09	
Year 8 or below	08	
Never attended school	02	**Never completed any primary or secondary level education – go to question 14**

Highest school level completed identifier

13. Are you still enrolled in secondary or senior secondary education?

Yes	Y	
No	N	

At school flag

Previous qualifications achieved

14. Have you SUCCESSFULLY completed any of the qualifications listed in question 15?

Yes	Y	
No	N	**No – go to question 16**

Prior educational achievement flag

15. If YES, tick ANY applicable boxes.

Bachelor degree or higher degree	008
Advanced diploma or associate degree	410

Diploma (or associate diploma)	420
Certificate IV (or advanced certificate/technician)	511
Certificate III (or trade certificate)	514
Certificate II	521
Certificate I	524
Other education (including certificates or overseas qualifications not listed above)	990

Prior educational achievement identifier

Employment

16. Of the following categories, which BEST describes your current employment status?

(**Tick ONE box only**)

For casual, seasonal, contract and shift work, use the current number of hours worked per week to determine whether full time (35 hours or more per week) or part-time employed (less than 35 hours per week).

Full-time employee	01
Part-time employee	02
Self employed – not employing others	03
Self employed – employing others	04
Employed – unpaid worker in a family business	05
Unemployed – seeking full-time work	06
Unemployed – seeking part-time work	07
Not employed – not seeking employment	08

Labour force status identifier

Study reason

17. Of the following categories, select the one which BEST describes the main reason you are undertaking this course/traineeship/apprenticeship (Tick ONE box onl To get a job

To develop my existing business

To start my own business

To try for a different career

To get a better job or promotion

It was a requirement of my job

I wanted extra skills for my job

To get into another course of study

For personal interest or self-development

To get skills for community/voluntary work

Other reasons

Study reason identifier

Unique Student Identifier (USI)

From 1 January 2015, we [Helitec] can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). In addition, we are required to include your USI in the data we submit to NCVER.

If you have not yet obtained a USI you can apply for it directly at

https://www.usi.gov.au/students/create-your-usi on computer or mobile device.

18. Enter your Unique Student Identifier (USI) (if you already have one)

You may already have a USI if you have done any nationally recognised training, which could include training at work, completing a first aid course or RSA (Responsible Service of Alcohol) course, getting a white card, or studying at a TAFE or training organisation. It is important that you try to find out whether you already have a USI before attempting to create a new one. You should not have more than one USI. To check if you already have a USI, use the 'Forgotten USI' link on the USI website at

https://www.usi.gov.au/faqs/i-have-forgotten-my-usi/.

Unique Student Identifier (USI) | | | | | | | | | | |

Unique student identifier

Advice to RTOs: if you want to apply for USIs on behalf of your students (clients), please use the questions in the following section. Alternatively, a copy of the ID document can be obtained instead of recording this information. You may remove the following section if you will not be applying for USIs for students.

Before creating a USI on behalf of a student, with their permission, use the 'Existing USI Search' tool to determine whether the student has an existing USI. For details, see the Existing USI Search/Locate USI information on the USI website at https://www.usi.gov.au/training-organisations/using-usi-registrysystem/existing-usi-search-locate-usi/.

Australian birth certificate: note that different details are required depending on the jurisdiction of issue. RTOs who wish to include the birth certificate option in their enrolment form should note the information items required set out at: https://www.usi.gov.au/about/forms-id/birth-certificate-australian/ Alternatively, you may wish not to include 'birth certificate' in your form.

USI application through your RTO (if you do not already have one)

Application for Unique Student Identifier (USI)

If you would like us [insert RTO name] to apply for a USI on your behalf you must authorise us to do so and declare that you have read the privacy information at <https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf>. You must also provide some additional information as noted at the end of this form so that we can apply for a USI on your behalf.

I [NAME] .....authorise [insert RTO name]..... to apply pursuant to sub-section 9(2) of the Student Identifiers Act 2014, for a USI on my behalf.

I have read and I consent to the collection, use and disclosure of my personal information (which may include sensitive information) pursuant to the information detailed at <https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf>

Town/City of Birth _____
(*please write the name of the Australian or overseas town or city where you were born)*

We will also need to verify your identity to create your USI.

Please provide details for one of the forms of identity below (numbered 1 to 8).

Please ensure that the name written in 'Personal Details' section is exactly the same as written in the document you provide below.

1. **Australian Driver's Licence**

State: _____ Licence Number:_____

2. **Medicare Card**

Medicare card number_____
Individual reference number (next to your name on Medicare card): __
Card colour: (select which applies)
Green Expiry date _____/_____ (format MM/YYYY)
(month/year)

Yellow Blue Expiry date ___/_____/____ (format DD/MM/YYYY)
(day/month/year)

3. **Australian Birth Certificate**

State/Territory_____
Details vary according to State/Territory (see note above)

4. **Australian Passport**

Passport number_____

5. **Non-Australian Passport (with Australian Visa)**

Passport number _____

6. **Immicard**

Immicard Number _____

7. **Citizenship Certificate**

Stock number _____Acquisition date ____/_____/_____
day/month/year)

8. **Certificate of Registration by Descent**

Acquisition date _____/_____/_____
(day/month/year)

In accordance with section 11 of the *Student Identifiers Act 2014*, [insert RTO name] will securely destroy personal information which we collect from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after we have made the application or the information is no longer needed for that purpose.

Advice to RTOs: The *Student Identifiers Act 2014* (s.11) requires RTOs to destroy personal information collected from individuals **solely** for the purpose of applying for a USI on their behalf as soon as practicable after the application has been made or the information is no longer needed for that purpose. If you are required by or under a law to retain this information, then you may wish to include a statement on the form to explain that.

Under Standard 3.6 (d), you are required to ensure the security of the USI and all related documentation under your control, including information stored in your student management systems.

Disability supplement

Introduction

The purpose of the Disability supplement is to provide additional information to assist with answering the disability question.

If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list:

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

'11 — Hearing/deaf'

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

'12 — Physical'

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

'13 — Intellectual'

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

'14 — Learning'

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in selfregulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

'15 — Mental illness'

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

'16 — Acquired brain impairment'

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

'17 — Vision'

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

'18 — Medical condition'

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable, yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

19 — Other

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

Anti-Discrimination, Access and Equity Undertaking

I agree to abide by the following access and equity policy and comply with all the requirements of the Anti-Discrimination Act 1977 and, if relevant, the Affirmative Action (Equal Opportunity for Women) Act 1986.

I will incorporate access and equity whilst studying at Helitec and I will avoid discrimination towards any group or individuals in any form inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

Signed

Name: Date:

Helitec Pty Ltd RTO 45635

Grievance Procedure Complaint Form

Student Details	
Business Unit/Campus	
Student/Client Name	
Student Enrolment Number	
Program of Study	
Email Address	
Contact Number	
Address for Written Correspondence	

Informal Resolution

Document the steps taken to resolve the matter, prior to submitting a formal complaint. Include who you have spoken with and why you feel the outcome has been unsatisfactory.

Your Complaint

Outline the nature of your complaint – continue on a separate sheet where necessary.

Proposed Outcome

If your complaint is upheld, what action would you like to be taken?

Supporting Documentation

Include copies of all relevant documents to support your complaint (e.g. emails, meetings, reports etc).

Declaration

I would like Helitec to consider my complaint and declare that the facts stated in this application are true.

Signed

Name ..... Dat ...../..... /

Please send your completed form along with supporting documentation to info@helitec.com.au

21 Friendship Ave, Marcoola, QLD 4564

0412 488 278
info@helitec.com.au
helitec.com.au