



International Student Handbook

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Welcome to TVSA Pilot Training

Welcome

Welcome to TVSA Pilot Training. We pride ourselves on providing high quality aviation training in a supportive and friendly environment. Our philosophy encompasses first class customer service and the delivery of premium quality training to all of our clients.

TVSA Pilot Training has adopted the policy that our students must be employable within the aviation industry upon completion of their training and it is our commitment to our students to ensure this to be the case.

We trust you will enjoy your studies with us and at any time welcome your feedback.

The purpose of this orientation program is to provide you with all of the information you need to know about studying with TVSA Pilot Training. This handbook provides you with some basic information about our policies and procedures.

About TVSA

At TVSA Pilot Training, we are dedicated registered training organisation who train pilots for a challenging and satisfying career in commercial aviation.

We offer Nationally Accredited Diploma's for those who desire a career as a pilot as well as non-accredited training courses for those who are looking for a thrilling recreational experience.

We know how strong the ambition to fly can be and we've been putting people like you in the cockpit of aeroplanes since 1982. Longwarry was the first base of TVSA Pilot Training. Today we hold our campus at the Bacchus Marsh Aerodrome, flying seven days a week.

TVSA Pilot Training offers a complete range of flight training. From beginner courses, which will take you to Solo standard, through to your Commercial Pilot Licence, Instructor Rating and Instrument Rating training.

Studying with TVSA Pilot Training

TVSA have a philosophy which is committed to providing you with quality training and assessment. We are committed to assisting you in furthering your career and reaching your goals within the aviation sector, in either commercial or airline operations. Our trainers are highly qualified and have extensive aviation instructional experience.

Our school is located at the Bacchus Marsh Airfield, 50 kms to the west of Melbourne, the capital of Victoria, Australia. Here you are able to train in a relaxed, uncluttered environment, close to major airports and controlled airspace. The uncluttered environment allows you to hone your flying skills more rapidly.

Controlled airspace is right at our door. You are introduced to the controlled airspace element early in your training. This puts you in the same operational environment as the airlines.

We have accommodation available on campus.

We have a number of aircraft available for training in, ranging from the Cessna 152, PA-28-161 Piper Warrior, Piper Arrow (for the constant speed retractable undercarriage endorsement) and Piper Seminole for the multi-engine training.

Contact Details

PO Box 704
Bacchus Marsh
Australia VIC 3340
fly@tvsa.com.au
Ph: (03) 5369 5162

Key Staff

Daniel Pearson – CEO
Annalisa Miles – HOO

Our Facilities / Resources

Reception: Student planning room, operations room. With access to available instructor, printer, computers. The planning room is designed to allow students to prepare and plan for their flights.

Briefing rooms: 4 briefing rooms with table, chairs, Tv and Apple TV with a whiteboard in each.

Classroom 1, 2 & 3: Seats 60 students
TV, white board, desks, chairs, Portable White board, multimedia facilities
Desks, chairs, TVs, whiteboard, multimedia facilities

Board Room Can seat up to 10 people
TV, multimedia facilities, White board, table, chairs

Other Training Resources:

17 Aircraft

1 x Instructional Simulator

Accommodation Facilities:

- 60 twin share Bedrooms (with individual desks)
- Kitchen & Dining
- Ensuite Bathrooms
- Laundry
- Recreation room

Library of Resources:

- All Aviation's Regulations Manuals and Charts.
- CAO, CAR, AIP, ERSA
- Flight training Manual
- ATC resources:
 - Aircraft General Knowledge
 - Aerodynamics
 - Meteorology
 - Navigation
 - Aeroplane Operations & Performance
 - Air Law
 - Human Factors

Resources Provided to Students:

- Aircraft Manuals specific are given on USB
- Briefings
- All Electronic Slides

Courses Provided by TVSA Pilot Training

TVSA Pilot Training offers the following diploma-level courses:

AVI50215 - Diploma of Aviation (Commercial Pilot Licence - Aeroplane)

This course is designed to qualify the student to work as a professional pilot.

This program is designed for students who:

- Have no previous experience, wishing to gain an entry level qualification into the Aviation Industry as a paid pilot.

- Want to continue to the Instrument or Flight Instructor courses.

For entry into the course, you must:

- Hold or be able to hold a current CASA Class 1 Medical.
- Hold or be eligible to hold an Aviation Security Identification Card (ASIC).
- 18 years of age at commencement of course.
- A minimum of 50% pass in year 12. If a candidate has not passed year 12, entry will be assessed on an individual basis. A Year 12 certificate or Certificate IV in any degree studied in the English language is required upon enrolment, or you will be required to complete a Language, Literacy and Numeracy examination with an Exit Level 3 standard, with TVSA Pilot Training, prior to enrolment.
- Successfully complete a Flight Simulator test
- Demonstrate a passion and commitment towards aviation study in a pre-training review interview
- Demonstrate the capability to be able to undertake training, alongside your other commitments

Please be advised that CASA require all candidates for licences to undergo an Aviation English Language Proficiency test in accordance with ICAO regulations.

To gain the AVI50215 - Diploma of Aviation (Commercial Pilot Licence - Aeroplane) a successful assessment outcome for the following 29 units must be achieved as follows:

- 28 core units
- 1 Elective unit

The course is delivered over 52 weeks.

AVI50415 - Diploma of Aviation (Instrument Rating)

This course is designed to qualify the student to gain a multi-engine instrument rating to develop their skills as a professional pilot.

This program is designed for students who:

- Have experience flying and have their commercial or private pilot's license.
- May want to continue onto other courses such as the ATPL or Flight Instructor course.

The course is organised into 13 units of competency that must be completed. Depending on the course intake, the CPL intake course is delivered over a 20 week period with holidays inclusive, whereas the PPL intake course is delivered over a 52 week period with holidays inclusive. Refer to the applicable Schedule of VET Tuition Fees for further information.

For entry into the course, you must:

- Hold a PPL or CPL
- Hold or be able to hold a current CASA Class 1 Medical.
- Hold or be eligible to hold an Aviation Security Identification Card (ASIC).
- 18 years of age at commencement of course.
- A minimum of 50% pass in year 12. If a candidate has not passed year 12, entry will be assessed on an individual basis. A Year 12 certificate or Certificate IV in any degree studied in

the English language is required upon enrolment, or you will be required to complete a Language, Literacy and Numeracy examination with an Exit Level 3 standard, with TVSA Pilot Training, prior to enrolment.

- Successfully complete a Flight Simulator test
- Demonstrate a passion and commitment towards aviation study in a pre-training review interview
- Demonstrate the capability to be able to undertake training, alongside your other commitments

Please be advised that CASA require all candidates for licences to undergo an English language test in accordance with ICAO regulations.

Support Services

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Support Staff

Your student support team is outlined below

<p>Lilia Ma <i>Marketing Director / Student Support – Cultural Support</i></p> <p>Lilia is your go to person if you are having issues adjusting to the Australian way of life / are home sick / need support with English translation etc.</p>	<p><photo></p>
<p>Toni-Rose Cree <i>RTO Administration Officer / Student Support - Academic Support</i></p> <p>Toni is your go to if you need further support academically. Toni will co-ordinate additional tuition for you based on your individual needs.</p>	<p><photo></p>

Support Services available to you

TVSA Pilot Training provides the following support services:

- Academic support by way of:
 - Group tutorial
 - 1:1 tutorial
 - Study groups where you can work with your fellow students
 - Additional readings
 - Practice quizzes
 - Practice exams
- Health & Wellbeing support by way of:
 - Lifestyle advice
 - Basic general counselling
 - Referral to a healthcare service for your choice
- Health Insurance
 - TVSA has a partnership with <insert name of chosen health insurer> which will streamline your application process.
 - Refer to the health insurance handout/information for details on how to apply
- Referral Services

TVSA provides referrals to a range of services including:

 - Financial support services
 - Legal Services
 - Counselling
 - Fair Work
 - Medical Services

Contact us at (03) 5369 5162 to discuss your support needs.

External Support Services

Other services you may require access to are as follows:

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Centrelink (for domestic students only)

Telephone: 131021

Website: www.centrelink.gov.au

You may be eligible for funding assistance if you receive one of the following:

- Pensioner Supplement Allowance
- ABSTUDY *course dependent
- AUSTUDY

- Youth Allowance

The Victorian Equal Opportunity & Human Rights Commission

Telephone: (03) 9281 7100

Website: <http://www.equalopportunitycommission.vic.gov.au/home.asp>

The Commissions can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid Victoria

Telephone: 1800 677 402

Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Fair Work Australia

Telephone: 1300 799 675

Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Where to go if you need additional support

If you need any additional support you can speak to:

- Our Support Staff
- Your Instructors
- Our Head of Operations
- Any one of our referral partners

Selection & Enrolment

TVSA Pilot Training accepts applications from all students who meet the entry requirements published in the course information and our student intake procedure. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting later.

To apply to enrol in a course, you must complete an Enrolment Form which can be accessed by contacting us on (03) 5369 5162 or fly@tvsa.com.au. If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the enrolment form) such as verified copies of qualifications, identification or work experience. You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the section in this Student Handbook on Recognition and Credit Transfer.

Once you have completed your enrolment form and gathered all the necessary documentary evidence, send it to PO Box 704, Bacchus Marsh, VIC, 3340. You will be contacted within 10 days with the outcome of your application and to confirm your details.

You will be required to undertake a Language, Literacy and numeracy assessment.

Applicants (enrolling in the Diploma) are also advised that they will need to attend an interview and undertake the following:

- a. an aptitude test – ground
- b. a flight assessment – Simulator

The applicant will be advised of their acceptance or non-acceptance into the course by letter no later than fourteen days from the interview/assessment.

Fees & Charges

You can find up to date fees and charges in our Fees, Charges & Refunds policy, our course information brochure or Schedule of VET Tuition Fee's.

You can pay your fees by cash, EFT, credit card and direct bank transfer.

Course fees include all required administration, materials and tuition fees. Any optional text books or materials that may be recommended but are not required for completion of the course are not included in the course fees. Your assessment will be assessed as either Competent or Not Yet Competent and you will need to pass all assessments in a unit to achieve an overall outcome of Competent. However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed or to gain the full qualification, you will be required to re-sit the part of the course that the assessment relates to and pay a re-sit fee.

Depending on the course you have enrolled in, your fees will be charged in instalments or pay-as-you-go. You must pay your fees within 7 days of receiving your invoice, unless you have contacted TVSA Pilot Training to make other arrangements. It is important that you pay your fees on time to maintain your enrolment. If you are having difficulty with keeping up with payments, you must contact us at (03) 5369 5162.

The course deposit covers some publications and accessories. All other resources (as specified in each course overview) is to be at the student expense. Please review this information carefully. Students are responsible for managing their flight notes, including the backup and storage of their theory work.

Refunds Policy

This refund policy is reproduced from TVSA's Operations Manual, Volume XI.

TVSA will provide a refund, less the following costs if they choose to withdraw:

- Withdrawals received within 7 days of enrolment will incur no charge.
- Withdrawals received more than 7 days after enrolment, but before the first 5 business days of the course commencing, will incur a \$250 administration charge. All other fees paid will be refunded according to the timelines set out in the written agreement.
- Withdrawals received after 5 business days of the course commencing will not receive a refund. Any outstanding fees will be due and payable according to agreed timeframes.

If TVSA defaults, students will be refunded **for any training that is no longer able to be delivered.**

TVSA will be at provider default should any of the following occur:

- TVSA fails to start providing the course to the student at the location on the agreed starting day; or
- After the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

TVSA will satisfy their obligations under Part 5, Division 1, Subdivision A of the ESOS Act to notify the TPS (tuition protection service) within 14 days should they be at provider default. The TPS is there to ensure that the placement and refund process for students is quick and streamlined.

Note: If you are asked to cease training with TVSA because of non-payment of the course fees, breach the conditions of your student visa or written agreement a refund may be provided at discretion of the CEO less any amounts outstanding and associated administration fees of (XXX)

Refund procedure

To apply for a refund (where you meet the requirements):

- Fill out the 'request for refund' form found in (XXX)
- Submit to accounts at accounts@tvsa.com.au
- Your application form will be reviewed
- Refund will be processed as applicable with the refunds policy

Life in Australia

Australia is a beautiful country with much to offer. There are several major cities each with their own feel and vibe, some of the best beaches in the world and plenty of cultural activities to engage in. Melbourne is known for its love of sport, arts, food and wine.

We strongly encourage you to enjoy all that Australia has to offer during your studies with us and provide the following information as a guide to what you can see and do in the local area.

Bacchus Marsh Township

Bacchus Marsh is located mid-way between Melbourne and Ballarat. Bacchus Marsh is known for its orchards, market gardens and rich history.

- Bacchus Marsh has a public hospital for urgent care, or Sunshine is our nearest emergency care facility.
- There are a range of GP doctors, dentists, osteopaths and other medical centres located in Bacchus Marsh township.
- There are 3 major supermarkets, a 24/7 gym and fitness centre, numerous clothing and footwear shops, eateries, chemists, news agents, a post office and petrol stations in town.
- ANZ, Westpac, Commonwealth and NAB all have branches in Bacchus Marsh.
- The Bacchus Marsh Library also hosts the information center and a VicRoads branch.
- The nearest Centrelink branch is in Melton.
- Melton is a 15 minutes' drive and Ballarat, Geelong and Melbourne are 30-45 minutes away for any other facilities you may need.

What to do in and around Bacchus Marsh

- Visit the Bacchus Marsh Visitor Information Centre
- Cruise down the Avenue of Honour, a street lined with elm, oak and plane trees, planted in memory of those who served in the First World War.
- Werribee Gorge State Park - With plenty of walking tracks and lots of beautiful scenery, the Werribee Gorge makes for a great morning, afternoon or a full day out.
- Long Forest Nature Conversation Reserve is a 600 hectare protected area with great walking tracks and bird watching.
- Lerderderg Gorge also offers great walks and beautiful scenery.
- Maddingley Park
- Strawberries and Cherries Festival at the start of November, to celebrate the commencement of the picking season.
- March Harvest festival – picking apples and pears to mark the seasons close.
- Walking and cycling trails including the Avenue of Honour River Circuit and the Werribee River Peppertree Walk
- Take a day trip to Daylesford – a beautiful old town with hot springs and lots of day spas, lots of café's and restaurants.
- Anthony's Cutting Bridge

Great Ocean Road

The Great Ocean Road regions is a must visit during your time here in Australia. Explore the beautiful coastal towns, take long walks and hikes, visit key attractions such as The Twelve Apostles, Great Otway National Park, Volcanic Plains, Tower Hill, Bells Beach and The Southern Ocean. In addition to this you can visit some of the most beautiful beaches in the world.

Other attractions include:

- Great Otway National Park
- Cape Nelson State Park
- Gannets in Portland
- Cape Patton Lookout
- Lower Glenelg National Park
- Twelve Apostles Marine National Park
- Wilkin Flora and Fauna Reserve
- Cape Otway Lightstation
- Eagle Rock Marine Sanctuary
- Port Campbell National Park
- Lake Elizabeth
- Mount Defiance Lookout
- Trees Adventure Yeodene Park
- Otway Fly Treetop Adventures
- Surfcoast Walk

Towns include:

- Queenscliff
- Torquay
- Aireys Inlet
- Anglesea
- Lorne
- Wye River
- Apollo Bay
- Cape Otway
- Port Campbell
- Peterborough
- Warrnambool
- Port Fairy
- Portland

Visit www.visitgreatoceanroad.org.au for further details on all of the above, and tips on how to plan your trip.

About Melbourne / Victoria

There's a reason Melbourne has won the award of most liveable city so many times. Everything in Melbourne is easily accessible, there are plenty of beautiful parks, walking tracks, sporting events and facilities, live entertainment, festivals and plenty of cafes, restaurants and bars to enjoy.

Things To Do

- Visit the Queen Victoria Market
- Visit the Old Melbourne Gaol
- Explore Federation Square
- Visit the Shrine of Remembrance at the Botanical Gardens
- See Melbourne from up high at Eureka Sky Deck
- Take a trip to Werribee Park and Mansion
- Explore ACMI
- See an impressive collection of artwork at NGV International
- Visit the Melbourne Cricket Ground (MCG)
- Visit the Melbourne Museum

Sporting Culture

Melbourne is known for its wide variety of sporting events.

From Aussie Rules Football, to the Australian Open Tennis, there is something for everyone.

Arts/Festivals etc

Melbourne hosts a wide array of festivals and events throughout the year including:

- Moomba
- Melbourne Fringe Festival
- Melbourne Comedy Festival
- Spring Racing Carnival

Eating Out

Melbourne has a wide variety of cafés, restaurants and bars for you to choose from. With a myriad of cuisines on offer, there really is something for everyone.

Visit www.visitvictoria.com/regions/melbourne for further information on what to see and do in and around Melbourne.

Supermarkets

In Victoria, there are a number of major supermarkets. These are:

- Coles
- Woolworths
- Aldi

There are also a number of smaller, independently owned supermarkets including:

- Foodworks
- IGA

You can purchase fresh food produce including fruit, vegetable, meat and fish at each of these, in addition to packaged foods, toiletries, personal hygiene products, cleaning products and more.

In Bacchus Marsh, you will find Coles, Aldi and Foodworks.

Some people prefer to buy their fresh produce from other stores including

- Butchers – for all of your meat needs
- Fish mongers – for fresh fish
- Fruiterers – for fresh fruit and vegetables
- Delicatessens – for cured meats, etc.

Bacchus Marsh is rich with fresh, local fruiterers and we recommend you take a drive down the Avenue of Honour to discover them all!

Other Shopping Requirements

Bacchus Marsh itself has several clothing stores, footwear stores, and homewares stores, including Target.

For a more extensive array of shops, visit Melton or Taylors Lakes.

Public Transport

Melbourne's trains, trams and buses are an easy way to see all of the city's best attractions, sporting venues and shopping precincts.

All you need is a myki card and you'll be ready to travel around the city.

MYKI cards

myki is Melbourne's ticket to travel on the city's trains, trams and buses.

International and interstate visitors coming to Victoria can buy a myki Explorer pack. The myki Explorer pack combines a ready to use myki card, visitor information and special offers all in one. It's a great option for visitors who choose to explore Melbourne and regional Victoria by public transport!

Always remember to touch on and off your myki as you enter the paid area of a train station or board a tram (except if travelling exclusively within the Free Tram Zone) or bus.

Zones

Public Transport in metropolitan Melbourne covers two zones, Zone 1 and Zone 2 (Zone 1+2), and includes a zone boundary overlap.

As you touch on and touch off your myki, the system automatically calculates the lowest fare for your trip.

For more information, including regional areas see Zones.

Hours of operation for Melbourne's trains, trams and buses

Train and tram services run from early morning to late at night, Monday to Sunday.

On Friday and Saturday nights, Night Network runs all night metropolitan trains, trams, late night buses and a 2am coach service to key regional centres.

Many of Melbourne's bus routes run from 6am to 9pm Monday to Friday, 8am to 9pm Saturday and 9am to 9pm Sunday.

Regional services

V/Line provides convenient, comfortable and reliable train and coach services to a wide range of destinations across regional Victoria. High frequency services run to Geelong, Ballarat, Bendigo, Kyneton, Seymour and Traralgon.

V/Line offers a variety of flexible ticket options. Most V/Line tickets to and from Melbourne include free travel (Zone 1+2) on metropolitan trains, trams and buses. Single tickets give free access for one hour only.

See Ticketing for travel in regional Victoria for details on which ticket type could best suit you.

On Friday and Saturday nights 2am coach services depart Melbourne for Ballarat, Bendigo, Geelong, Seymour and Traralgon. For more information, see Night Coach.

Planning your journey

Use the journey planner to help plan your journey from A to B. Simply enter your origin, destination, the date and time you want to travel and click show journey. You will be provided with a step-by-step plan by public transport. You can even print it out and bring it with you on your journey.

You can also download the free PTV mobile app for iOS and Android and get journey planning information on the go.

Visit the PTV Hubs for helpful advice

For face-to-face information on using public transport or advice about what type of ticket to use visit the PTV Hub centrally located at Southern Cross Station. Here you can use the journey planner, download our app and talk directly with staff, who will help you with all of your transport needs. You can also buy a myki Explorer Pack and pick up timetables, maps and public transport brochures.

Free mobile apps

To access public transport information on the go, download the free PTV app for Android and iOS!

The PTV mobile apps allow you to view service times, use the journey planner, set your favourite stops and find myki top up locations throughout Victoria. The apps now include real time information for metropolitan trains, trams and bus.

Free city services

The Free Tram Zone in Melbourne's CBD makes it easier for commuters and tourists to move around the city.

The principal boundaries of the Free Tram Zone are Spring Street, Flinders Street and La Trobe Street. Additionally, the tram routes along Victoria Street, William Street and Elizabeth Street that surround Victoria Market are also included as well as the Docklands area.

If your tram journey is only within the zone, travel is free, so you do not need to touch on with a myki.

The City Circle Tram (Route 35) travels the perimeter of the CBD, taking in many of Melbourne's landmarks every day of the year except Christmas Day and Good Friday. The route uses iconic W-Class trams offering you a historical tram experience, while automated audio commentary announces points of interest along the route. Catch the tram at any of the specially marked tram stops.

Services run approximately every 12 minutes 10am to 9pm Thursday to Saturday, and 10am to 6pm Sunday to Wednesday.

Getting to and from the airport

You can catch a bus from Melbourne (Tullamarine) and Avalon Airports to many locations across Melbourne and Victoria.

Information in other languages

You can get public transport information in languages other than English by calling the translated phone lines.

Public Transport in Bacchus Marsh

Bus services and timetables can be found at: <http://www.bmcoaches.com.au/timetables>.

Train service and timetables can be found at: <https://www.vline.com.au/> (Ballarat Line)

The local taxi service is available by calling 03 9746 9999. Uber is also available.

Taxis/Uber

Taxi

Taxis are also sometimes called cabs. Taxis are yellow or silver. To hire a taxi in Victoria you can make a phone booking, wait at a taxi rank or hail a taxi from the side of the road.

How to tell if a taxi is available for hire

If the taxi's main rooftop light is on it means the taxi is available for hire.

If the light is off it means the taxi is occupied or not taking passengers.

Read more on the [Catching a taxi](#) page on the Taxi Services Commission website.

Paying your taxi fare

Taxi fares vary depending whether you are travelling at night or in day time. The fares are higher on public holidays.

You can pay by cash or card.

You may need to pay an extra fee for pre-booking, late night journeys, using a credit card to pay, catching a cab from the airport. If your taxi uses a toll road on the journey you also need to pay the toll.

Read more on the [Taxi fares](#) page on the Taxi Services Commission website.

Catching a taxi from the airport

There are taxis outside the main entrances of the Melbourne Airport (Tullamarine).

The cost of a taxi from the airport to Melbourne city centre is around \$55 or \$60.

Use the Victorian Taxi Directorate online fare estimator to get an idea of what your journey might cost.

Read more on the [Taxi service, fare and surcharge](#) page on the Melbourne airport website.

All taxis must be registered

All taxis must be registered and the driver must display their identification in the car. Taxi registration plates are numbered from M 0000 to M 9999.

(Source: <https://www.studymelbourne.vic.gov.au/getting-around-melbourne-victoria/taxis-hire-cars-ride-sharing>)

Ride Sharing, e.g. Uber

Ride sharing is an arrangement where you travel in a private car driven by the car's owner. This way of travelling is becoming popular in Melbourne.

Book a ride shares using an app or the ride share organisation's website.

Search for **ride sharing Melbourne** to see a list of ride share organisations.

Source (<https://www.studymelbourne.vic.gov.au/getting-around-melbourne-victoria/taxis-hire-cars-ride-sharing>)

Beach Safety

Going to the beach is an iconic Australian pastime, but it's also a dangerous place. On average, one person drowns at an Australian beach every week and 10 people are rescued every day.

Rips, currents, waves, drop offs, sand bars, marine stingers, submerged objects, other people and surf craft all pose significant drowning risk.

Rips pose one of the most significant hazards. Rips are fast-flowing currents where water flows back out to sea. Recognising a rip is the first step in being able to avoid being caught in one. Look for discoloured water, formed from sand being stirred up from the bottom; foam on the surface that extends beyond the breaking waves, a ripple appearance when the water around is generally calm, floating debris with the current and waves breaking larger and further out on both sides of the rip.

Don't panic if you get caught in a rip but try and remain calm. If you are a poor swimmer then you should go with the rip, stay afloat and signal to lifesavers or other beach users and wait to be rescued. If you are a weak or tired swimmer, swim parallel to the shore and swim in when conditions allow. If you are a strong swimmer, swim parallel to the shore or angle your body diagonally across the current, returning to the shore through the breaking waves.

Always swim between the red and yellow flags. Never swim at unpatrolled beaches and never swim alone. Be aware of your limitations and evaluate your skills and fitness at a safe environment such as a public pool prior to swimming at the beach, to make sure you're physically capable of swimming in the surf. Refrain from drinking alcohol before swimming and never swim at night.

(Source: <https://www.royallifesaving.com.au/facts-and-figures/key-facts/locations/beach-safety>)

for Powerpoint only

- <https://www.youtube.com/watch?v=Znuu-pgnZCI> (
- https://www.youtube.com/watch?v=3_6mP_vLU5s

Emergency Services

Emergency exits are located in the front, side and rear of the office building with fire extinguishers located near the side door. The rear building has three main exits in the function/instructor office area, exits in the two large classrooms and exits through the laundry and dining area. Fire extinguishers and fire blankets are located in the kitchen, and an extinguisher is available in the function area as well. The accommodation facilities have smoke detectors fitted and the fire escape and staircase is

located at the end of the hallway. The fuel bowser has fire extinguishing and fuel spill kits within the bowser complex.

First aid kits are in the kitchen and front office.

In case of emergency, ensure your safety and call for fire, ambulance or police by dialling 000, notify a staff member for further assistance and guidance.

If an urgent or minor incident occurs, that does not require emergency services, please contact a staff member immediately to lodge your concern and a plan of action will be formulated to resolve the issue.

Police

The Bacchus Marsh police station is located at:

117 Main Street
Bacchus Marsh

You can phone them directly by calling:

03 5366 4500

Fire

You can also ring the Vic Emergency Hotline on **1800 226 226** for bushfire information and advice. For Emergencies dial **000**

You can contact CFA Headquarters for enquiries relating to:

- Fire safety
- Career firefighting or volunteering
- Fundraising, sponsorship and donations
- Kids and schools
- Website feedback

Ambulance

Ambulance Victoria aims to improve the health of the community by providing high quality pre-hospital care and medical transport. Ambulance Victoria provides emergency medical response to more than 5.8 million people in an area of more than 227,000 square kilometres.

In the event of a medical emergency, call **000** and request ambulance. An ambulance will be dispatched to your destination. Ambulance staff provide treatment at the scene of the incident and where required transfer you to the closest hospital for urgent medical attention.

Note that unless your health insurer covers ambulance fees as part of your policy – there are charges associated with utilising ambulance services. As these are quite expensive, Ambulance Victoria offer

a membership which entitles you to significantly reduced fees should you require an ambulance. For further information about this visit <https://www.ambulance.vic.gov.au/membership/fees-terms/>

Medical Services

Doctors

Bacchus Marsh has a number of medical clinics for you to see a Doctor. Some of these are listed below.

- Bacchus Marsh Medical Centre
Turner Street, Bacchus Marsh
P: 03 5367 3333
www.bmmc.com.au
- The Elms Family Medical Centre
Suite 1, The Village
160 Main Street
Bacchus Marsh
P: 03 5367 6662
www.theelms.com.au
- Grant Street Medical Centre
54 Grant Street
Bacchus Marsh
P: 03 4367 7555
- MyClinic Bacchus Marsh
12 Gell Street
Bacchus Marsh
P: 03 5367 8000
<https://www.myclinicgroup.com.au/appointments/book-now-with-myclinic-bacchus-marsh/>

Note that these are just services available in the area and do not come with any reviews or recommendations. It is up to each student to discern which clinic feels most appropriate for them.

Dentist

- Bacchus Marsh Dental House
52 Gisborne Road
Bacchus Marsh
P: 03 5315 2777
<https://bacchusmarshdentalhouse.com.au/>
- Bacchus Marsh Dental Care
6A Albert Street
Darley
P: 03 5300 4789
<https://www.bmdentalcare.com.au/>

- Main Street Dental
223 Main Street
Bacchus Marsh
P: 03 5367 5355
<https://mainstreetdental.com.au/>
- Dynamic Dentistry
129 Gisborne Road
Bacchus Marsh
P: 03 5367 3697

Note that these are just services available in the area and do not come with any reviews or recommendations. It is up to each student to discern which clinic feels most appropriate for them.

Optometrist

- Eye Clarity
144 Main Street
Bacchus Marsh
P: 03 5367 4888
- OPSM (Melton)
Shop 54
Woodgrove Shopping Centre
High & Coburn Road
P: 9743 4768
- Wilson Darryl & Associates
21 Grant Street
Bacchus Marsh
P: 03 5367 4944
- Australian Eye Specialists
16 Grant Street
Bacchus Marsh
P: 1300 653 197

Note that these are just services available in the area and do not come with any reviews or recommendations. It is up to each student to discern which provider feels most appropriate for them.

Physiotherapy/Osteopathy/etc

- Back in Motion
3 Clifton Drive
Bacchus Marsh
P: 5367 4130
<https://www.backinmotion.com.au/bacchus-marsh>

- 101 Physio – Bacchus Marsh
1/160 Main Road
Bacchus Marsh
P: 03 9746 6855
- Grant Street Physiotherapy
25 Grant Street
Bacchus Marsh
P: 03 5367 4383
<http://www.grantstreetphysiotherapy.com.au/>
- Western Region Health
232 Main Street
Bacchus Marsh
P: 03 5367 0400
<http://www.westernregionhealth.com.au/contact-us>

Note that these are just services available in the area and do not come with any reviews or recommendations. It is up to each student to discern which provider feels most appropriate for them.

Other Services

Hairdressers

- The Brazen Fox
1 Church Street
Bacchus Marsh
P: 03 5637 1298
- Hair It Is
50 Grant Street
Bacchus Marsh
P: 03 5367 0090
- Amber Hair Studio
152 Main Street
Bacchus Marsh
P: 03 5637 8885

Note that these are just services available in the area and do not come with any reviews or recommendations. It is up to each student to discern which provider feels most appropriate for them.

Pharmacy/Chemist

- UFS Bacchus Marsh Pharmacy
25-27 Grant Street
Bacchus Marsh
P: 03 5367 2134
- Nova Pharmacy
Bacchus Marsh Village
66 Main Street
Bacchus Marsh
P: 03 5367 8600
- Pharmasave Bacchus Marsh Pharmacy
Shop 5, Darley Plaza
Gisborne Road
Bacchus Marsh
P: 03 5367 4700

Post Office

The Post office in Bacchus Marsh is located in the Village.

- Bacchus Marsh Village Centre
Shop 67/176 Main Street
Bacchus Marsh
P: 13 13 18

Phone & Internet

We have a large number of mobile phone providers in Australia. Some offer better mobile coverage than others, whilst some have cheaper plans than others. We recommend you shop around and find the provider that best suits your needs.

If you have an existing phone, you can take this with you to your new provider and simply sign up for a plan.

Contract

If you will be using your mobile phone a lot for a fixed period of time, you may wish to sign up for a contract. This will have set pricing over a fixed term.

Prepaid

Prepaid services give you more flexibility and you can stop using the service at any time or switch to another provider.

Some of the providers are listed below:

- Telstra
- Optus
- Vodaphone
- Aldi
- Ovo
- Kogan
- Belong
- Boost Mobile
- Jeenee Mobile

Internet

You may be able to bundle in enough data within your mobile plan/prepaid deal. If not, most mobile phone providers also offer internet. Again, we recommend you shop around and find a plan that works for you.

Making international calls

To make international calls from Australia, dial 0011 followed by the country code, the area code (if required) and the telephone number.

Legal Services

In addition to Legal Aid (listed above in student support services, the Brimbank Melton community Legal Centre provide free legal services for people who live, work or study in the Brimbank, Melton and Bacchus March communities.

BMCLC has 2 offices – one in Melton and one in St Albans. Melton is the closest to Bacchus Marsh.

They run a range of generalist and specialist legal clinics, as well as outreach services through key community organisations. They also conduct casework and provide legal representation.

Here they can provide you with legal information, referral or advice on a range of topics, including:

- Family law, parenting rights and obligations
- Family violence and intervention orders
- Divorce workshops
- Motor vehicle accidents
- Fines and infringements
- Minor criminal matters

- Deb
- Community Legal Education
- Mortgage stress and related financial hardship

Brimbank Melton Community Legal Centre is located at:

Melton Library and Learning Hub, Level 1, 31-35 McKenzie Street, Melton

Ph: 03 9747 5240

Hours of operation: Tuesday to Thursday 9am -5 pm

For more information, visit their website:

<https://www.comm-unityplus.org.au/legal-services/about-bmclc>

Banking

One of the key things for you to understand when you arrive in Australia is how to set up and maintain your banking and finances. By setting up an account with an Australian financial institution you will have easy access to your money to pay for living costs, course fees and other expenses.

Banks in Australia

There are 4 major banks in Australia. These are:

- Westpac Banking Corporation
- National Australia Bank (NAB)
- Commonwealth Bank of Australia (CBA)
- Australian and New Zealand Banking Group (ANZ)

There are also a number of smaller banks including: Bank of Melbourne, Bank of Queensland, Bankwest, St George, Bendigo Bank and others.

If you have not yet set up a bank account, we recommend you do this as soon as possible.

Most banks have an online application form for you to complete. Alternatively, you can walk into a branch and ask for assistance from one of the service staff. You will need to take your passport in as proof of identification.

Most banks should offer you an international student discount which will reduce or waive the monthly account fees.

For further information on banking in Australia, refer to

<https://www.studiesinaustralia.com/studying-in-australia/living-in-australia/banking-in-australia#1>

Financial Aid

Financial Counsellors and Financial Information

Financial counsellors offer free, confidential and independent advice to people who are in financial difficulty.

A financial counsellor can:

- explain what options you have to tackle your debts
- explain your rights
- help you prioritise your debts
- negotiate with creditors on your behalf.

It can sometimes take a while to get an appointment with a counsellor, so it's important to contact them as soon as possible – **don't leave it till the last minute.**

National Debt Help

The [National Debt Help website](#) has step-by-step guides on how to tackle common debt problems. You can also call National Debt Help on 1800 007 007 to speak to a financial counsellor. They can refer you to a [financial counsellor in your area](#) if you need more help.

Money Smart

ASIC's [Money Smart website](#) offers free, trusted and impartial financial guidance. It has tips and tools to help you make better financial decisions and calculators to help you work out your budget.

Employment Rights / Conditions

As an international student, you are able to undertake part time or casual work to support yourself financially whilst you are studying however as TVSA run full times courses Monday-Friday, there is limited additional time outside of your studies for employment.

The Office of the Fair Work Ombudsman promotes harmonious, productive and cooperative workplace relations. The FWO also monitors, inquires into, investigates and enforces compliance with Australia's workplace laws.

It is a free service offering you:

- A single point of contact for reliable and timely information about Australia's workplace relations system
- Educating people working in Australia about fair work practices, rights and obligations
- Assessing complaints or suspected breaches of workplace laws and deter people from doing wrong in the community.

- Building strong and effective relationships with industry, unions and other stakeholders
- Fair Work Australia Services the student can access on employment rights and conditions, how to resolve workplace issues, such as through the fair work ombudsman.

You can ask the FWO for help if you:

- Are covered by the FW act or one of the industrial instruments as per TWO website
- Know you aren't getting the correct pay, conditions or workplace rights

To contact Fairwork:

www.fairwork.gov.au

P: 13 13 94

Recognition and Credit Transfers

Recognition of qualifications and statements of attainment issued by another RTO

Under recognition arrangements, any existing qualifications or statements of attainment that you have from another RTO and that directly match the units in the course you are enrolling in, will result in credit towards your course, saving you both time and money. All you need to do is to indicate on your enrolment form that you wish to apply for course credit and provide a certified copy of your qualification including a record of results or your statement of attainment. There is no charge for this service.

Credit transfer

You can also receive course credit for credit transfer which will be awarded for qualifications or statements of attainment that include unit/s that are not a direct match but align with the content from the units within the course that you are applying for. For example, some qualifications or statements of attainment may contain units that are from an older version of a Training Package but the content is considered equivalent. Students should indicate on the enrolment form that they are seeking course credit and provide certified copies of qualifications, including a record of results or a statement of attainment. There is also no charge for credit transfer.

Recognition of Prior Learning

RPL is not offered by TVSA for the Diploma of Aviation (Commercial Pilots Licence – Aeroplane) or the Diploma of Aviation - (Instrument Rating) as industry requires students to have undertaken all aspects of this training and assessment to be considered competent and qualified due to the specific skills needed

Your course and assessment

The training and assessment offered by TVSA Pilot Training focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace such as communication or health and safety or qualification specific skills.

Our course information brochures include the details of how we deliver the training to you, for example, classroom based training, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects, exams and practical observations.

Assessment

At the beginning of your course, your trainer/assessor will discuss the assessments that you are required to pass, as well as the timing of the assessments throughout your course, including when assessment will be provided to you and dates for submission in the case of written assignments or projects. You will also be informed of the criteria against which you will be assessed.

Detailed student instructions are provided with each assessment and your assessor can also assist you with any questions you have in relation to completing your assessments.

Each assessment (including theory exams and practical assessments) will be assessed as either Satisfactory (S) or Not Satisfactory (NS). You will need to pass all assessments in order to receive an overall unit result of Competent (C). Practical assessments are completed based on a standardised scale of 4-1, and D (Demonstrated), Di (Directed), M (Monitored).

Performance Standard			
4	3	2	1
Has received training in the element but not able to consistently achieve the PPL standard.	Able to achieve the private pilot standard on the majority of occasions; safe to operate under direct supervision.	Achieved standard required for Private Pilot as detailed in the Part 61 Manual of Standards (Aeroplanes).	Achieved standard required for Commercial Pilot as detailed in the Part 61 Manual of Standards (Aeroplanes).

If you are found not satisfactory for one or more of your assessments, this will incur a fee as identified in the fees and charges information. If you do not agree with the assessment decision, you can lodge an assessment appeal as described below.

Reasonable adjustment in assessment

Some students may need modifications to assessments – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training resources and methods accessible
- Adapting physical facilities, environment and/or equipment
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Appealing assessment decisions

If you are not satisfied with the decision made on your assessment, you can appeal the assessment decision. Formal assessment appeals should be in writing and made attention to the CEO. Include as much information as you can about your reasons for being unsatisfied with the assessment decision and if possible, let us know how you would like the matter resolved. We will get back to within 5 days of receipt of your assessment appeal and attempt to resolve the matter within 20 days. When we receive your appeal, we may contact you for further information and we may ask you to attend a face to face meeting.

Where a review of your appeal identifies that the assessment decision was unfair or incorrect, where possible we will organise for another qualified trainer/assessor to remark your assessment. You will be advised of the outcome of the remark within 20 days.

Where a review of your appeal supports the original assessment decision, you will be advised of this including the reasons for the decision. If you are still not happy with the decision, you may make a complaint to the Australian Council for Private Education and Training (ACPET).

PO Box 551, East Melbourne, Vic 8002
Ph: 1800 657 644 Fax: (03) 9416 1895
Email: acpet@acpet.edu.au

Student Plagiarism, Cheating and Collusion

TVSA Pilot Training has a no tolerance policy for plagiarism, cheating and collusion. Students are always expected to act with integrity and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

Where a student is suspected of plagiarising, cheating or colluding, TVSA Pilot Training will take the necessary steps to detect if plagiarism, cheating or colluding has occurred by comparing work with electronic reference materials, internet resources and the work of other students, using electronic plagiarism detection software, comparing work against various academic databases and referring to our plagiarism register or any other appropriate method.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to re-sit the assessment.

Student Holidays

Any holidays or time off required during the course of your study MUST be approved by TVSA Management. Leave will either be granted, or not granted, based upon the likely impact on the students academic progress. Management reserves the right to decline requests for leave.

The Students Obligations

Being Prepared for Flights & Ground Theory

Students are expected to arrive at all classes and flights fully prepared with the required equipment and planning having been undertaken. Students need to be ready 30 minutes prior to a flight commencing, and at least 45 minutes prior to a Nav. Should an Instructor deem the student to be unprepared, they may be sent home (in the instance of ground theory), and/or cancel the flight at the students expense*. (*This may mean deducting hours from the students flight hour balance, or invoicing the student for the flight as a separate fee).

Students will be charged a cancellation fee as per the current Fee schedule. The decision by the instructor will be at the sole discretion of the instructor and is not a reviewable decision.

Cancellations

All cancellations must be approved by a flight instructor. This includes, but is not limited to, cancellations for the reasons of: weather, maintenance, safety, illness or any other reason.

If the student cancels with less than 24 hours notice and it is not a valid reason deemed appropriate by their instructor, the hours attributed to this flight will be deducted from the students flight hour balance. Proof of reason (i.e. a medical certificate) may be required.

For absence of 2 or more days, a medical certificate may be requested.

If a flight is cancelled by TVSA for the reason of aircraft maintenance, weather or TVSA staff absence the student will not be charged or liable for these hours.

The student must schedule a new booking at the time of cancellation to ensure that the student continues to progress at the desired rate, and to assist the student in completing the course by the desired completion date.

Language

It is expected that only English is spoken at school, during class, and with the instructors. We expect all communication to be polite, courteous and respectful. Swearing and aggressive communication will not be tolerated.

Student conduct and general housekeeping

As a student with TVSA Pilot Training, we expect a certain standard of behaviour from you that includes:

- Being committed and motivated regarding your learning
- Demonstrating a positive attitude to learning
- Contribute positively to discussions and activities in the classroom
- Ensuring you ask questions where you are unsure
- Treating others with fairness and respect
- Punctuality – arriving at training and returning from breaks on time.

Our housekeeping rules include:

- No eating during classroom time, you may drink water only. There are designated areas for eating and drinking.
- Switching off your mobile during training time.
- Leaving the training room neat and tidy – pick up any rubbish and put your chair back in place.
- You must not be under the influence of alcohol or drugs.
- No smoking on the premises.
- If you are unable to attend, telephone us to let us know that you will be absent.
- Ensure you are quiet in designated study areas.
- The school is a dry zone, no alcohol is permitted on the premises at any time, unless with prior written approval from TVSA Management

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

All students must comply with our Student Code of Conduct as follows.

Student Code of Conduct

Students' Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Not be harassed, victimized or discriminated against on any basis.
- Learn in a supportive environment which is free from harassment, discrimination and victimization.
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimized.
- Have their personal details and records kept private and secure according to our Information Privacy Policy.
- Access the information TVSA Pilot Training holds about them, including those about participation and progress.
- Have their complaints dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to TVSA Pilot Training on the client services, training, assessment and support services they receive.
- Be made aware of the legislation that impacts them due to their participation in vocational education and training.
- Be notified of any changes to agreed services as soon as is practicable, including in relation to any third party arrangements TVSA enters into

Students' Responsibilities

All students, throughout their training and involvement with TVSA Pilot Training, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimize, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.

- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to TVSA Pilot Training in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Progress steadily through their course in line with the course schedule.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify TVSA Pilot Training if any difficulties arise as part of their involvement in the program.
- Notify TVSA Pilot Training if they are unable to attend a lesson or training session for any reason at least twenty-four (24) hours prior to the commencement of the activity.
- Refrain from smoking at training venues and on the premises of TVSA Pilot Training.
- Make payments for their training within agreed timeframes.
- Comply with state and commonwealth legislation during their participation in vocational education and training.

Breach of our code of conduct may result in instant dismissal, this includes (but is not limited to):

- Harassing, victimising or discriminating against students and TVSA Staff and Contractors
- Deliberate damage or neglect to TVSA Pilot Training's facilities, premises and property
- Breaching safety procedures
- Breaching flight rules and regulations
- Failure to pay for training or flights within agreed timeframes

Legislation and you

As a student, you have both rights and responsibilities under applicable legislation.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, TVSA Pilot Training must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. TVSA Pilot Training has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with TVSA Pilot Training emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.

Harassment, victimisation or bullying

TVSA Pilot Training is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. TVSA Pilot Training will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this,

you should lodge a complaint as per TVSA Pilot Training Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by TVSA Pilot Training aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with TVSA Pilot Training.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

TVSA Pilot Training provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

Privacy Act

In collecting your personal information TVSA Pilot Training will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
 - The disclosure is required or authorised by or under law; or
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Complaints & Appeals

The following information applies to complaints and appeals about decisions that are not related to assessment outcomes. For information about how to make an appeal against an assessment decision, see the section in this Handbook under Assessment.

If you are not happy with any aspect of the service provided to you by us, you are entitled to submit a complaint according to the steps outlined below.

Wherever possible, we encourage you to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. TVSA Pilot Training's Administration, trainers and other staff members are available to assist students to resolve their issues at this level.

Where you are uncomfortable with dealing directly with the person concerned or you are unable to resolve concerns or difficulties after discussing these directly with the person involved, a formal complaint (form BQ7.1.1) should be made in writing to the CEO. Try and include as much information as possible about your complaint including any suggestions that you have for resolving the issue.

Your complaint will be acknowledged within 5 days of receipt of your complaint and resolved within 20 days or as soon as practicable although in some cases, particularly if the matter is complex, the resolution may take longer. We may also contact you to seek further information and also to request that you attend a face to face meeting.

Following a review of all the information received in relation to the complaint, the CEO will decide on the appropriate actions to be taken. This decision will be communicated to the complainant in writing and include the recommendations and reasons for the decision. The letter will also advise the complainant of their right to access an internal appeals procedure if they are unsatisfied with the outcome of the complaint.

The internal appeals procedure is where the matter is referred to a senior member of staff and/or a committee. The original complaint and decision will be reviewed. Following the review, a decision will be made and communicated to the appellant. The letter indicating the decision will include the reasons for the decision and any actions to be taken.

If after the internal appeal, you are still not happy with the decision, you may make a complaint to the RTO's registering body, Victorian Registrations and Qualifications Authority (VRQA), or Department of Education and Training (DET). Details of how to make a complaint can be found at <http://www.vrqa.vic.gov.au/complaints/Pages/tovrqa.aspx>

When a student wishes to withdraw from his enrolled course he will be required to complete a withdrawal form (SM24.16) outlining the reasons for withdrawing. This form should be sent PO BOX 704, Bacchus Marsh, VIC 3340. Once we receive your withdrawal form you will officially cease to be on the course. Refer to the refund policy for your applicable course.

Academic Progress Requirements

Course Duration

The course duration as set in our schedule of fees for each qualification is the minimum course duration. Factors such as weather, maintenance or personal circumstances can impact on this. TVSA Pilot Training maintains a record of each student's academic progress to ensure a student is tracking as close to the expected timeline as possible. In the event that TVSA Management deem a student to be falling behind the expected timeframes, a meeting will be held with the student to identify possible reasons for this and a plan put in place to rectify the situation.

In some circumstances, the duration of a course may be shortened, should a student be completing modules of study ahead of scheduled timeframes. An application to amend your course census dates will need to be completed and reviewed by management. A proficiency test may be conducted to ensure that you have all of the required skills and knowledge for the modules you have completed to date.

Academic Progress & Personal Circumstances

As outlined above, TVSA Pilot Training maintain a close track on student's academic progress, in addition to ensuring the welfare of all of our students.

If TVSA Pilot Training has concerns that they cannot resolve with the student themselves, the student understands and agrees that TVSA Management will contact the parents/guardian or next of kin of the student.

You understand and authorise TVSA Pilot Training to disclose your personal information, training records and our concerns with your parents/guardian or next of kin for the purpose of this clause.

Critical Incident Policy / Reporting Incidents

The Company commits through its Safety Policy to maintain a safety reporting process which recognises mandatory reporting and regulatory reporting and reporting of routine matters utilising the reporting system. At TVSA Pilot training we use a Flight School Management System, this includes encourage Safety Reporting via promotion of the SMS and providing feedback to personnel and students reporting occurrences to report an incident this is completed by using Flight School Manager. Each student has their own personal log in and is trained on induction day to use the software. Under Safety Management tab the student or instructor can report an incident, this can be selected confidential.

Volume V of our Operations Manual outlines in detail the steps to take.

Safety on Campus (i.e. airside safety, no-smoking laws, etc).

From the first day at induction key safety items are addressed from the Safety Manager and RTO Manager. Each student is read out Safety Policy and our “JUST” culture is explained.

Safety airside, all students require a high visibility VEST and are taught to beware of taxiing aeroplanes and the importance of Propeller Safety. No Smoking around the building is permitted and also outlined in Student Handbook.

Each student is given a Student I.D card with emergency contacts and the Evacuation Area of the building.

English Language & Study Assistance

TVSA provides on going support for international students. This includes additional English tutoring and in-house study assistance. All students have access to remedial and additional academic tutoring as well as student support services for non-academic related needs.

Furthermore, students can access free interpreting service by following in the link below.

<https://www.dss.gov.au/our-responsibilities/settlement-services/programs-policy/settle-in-australia/help-with-english/free-interpreting-service>

Accommodation Services

TVSA provides onsite accommodation as the preferred option for students. Onsite accommodation includes:

- 2 share room
- Ensuite
- Access to kitchenette
 - Coffee/tea
 - Milk
 - Microwave
- X3 meals daily served in the café
 - Breakfast
 - Lunch
 - Dinner

- Access to recreation room

This is all inclusive for \$300/week

Other accommodation available

Short term

<http://www.courthousehotelbm.com.au/>

<https://www.hotel-bacchus.hr/?msclkid=f4a701a66c051ec375ef5d4d5daa7829>

Long term accommodation and rentals can be sourced online:

www.airbnb.com.au

www.gumtree.com.au

www.realestate.com.au

www.domain.com.au

See the tenant's union orientation power point for further information on renting in Australia.

Cost of living in Australia

The average cost for International students to live and study in Australia is \$28/600/year

Rent	\$300
Groceries and eating out	\$130
Power and gas	\$25
Phone and internet	\$15
Public transport	\$40
Entertainment	\$40
Total for 52 weeks:	\$28,600

