

STUDENT PRE-ENROLMENT GUIDELINES

WHO CAN ENROL.?

Many training courses have conditions, pre-requisites, age limitations and other requirements. You should check that you meet all requirements before enrolling in a particular program.

Requirements are listed in our information package.



FEES & CHARGES

All fees, costs and charges are included within the course fees and are shown in the course information booklet. Please ask the Basair office staff if you have any queries or are uncertain if a cost is included.

PAYMENT

Course fees are paid according to the following schedule:

- | | |
|-----------------------------|--------------------------|
| 1. On course commencement: | 40% of total course fee. |
| 2. Commencement of week 6: | 30% of total course fee. |
| 3. Commencement of week 12: | 30% of total course fee. |

CREDIT CARDS

VISA, Mastercard and Bankcard are accepted at Basair Aviation College.

REFUNDS / CANCELLATIONS / TRANSFERS

Full details of our refund and cancellation policy are contained on your course application form. Please ensure that you read this information carefully prior to submitting your application.

GST (Goods and Services Tax)

In accordance with taxation rulings, courses which have vocational outcomes are exempt from the GST.

ATTENDANCE AT COURSES

It is important that you attend and participate fully in all sessions of your training program. Attendance is important for the full evaluation of skills and competencies, as well as the issue of formal qualifications. The issue of formal certificates may depend on the level of attendance, participation and assessment of each course participant.

This applies equally to starting, finishing and break times. For the benefit of everyone on your training course please observe the times as instructed by your Trainer.

Your course runs from 9:00am to 5:00pm Monday to Friday. You will also be required to attend at other times to allow for night flying, or trips away.

RECOGNITION OF PRIOR LEARNING (RPL) AND RECOGNITION OF CURRENT COMPETENCES (RCC)

Recognition of Current Competencies is the recognition of competencies acquired and held through prior learning, formal training, work experience or life experience. It is the equivalent to assessment against a unit of competency.

Basair Aviation College will ensure that an individual's learning and skills are recognised, irrespective of how or where they have been acquired. Participants may apply for recognition of their learning and skills by the supply of the required evidence.

There will be a cost for the administration and assessment of skills recognition assessments. Information and advice on making application for skills recognition assessment can be obtained from the Basair Aviation College Administration Manager

ISSUE OF/RECOGNITION OF QUALIFICATIONS

Basair Aviation College is a Registered Training Organisation in all States and Territories of Australia.

Where a Statement of Attainment or Qualification Certificate is provided following the completion of your training program, then it will be recognised in all States and Territories of Australia. Basair Aviation College will recognise Qualifications or Statements of Attainment issued by any Registered Training Organisation in Australia.

GRIEVANCES / DISPUTES

Instances could arise where you may wish to resolve a problem with personalities or the way a course has been delivered or to appeal against assessment results. Basair must be objective and ensure the validity of the process and learning outcomes.

To initiate solving of the problem, you should first discuss the grievance with your immediate supervisor. The role of the supervisor in handling matters raised is to advise, counsel and/or resolve the matter, if this is possible. If you feel that the grievance is with the supervisor then approach the General Manager or Administration Manager to initiate the grievance process. If the grievance is still not resolved it is referred to the Director(s) and if necessary, to an independent arbiter. The aim of all parties involved in the grievance matter is to resolve the matter by addressing it promptly and in an effective manner.

The steps to achieve a resolution of a complaint are:

- Step 1** Raise the grievance or complaint with immediate supervisor.
- Step 2** If unresolved with lodge a formal complaint which will then go to the General Manager for consideration.
- Step 3** If unresolved, the matter can be referred to VETAB.

At each step of the grievance process Basair will allow you to make a presentation either oral or in writing prior to reaching a decision. You will be notified in writing of the decision of an assessment appeal.

If you have problems that do not directly concern Basair but may affect your ability to achieve competency, we will refer you to appropriate external support groups for assistance.

ACCESS & EQUITY

It is Basair Aviation College's policy that all staff will apply access and equity principles in all of their dealings with participants who may require different responses to their specific learning needs. Participation in training programs will be available to everyone on an equitable basis.

DISCIPLINARY PROCEDURES

Participants who fail to follow the guidelines in this brochure or reasonable directions may be subject to disciplinary action.

In consultation with the Participant, Trainer and Branch Manager, counselling and disciplinary procedures will at all times be carried out with the welfare and safety of all parties as the prime consideration in deciding whether and what action needs to be taken.

FLEXIBLE LEARNING & ASSESSMENTS

Participants may learn at different rates and/or methods.

Basair Aviation College will try to offer maximum flexibility with all learning and assessments to help participants reach their maximum potential. Should any participant have difficulties then a discussion with your Trainer can assist in gaining assistance and support.

ENGLISH LANGUAGE & NUMERACY

We aim at all times to provide a positive and rewarding learning experience for all of its students. Our enrolment form asks students to provide information regarding their LLN requirements or any other special learning needs. In the event of LLN becoming an issue, the Administration Manager will contact the student to discuss their requirements.

Students must ensure that they have discussed with the Administration Manager any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties. We will offer to any student at enrolment a reading and comprehension exercise to ascertain suitability for enrolment into a course.

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

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

Language

- Present information in small chunks and speak clearly, concisely and not too quickly.
- Give clear instructions in a logical sequence Give lots of practical examples.
- Encourage students to ask questions.
- Ask all questions to ensure students understand.

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 maths calculations and measurements are required to complete the task.

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

CLIENT SUPPORT

Some participants require support during training:

- Learning difficulties
- Materials
- Interpreter / Translator
- Counselling or Health concerns

Participants should discuss their specific needs with their Administration Manager who will refer such matters to the Administration Manager for the provision of the required support service.

PRIVACY

National Privacy Principles came into effect on December 21, 2001. Here is how Basair Aviation College will handle your personal information. We collect personal information to:

- Ensure that we know who we are legally dealing with
- Verify that you are eligible to undertake the course enrolled for . Ensure that we are able to maintain correct records of your enrolment and subsequent results
- Provide information for Government statistical record keeping . Provide information about compatible or related products and/or services that we offer, and

Third Parties:

In the course of doing business we outsource some work to third parties. In these circumstances some personal information may need to be shared with the third party concerned. These third parties are bound by confidentiality agreements and no information can be used without your express written consent.

Other information:

Your personal information may also be used by us to administer, monitor and evaluate products and services, gather, aggregate and report statistical information, assist you with queries and take measures to protect you and our business from inappropriate activities. We may also be allowed or obliged to disclose information by law and to report to various government departments and/or authorities for the purpose of verifying Basair Aviation College's activities.

We aim to ensure that the personal information we hold is accurate and up to date. When you deal with Basair Aviation College Training you agree to the use, collection and disclosure of your personal information as described above.

Basair Aviation College Training will NOT provide, sell or distribute your personal information to third parties for any purpose other than what we are legally bound to do.

ARRIVAL & ORIENTATION

A brief orientation will be initiated by the Administration Manager to Basair Aviation College and the program will be undertaken at the start of the course to ensure that you are relaxed and 'ready to learn'.

BLOOD ALCOHOL CONTENT (BAC)

Basair Aviation College operates a zero BAC policy, in accordance with the Civil Aviation Regulations. If a student breaches this requirement this may cause the cancellation of a participant from training, and no refund of fees paid or transfers to other dates will apply.

DRUGS

Basair Aviation College operates a 'no drugs' policy. Participants who are required to take drugs or other medication on medical grounds should seek clarification from the Basair Aviation College Administration Manager prior to enrolling in a training program.

SMOKING

Basair Aviation College operates in a 'smoke free' environment. No smoking is permitted in any Basair Aviation College building or aircraft.

IN AN EMERGENCY

You must follow the directions of the Basair Aviation College staff to ensure not only your safety but also the safety of all other people within both the immediate vicinity and the Basair Aviation College Training location.

OCCUPATIONAL HEALTH & SAFETY

The safety of all members of the Basair Aviation College community, course participants, visitors to the Basair Aviation College sites and the public at large, where we interact with them, is a major concern to Basair Aviation College.

It is therefore our policy to protect, with all practicable precautions, the safety of all staff, customers, visitors and the public at large against work accidents and occupational hazards as they may affect people involved with Basair Aviation College's activities.

People in a training program are required to observe all directives of their Trainer, which may include the wearing of safety clothing and/or other safety equipment.

DRESS

Students undertaking a course with the Basair Aviation College are required to wear a uniform. Details of this uniform are contained in the Student Manual.

Footwear should be as appropriate to the course, but always fully covered and secure - not sandals or thongs.

You may also want to bring sunglasses to assist in your own comfort. If you need corrective glasses for eyesight then you should ensure that they are brought with you and used.

BEHAVIOUR

It is expected that all course participants will conduct themselves professionally at all times whilst attending a training program.

Mobile telephones and pagers must be switched off during all training programs. You will have sufficient breaks to catch up on important messages and/or information if you need to.

MEALS AND BREAKS

You will be provided with sufficient breaks during all training programs for meals and tea/coffee.

USE OF EQUIPMENT

All equipment at Basair Aviation College is maintained to the highest standards possible. All course participants are expected to treat equipment with respect and only operate in accordance with instructions as issued by a Trainer.