



International Student Handbook

Version 4.0

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Contents

Welcome to TVSA Pilot Training	7
About TVSA Pilot Training	8
Contact Us.....	8
Key Contacts.....	9
Our Fleet	9
Facilities.....	9
Course information.....	11
General entry requirements.....	11
AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)	11
AVI50419 Diploma of Aviation (Flight Instructor)	13
AVI50519 Diploma of Aviation (Instrument Rating)	15
About the training and assessment.....	17
Reasonable adjustment in assessment	18
Student Visa Requirements	19
English language requirements.....	19
Overseas student health cover	20
Student selection and enrolment	22
Non-refundable course deposit.....	23
Course progress and duration	24
Monitoring course progress.....	24
Monitoring course attendance	26
Reporting overseas students.....	26
Extending course durations.....	26
Fees, charges and refunds	29
Fees and charges.....	29
Payment of fees.....	31
Refund of fees	31
Refund procedure	32
Fee Protection.....	32

Transferring students	33
Transferring from another provider procedure	33
Transferring to another provider procedure	35
Deferring, suspending, and cancelling an enrolment	36
Effect on Confirmation of Enrolment (CoE)	36
Student initiated deferrals, suspensions, or cancellations	37
Provider initiated deferrals, suspensions, or cancellations	37
Student obligations and responsibilities	39
Student leave	39
Being prepared for flights and ground theory	39
Cancelling flights	40
Student Code of Conduct	40
Student Misconduct	42
Complaints and appeals	45
Complaints.....	45
Appeals.....	45
Complaint and appeals process	46
Complaint or appeal outcome	47
External complaints processes	47
Complaint and appeals records.....	48
Continuous improvement	48
Confidentiality.....	49
Support services	50
Where to go if you need support	50
Support services available to you	50
External support services.....	51
Living and studying in Australia	53
Emergencies.....	53
Health services.....	54
Other services.....	57
Accommodation services.....	60

Cost of living	61
Australia, Bacchus Marsh and Melbourne	62
Getting around – Public Transport	63
Getting around in Bacchus Marsh.....	67
Supermarkets.....	67
Beach Safety	68
Smoking in Victoria and Melbourne	68
Legislation and you	70

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Welcome to TVSA Pilot Training

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 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 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 Pilot Training

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.

Contact Us

Location

TVSA Pilot Training's campus is located at the Bacchus Marsh Aerodrome, 7km south of the Bacchus Marsh township.

You can access Bacchus Marsh from the Melbourne CBD by hopping on the Westgate Freeway, exiting at the Western Ring Road, then finally the Western Highway. You can expect to be on the road for around 35-45 minutes if you are coming from the CBD.

You can find TVSA Pilot Training on Google Maps by clicking [here](#).

Head Office / Delivery Location

TVSA Pilot Training
Bacchus Marsh Aerodrome
Cummings Road, Parwan VIC 3340

Phone: (03) 5362 5169
Email: info@tvsa.edu.au

Postal Address

TVSA Pilot Training
PO Box 704
Bacchus Marsh VIC 3340

Key Contacts

While you are studying at TVSA Pilot Training your primary contacts are your instructor and team leader. You will be given their contact details so that you can contact them directly.

Other key contacts relevant to the operations of TVSA Pilot Training include:

Chief Executive Officer (CEO)

Yehan (Adonis) Zhao

Email: azhao@tvsa.edu.au

Head of Operations (HoO)

Annalisa Corcoran

Email: acorcoran@tvsa.edu.au

Safety Manager (SM)

Daniel Hadler

Email: dhadler@tvsa.edu.au

RTO General Manager / Principle Executive Office (PEO)

Corinne Knowlson

Phone: 0426 377 828

Email: cknowlson@tvsa.edu.au

Our Fleet

TVSA Pilot Training have a range of Cessna and Piper aircraft, including two brand new Piper Archer TXs with G1000 avionics. We also have two fully refurbished Piper Warriors with G3X and G650 avionics.

Our fleet comprises the following:

- 4 x Piper Warrior II
- 2 x Piper Archer II
- 2 x Piper Archer TX
- 2 x Piper Arrow
- 2 x Piper Seminole
- 2 x Cessna 152
- 2 x Redbird MCX Simulator.

For more information on our fleet, visit <https://tvsa.edu.au/our-fleet/>.

Facilities

TVSA Pilot Training have modern training facilities fitted out with up-to-date technical equipment. Our facilities include:

- 3 x Classrooms (capacity x 30 and can be opened to make larger classrooms)
- 8 x Pre-flight briefing rooms
- Simulator room

- Planning area
- Kitchen facilities including microwaves, ovens, and fridge.

Safety on campus

Safety is paramount! TVSA Pilot Training endeavour to always provide a safe learning and accommodation environment.

On day 1, each student is required to attend Induction Training. Students are introduced to the Safety Manager who discusses key safety items including the Safety Policy (includes Critical Incident Policy), Safety Management System, TVSA Pilot Trainings 'JUST Culture', what is and isn't acceptable behaviour on campus, airside safety requirements, evacuation and emergency procedures, and smoking.

Each student must read our Safety Policy and sign an Induction Checklist.

Emergencies onsite

In case of emergency, ensure your safety and call for triple zero (000) and ask for fire, ambulance, or police. Immediately after calling the emergency services, notify a TVSA Pilot Training staff member for further assistance and guidance.

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

Course information

TVSA Pilot Training are approved to offer the following courses.

Course Code	Title	CRICOS Code
AVI50222	Diploma of Aviation (Commercial Pilot Licence – Aeroplane)	109220E
AVI50419	Diploma of Aviation (Flight Instructor)	106689C
AVI50519	Diploma of Aviation (Instrument Rating)	0101240

General entry requirements

The following entry requirements are applicable to all three courses.

- Be 18 years of age at the time of enrolment
- Have an Aviation Reference Number (ARN)
- Meet the English language requirements by achieving a minimum score of 5.5 in either the Academic or General Training tests on the International English Language Testing System (IELTS) or other approved system
- Successfully undertake a pre-training review to ensure course suitability. The pre-training review will be conducted in person to ensure the integrity of the process and involves:
 - An interview with the RTO General Manager (or delegate)
 - An online assessment of competence in reading and numeracy (you **must** achieve a minimum result of AQF Exit Level 3 for both assessments)
 - One of the following activities designed to determine aptitude for flying (you **must** achieve a minimum score of 11).
 - Flight simulator test - no cost
 - Trial Introductory Flight (TIF) - completing a TIF will incur a fee of up-to \$150 depending on the type of aircraft.

NOTE: TVSA Pilot Training utilise bksb® to conduct the online reading and numeracy assessments. bksb® is a tool approved by the Secretary and published on the [Department website](#).

AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)

CRICOS Code: 109220E

This program is designed to take you all the way from zero flight experience to a qualified commercial pilot with a minimum of 150 hours experience.

It is an intensive, full-time flying and theory course. You will be onsite for 5 days each week.

Duration: 60 weeks

Tuition Fees: \$79,980 plus a \$1,600 non-refundable course deposit.

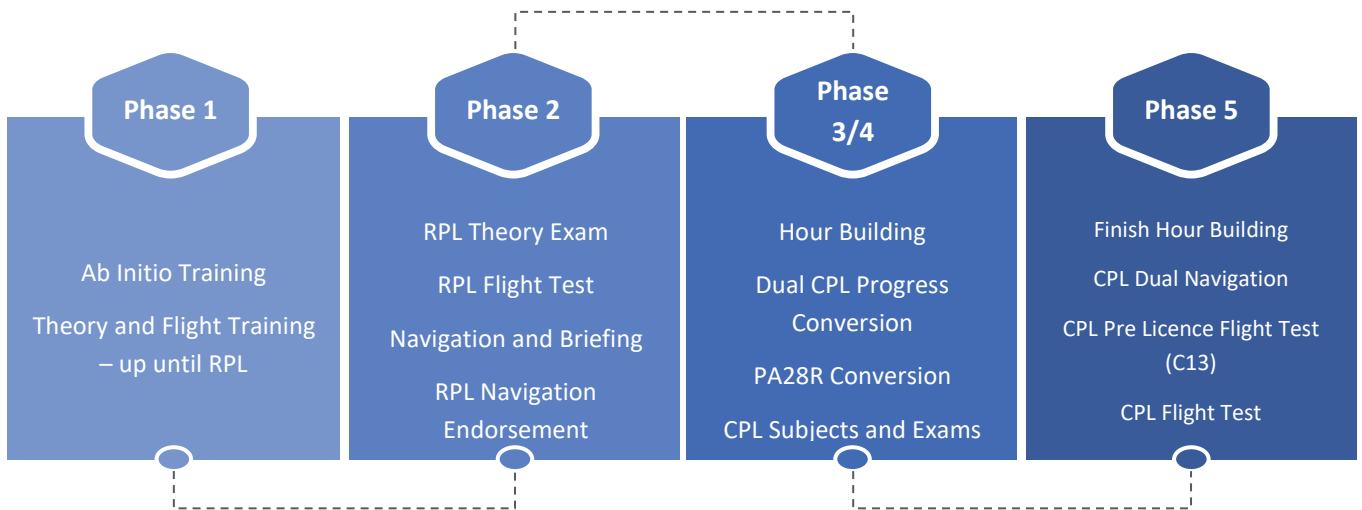
Tuition Inclusions	Tuition Exclusions
Flight training hours – 150 flight hours in total; 80 hours dual, 70 hours solo and 5 hours in the simulator	Aviation Security Identification Card (ASIC)
Ground theory and briefings including CPL theory subjects	Class 1 Aviation Medical
Landing charges and Air Services fees at aerodromes and airports	Additional flight training or tuition (required to meet the standard)
First attempt at: <ul style="list-style-type: none"> • RPL theory exam • RPL flight test • CPL theory exams (x 7 theory subjects) • CPL flight test 	Course materials and equipment including: <ul style="list-style-type: none"> • Textbooks • Charts • ERSA • Headset
	Uniform
	CASA processing and application fees

Course Specific Entry Requirements

In addition to the General Entry Requirements, 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).

Course Structure



Course Completion

You will receive the following upon successful completion of your course.

- AVI50222 Diploma of Aviation (Commercial Pilot Licence - Aeroplane)
- Commercial Pilot Licence (CPL)

You will also obtain the Recreational Pilot Licence (RPL) and RPL Navigation Endorsement during Phase 2 of your course.

AVI50419 Diploma of Aviation (Flight Instructor)

CRICOS Code: 106689C

This course is designed to teach you the skills required to pass on your knowledge effectively, both in aircraft, and in ground briefings. You will learn to instruct the basic ab-initio flight lessons.

It is an intensive, part-time course which will require you to be onsite for 3 days each week.

Duration: 30 weeks

Tuition Fees: \$33,600 plus a \$1,600 non-refundable course deposit.

Tuition Inclusions	Tuition Exclusions
Practical in-flight training hours – 49 hours in total; 45 dual hours and 4 hours in the simulator	Aviation Security Identification Card (ASIC)
Ground theory and briefings	Class 2 Aviation Medical

Tuition Inclusions	Tuition Exclusions
CASA approved PMI course	Uniform
First attempt at: <ul style="list-style-type: none"> PMI exam Flight test 	Additional flight training or tuition (required to meet the standard)
Course materials	CASA processing and application fees
Landing charges and Air Services fees at aerodromes and airports	

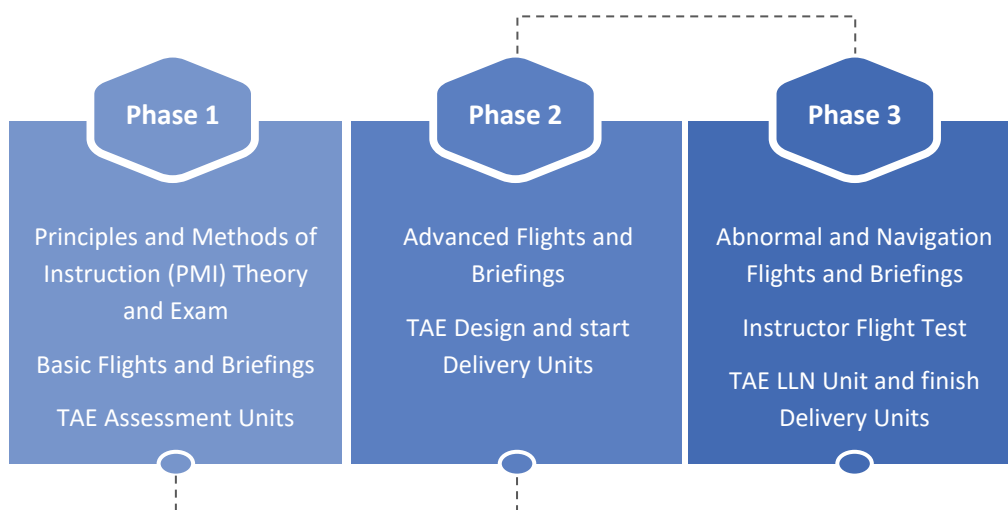
Course Specific Entry Requirements

In addition to the General Entry Requirements, for entry into the course, you must:

- Hold a current:
 - Australian Commercial Pilot Licence (issued by the Civil Aviation Safety Authority)
 - Completed in an integrated training course, or
 - Have at least 200 hours flight time as pilot including at least 100 hours flight time as pilot in command.
 - Class 2 Aviation Medical
 - Aviation Security Identification Card (ASIC)

NOTE: You may be required to undertake a Flight Assessment to confirm if you meet the competency standard in accordance with CASR 61.385. If you need to complete a Flight Assessment, you will incur out-of-pocket costs. The actual cost incurred will be dependent on you – how many flights you need to meet the required competency standard, the duration of flights and the type of aircraft.

Course Structure



Course Completion

You will receive the following upon successful completion of your course.

- AVI50419 Diploma of Aviation (Flight Instructor)
- Instructor Rating
- Spin Endorsement.

AVI50519 Diploma of Aviation (Instrument Rating)

CRICOS Code: 0101240

This program is designed for students who have their Commercial Pilot Licence and want to upskill and improve their industry prospects. You will complete your Instrument Rating Theory Exam (IREX), Multi-Engine Class Rating (MEA) and Multi-Engine Instrument Rating (MEIR).

It is an intensive full-time course. You will be required to be onsite for a minimum of 4 days each week.

Duration: 24 weeks

Tuition Fees: \$35,000 plus a \$1,600 non-refundable course deposit.

Tuition Inclusions	Tuition Exclusions
Ground theory and briefings including IREX theory	Aviation Security Identification Card (ASIC)
Simulator training – 20 hours in total	Class 1 Aviation Medical
Flight training hours - 39 flight hours in total: 10 dual single-engine hours, 28 dual multi-engine hours and 1 hour solo at night	Uniform and headset
First attempt at: <ul style="list-style-type: none"> • IREX exam • MEA and MEIR flight test 	Additional flight training or tuition (required to meet the standard)
Landing charges and Air Services fees at aerodromes and airports	CASA processing and application fees

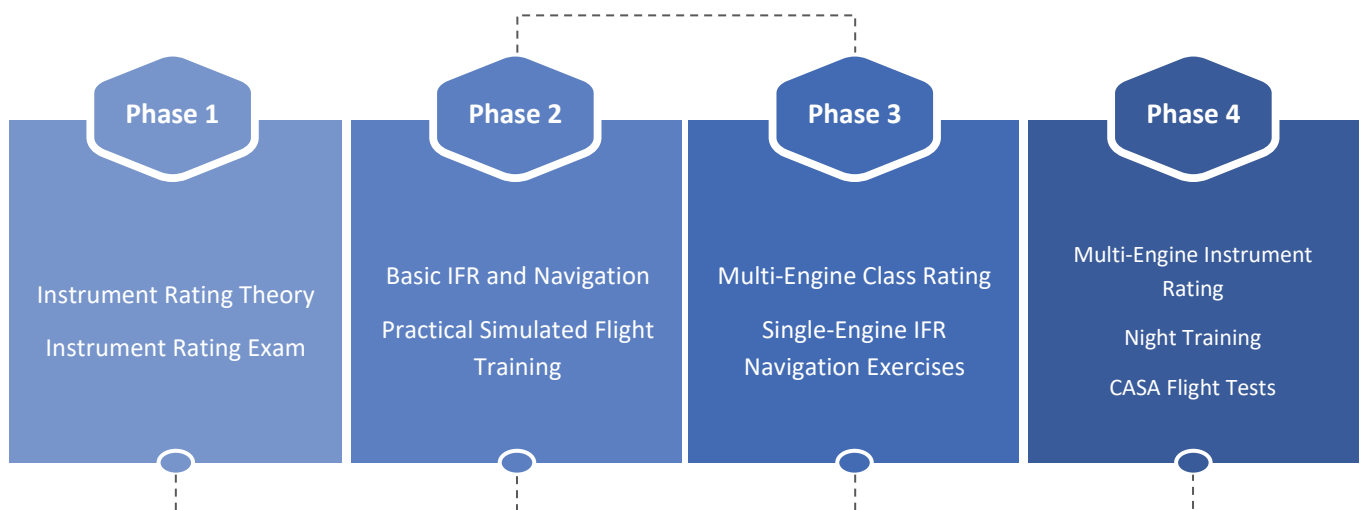
Course Specific Entry Requirements

In addition to the General Entry Requirements, for entry into the course, you must:

- Hold a current:
 - Australian Commercial Pilot Licence (issued by Civil Aviation Safety Authority)
 - Class 2 Aviation Medical
 - Aviation Security Identification Card (ASIC).

NOTE: You may be required to undertake a Flight Assessment to confirm if you meet the competency standard in accordance with CASR 61.385. If you need to complete a Flight Assessment, you will incur out-of-pocket costs. The actual cost incurred will be dependent on you – how many flights you need to meet the required competency standard, the duration of flights and the type of aircraft.

Course Structure



Course Completion

You will receive the following upon successful completion of your course.

- AVI50519 Diploma of Aviation (Instrument Rating)
- Multi-Engine Class Rating
- Multi-Engine Instrument Rating.

About the training and assessment

TVSA Pilot Training provides Vocational Education and Training (VET) courses. VET courses focus on providing you with the knowledge and skills required to meet the standard of performance expected in the workplace. VET courses are competency-based, and outcome focused. Your course consists of 'units of competency' and each unit of competency defines the required performance (skill) and knowledge elements which must be trained and assessed by TVSA Pilot Training as they are necessary to you undertaking and completing specific job roles and tasks. At any time, you may be studying one or multiple units of competency.

Assessment

On day 1, you will receive an overview of the assessment tasks that you will be required to complete during your course. Every flight lesson is an assessment task.

Due to the structure of the courses and nature of the training, it is difficult to provide specific information such as the date you will undertake an assessment task. It is very much dependant on your progress through the lessons.

As you progress through the course, your Flight Instructor will provide you information about any upcoming assessment tasks, including 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 task (with the exception of flight lessons). Your Flight Instructor or Team Leader can 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 assessment tasks in order to receive an overall result of Competent (C).

Practical assessments are completed based on a standardised scale of 4-1.

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).

You have three attempts at each assessment task. Only the first attempt of flight lessons, theory exams and flight tests are covered by your Tuition Fees. Each subsequent attempt is at your expense.

Three failed attempts at an assessment task will result in TVSA issuing an 'at-risk' letter and potentially a Notification of Intention to Cancel Enrolment.

If you do not agree with an assessment decision, you can submit an assessment appeal as per the Complaints and Appeals Process.

Reasonable adjustment in assessment

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

Reasonable adjustment can involve, but is not limited to:

- Making training resources and methods more accessible
- Adapting physical facilities, environment and/or equipment
- Making changes to the assessment arrangements e.g., the duration of the assessment, when the assessment occurs (changing the date to give more preparation time), extending the due date for submitting written assessments and projects
- Making changes to the assessment methods e.g., written questions asked orally.

If you believe you need reasonable adjustment to be applied to your assessment, discuss this with your Flight Instructor as soon as possible and prior to the assessment.

Student Visa Requirements

To enrol in a course at TVSA Pilot Training there are a several key student visa requirements you need to adhere with.

Stage	Requirement
To enrol and apply for a student visa	<ul style="list-style-type: none"> • Meet the English language requirements • Obtain adequate Overseas Student Health Cover (OSHC)
To continue studying and maintain your student visa	Maintain: <ul style="list-style-type: none"> • Minimum course progress rates • Satisfactory attendance rates • Adequate Overseas Student Health Cover (OSHC)

This section of the International Student Handbook details the English language and Overseas Student Health Cover (OSHC) requirements. Course progress and attendance information is found later in the handbook.

English language requirements

You will need to provide evidence of meeting the English language requirements.

In order to meet the English language requirements you need to achieve a minimum test score in an approved (by the Department of Home Affairs) English language test, or meet the exemption requirements as specified [here](#). Refer to the table below for approved English language test providers and the minimum test scores.

English language test providers	Minimum score	Minimum score and at least 10 weeks English Language Intensive Courses for Overseas Students (ELICOS)	Minimum score and at least 20 weeks ELICOS
International English Language Testing System (IELTS) ↗	5.5	5	4.5
TOEFL internet-based test ↗	46	35	32
Cambridge English: Advanced (Certificate in Advanced English) ↗	162	154	147
Pearson Test of English Academic (PTE Academic) ↗	42	36	30
Occupational English Test ↗	B for each test component	N/A	N/A

NOTE: TVSA Pilot Training do not provide English Language Intensive Courses for Overseas Students (ELICOS). In order to gain entry in to one of TVSA Pilot Trainings courses, you need to achieve the minimum score listed in column 2.

Overseas student health cover

The Department of Home Affairs requires overseas student to obtain and maintain adequate Overseas Student Health Cover (OSHC). You must keep your policy up to date for the duration of your stay in Australia and are holding a student visa.

OSHC assists you to meet the costs of medical and hospital care while studying in Australia. OSHC also includes ambulance cover and limited pharmaceuticals.

IMPORTANT: OSHC does not cover general treatment or extras such as going to the dentist, optometrist, physiotherapist, or chiropractor.

There are only a small number of health insurers who offer OSHC. They are listed in the table below.

Health Insurer	Insurer website
ahm OSHC	www.ahmoshc.com
Allianz Care Australia (Peoplecare)	www.allianzcare.com.au/en/student-visa-oshc.html
BUPA Australia	www.bupa.com.au/health-insurance/oshc

CBHS International Health	www.cbhsinternationalhealth.com.au/overseas-students-oshc
Medibank Private	www.medibank.com.au
NIB OSHC	www.nib.com.au

You can visit the OSHC page of the Australian Government PrivateHealth.gov.au website [here](#) for more information.

Student selection and enrolment

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

The table below details the student selection and enrolment process.

Your Responsibility	TVSA Pilot Trainings Responsibility
<p>Contact TVSA Pilot Training about one of our courses and/or enrolling in a course.</p> <p>You can schedule a call by going to the International Courses page of the TVSA Pilot Training website and clicking on the 'Schedule A Call' button or you can register your interest by clicking on the 'Or Simply Register Your Interest Here'.</p>	<p>TVSA Pilot Training will contact you in response to your query. You will be provided with all relevant information (International Student Handbook, Course Brochure, Enrolment Pack etc.) to make an informed decision about enrolling with TVSA Pilot Training.</p>
<p>To enrol in a course, complete the pre-training review process. The pre-training review consists of:</p> <ul style="list-style-type: none"> • An interview with the RTO General Manager (or delegate) • Completing an online English and Math test • Submitting the following: <ul style="list-style-type: none"> ○ Enrolment Pack ○ Passport and Birth Certificate ○ Evidence that you achieved the minimum score required to meet the English Language requirements to obtain your student visa. 	<p>TVSA Pilot Training assess¹ the outcome of the pre-training review and any supporting documentation/evidence submitted.</p> <p>¹PRISMS check conducted as part of assessment process.</p>
	<p>TVSA Pilot Training advise the student in writing (via email) within 10 working days, the outcome of the pre-training review including reasons if you do not meet the entry requirements.</p>
	<p>If you are assessed as meeting the entry requirements, TVSA Pilot Training issue a Letter of Offer.</p> <p>The Letter of Offer issued states - your enrolment will be provisionally approved subject to successfully obtaining a student visa.</p>

Your Responsibility	TVSA Pilot Trainings Responsibility
	If you are assessed as not meeting the entry requirements, TVSA Pilot Training inform you of your right to access the complaints and appeals process within 20 working days.
Accept and submit a signed copy of the Letter and pay the non-refundable \$1600.00 (AUD) course enrolment fee.	TVSA Pilot Training process the enrolment and issue a Confirmation of Enrolment (CoE) in PRISMS and provide you a copy.
Apply for your student visa.	If requested, TVSA Pilot Training can assist with the application process.
Provide your student visa details to TVSA Pilot Training.	TVSA Pilot Training send an invoice to enable payment of your tuition fees. The amount payable will be dependent on the option you selected on the Letter of Offer.
Start your training!!	

Non-refundable course deposit

There is a non-refundable course deposit of \$1600.00 (AUD) payable by all overseas students. The course deposit is for the administration of your course application and enrolment.

NOTE: The course deposit is payable even if you are not successful in obtaining a student visa.

Course progress and duration





It is a requirement of your student visa to maintain satisfactory course progress and, where applicable, course attendance.

TVSA Pilot Training must monitor your course progress and identify and offer support to those assessed as 'at-risk' of not meeting course progress and attendance requirements.

In addition, TVSA are only allowed to extend the duration of your enrolment in certain circumstances.

Monitoring course progress

Your course progress is tracked as a percentage based on a required completion date for each lesson, exam, and assessment. Below is an example of the tracking tool used.

TVSA Student Progress						Make the magic happen!
Course	Student	Start Date	Team	Reason for delay / ahead	Tracking	
AVI50219-FT	Student A	15/11/2021	Team A - AMOL/TF			84%
AVI50219-FT	Student B	15/11/2021	Team A - JP/TF	2 x sick days. 1st and 2nd attempt CHUF and CLWA assessments Not Satisfactory.		64%
AVI50219-FT	Student C	15/11/2021	Team A - LB/MA	10 x sick days. Failure to submit CHUF assessment.		52%

You must maintain a progress rate of 100% to complete your course by the proposed completion date. If you fall below the minimum progress rate of 80% you are in breach of your course progress requirements and therefore considered 'at-risk'. In the event this occurs, TVSA Pilot Training will apply the following Course Progress Intervention Strategy. TVSA Pilot Training reserve the right to modify the Intervention Strategy applied.

Breach	Intervention Strategy
1 st Breach	You will receive At-risk Letter #1 and be required to meet with your Team Leader to put a training plan in place to improve your academic progress. Training Plans are tailored to your specific circumstances and include activities based on identified areas of deficiency.
2 nd Breach	You will receive At-risk Letter #2 and be required to meet with the RTO General Manager to discuss your options including the potential provision of further student support. A new tailored training plan will be developed, again with the aim to improve your academic progress.
3 rd Breach	You will receive At-risk Letter #3 and be required to meet with the Head of Operations to discuss the future of your enrolment with TVSA Pilot Training.

Your responses throughout the meeting will determine the outcome of the meeting and if you are provided another opportunity to continue your training. If you are provided an opportunity to continue, a third training plan will be developed, and any negotiated support strategies applied.

If you are not provided an opportunity to continue your training or a further breach occurs this will result in TVSA Pilot Training providing you notification of our intention to report the breach.

NOTE: TVSA Pilot Training may also apply the above intervention strategy if you have assessments, exams and flight lessons which are assessed as Not Satisfactory on two or more occasions.

Prior to you falling below the minimum course progress rate of 80% and the implementation of the Course Progress Intervention Strategy, TVSA Pilot Training will continuously monitor your progress and provide support via the following:

Activity	Description of Monitoring and Support Provided
Pre and post flight briefings	Your Flight Instructor will advise the areas to focus on prior to your next flight lesson and assist you with any areas of concern.
Submission of assessments	Your Flight Instructor will provide constructive feedback on the questions you need to re-attempt. You may request additional tuition sessions at this time.
Completion of practice exams	Your Flight Instructor will go through with you any areas for improvement based on the results of the exams and questions you got incorrect.
Progress Checks	Your Team Leader will meet with you to discuss your progress. Progress Checks are conducted at the end of each phase of training.
Student Support Meetings	The RTO General Manager will meet with you to discuss your course progress, assessment results, exam results, and get any feedback from you in relation to support you may need. You will also discuss feedback obtained by the RTO General Manager from your Flight Instructor.

Monitoring course attendance

TVSA Pilot Training monitors student attendance using a clock in and out system. It is essential that you clock in and out correctly each day you are onsite.

You must maintain an attendance rate of 80% of your nominated hours.

Any absence from your enrolled course will have significant consequences on your course progress and therefore the requirements of your student visa.

Reporting overseas students

TVSA Pilot Training must report an overseas student who does not meet the course progress or, if applicable, attendance requirements.

TVSA Pilot Training will only assess you as not meeting the course progress and attendance requirements after the 3rd (or subsequent) breach as per the Course Progress Intervention Strategy.

If you are assessed as not meeting the course progress and attendance requirements, TVSA Pilot Training will provide you written notice of our intention to report the breach. The notice will inform you of your right to access the complaints and appeals process within 20 working days.

TVSA Pilot Training will only report the breach if:

- The internal and external complaints processes have been completed and the breach has been upheld
- You have chosen not to access the internal or external complaints and appeals processes
- You withdraw from the internal or external complaints and appeals process by notifying TVSA Pilot Training in writing.

Breaches will be reported via the Provider Registration and International Student Management System (PRISMS) resulting in the Department of Home Affairs being notified.

Extending course durations

The course duration for your enrolment must not exceed the duration specified on your Confirmation of Enrolment (CoE) or that published on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

TVSA Pilot Training are only allowed to extend the duration of your enrolment if the following circumstances apply:

- TVSA Pilot Training has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment
- TVSA Pilot Training has implemented, or is in the process of implementing a Course Progress Intervention Strategy
- An approved deferral or suspension of your enrolment has occurred.

Compassionate and compelling circumstances

Compassionate or compelling circumstances are those beyond the control of the overseas student and which have an impact upon the overseas student's course progress and wellbeing.

Listed below are examples provided by the Department of Education, Skills and Employment of what may be considered compassionate and compelling circumstances could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that you were 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 your studies
- A traumatic experience, which could include:
 - Involvement in, or witnessing of a serious accident
 - Witnessing or being the victim of a serious crime, and this has impacted on you these cases should be supported by police or psychologists' reports)
- Where the registered provider was unable to offer a pre-requisite unit, or you have failed a prerequisite unit and therefore faces a shortage of relevant units for which you are eligible to enrol.

Process to extend course durations

TVSA Pilot Training will in consultation with you, extend the course duration in the following two circumstances without a written request:

- TVSA Pilot Training has implemented, or is in the process of implementing a Course Progress Intervention Strategy
- An approved deferral or suspension of your enrolment has occurred.

To apply for the course duration to be extended based on compassionate or compelling circumstances you must provide a written request to the RTO General Manager. All requests must include supporting evidence.

TVSA Pilot Training will assess each request to extend a course duration on its own merits. It is recommended that as much information as possible be provided to enable TVSA Pilot Training to apply a fair assessment process and an equitable outcome. Requests will be assessed within 5 working days of the RTO General Manager receiving the request.

The RTO General Manager will provide you a formal response to your request in writing. The response will detail the outcome including reasons for the decision and advise you of your right to access TVSA Pilot Trainings internal appeals procedure if you are not satisfied with the outcome.

Fees, charges and refunds

TVSA Pilot Training publishes all information in relation to fees, charges and refunds on the TVSA Pilot Training website.

The Fees, Charges and Refund Policy is publicly accessible and available on the TVSA Pilot Training website.

Fees and charges

The following table lists and describes the types of fees that are payable.

Fee Type	Description
Course tuition fee	<p>The costs associated with delivering the course including:</p> <ul style="list-style-type: none"> • Flight training • Ground theory and briefings • First attempt at: <ul style="list-style-type: none"> ○ CASA theory exams (1 x RPL and 7 x CPL) ○ RPL and CPL flight tests including aircraft hire • Landing fees at other airports and aerodromes • TVSA Flight Training Manuals. <p>Tuition fees do not include:</p> <ul style="list-style-type: none"> • Materials and resources (as per the Required Materials list provided at the time of enrolment) • Uniform • CASA processing fees • Class 1 Aviation Medical (and required tests) • Aviation Security Identification Card (ASIC) • Remedial flight and theory training • Any of the fees and charges listed in the next table.
Course Deposit	<p>A non-refundable fee charged to overseas students to process their application in PRISMS and issue a Confirmation of Enrolment (CoE).</p>

The following table lists and describes the types of charges that may be payable.

Fee Type	Description
Cancellation fee	<p>Cancellation fees may be charged if a flight is cancelled with less than 24 hours' notice.</p> <p>The current cancellation fee rate is :</p> <ul style="list-style-type: none"> • 50% of the flight cost for cancellations with 24 to 48 hours' notice. • 100% of the flight cost for cancellations with less than 24 hours' notice. <p>The flight cost is based on the duration of flight and the aircraft booked and is charged as per the current Hire Rates available at https://tvsa.edu.au/our-fleet/.</p> <p>Scenario: You have a 3.5-hour dual Nav flight scheduled at 7.00am in the Warrior and cancel the night before at 8.30pm. The dual hourly rate for the Warrior is \$375 and you only gave 10.5 hours' notice. The cancellation fee would be charged at \$375 x 3.5-hours = \$1312.50.</p>
Tuition session (1:1 sessions)	Requests received for individual tuition sessions with an instructor may incur a cost of \$60 per hour.
Remedial flight training	Additional flight training required for a student to meet the required standard of a lesson or flight test will be charged as per the current Hire Rates available at https://tvsa.edu.au/our-fleet/ .
Remedial theory training	<p>Resitting of theory subjects due to failing the subject or CASA examination (three times or with a score less than 50%) will incur additional charges.</p> <ul style="list-style-type: none"> • RPL Theory - \$450 • CPL Theory - \$450 per subject • IREX Theory - \$900 <p>There will also be a \$300 marking fee for each resit of a theory subject.</p>
Damages to property	Damage to aircraft, property or equipment owned by TVSA Pilot Training as a result of student negligence or a deliberate act will result in the student being liable for costs associated with its repair or replacement.
Abandonment and recovery	If an aircraft is abandoned at any place other than its home base, students are liable for the costs associated with sending staff to recover the aircraft and fly it back to its home base.

Fee Type	Description
Cleaning levy	Aircraft being returned in anything other than a clean and tidy condition (or in the state that it left) will incur a cleaning levy.
Height and weight restrictions fee	<p>Some aircraft have height and weight restrictions. If a student exceeds these restrictions, they will be required to fly in an alternative aircraft and may incur additional charges.</p> <p>Charges incurred will apply as per the current Aircraft Hire Rates available at https://tvsa.edu.au/our-fleet/</p>

Payment of fees

You will be issued invoices to enable the payment of your tuition fees and any additional fees and charges. Invoices are issued with 7-day payment terms.

Payments can be made by direct bank transfer, credit card or direct debit.

You may request to enter a payment arrangement to pay for course tuition fees provided that the request is made at the time of enrolment. You will need to submit the request in writing to cknowlson@tvsa.edu.au. Approval is not guaranteed. TVSA Pilot Training reserve the right to reject any request for a payment arrangement.

Refund of fees

Refunds will be applied as per the following terms and conditions:

- Withdrawals received 7 or more days prior to the course commencement date will incur no charge.
- Withdrawals received 5 or more days but less than 7 days prior to the course commencement date will incur a \$250 administration charge. All other fees paid will be refunded.
- Withdrawals received less than 5 days prior to the course commencement date will not receive a refund for fees paid. Any outstanding fees will be due and payable according to agreed timeframes.

Refunds will be paid within 28-days of receipt of the intention to withdraw.

In the event TVSA Pilot Training closes or ceases delivery of a course prior to completion, you are entitled to a refund of fees paid for any services not provided.

NOTE: If you are asked to cease training with TVSA Pilot Training because of non-payment of course tuition fees or other charges, you breach our Student Code of Conduct, or you breach the conditions of your student visa or written agreement, a refund may be provided at discretion of the Chief Executive Officer less any amounts outstanding and associated administration fees.

Refund procedure

TVSA Pilot Training will assess all applications to withdraw against the refund terms and conditions outlined in the Fees, Charges and Refunds Policy.

You may also request a refund. Requests must be made in writing to cknowlson@tvsa.edu.au and must include sufficient detail to enable TVSA Pilot Training to adequately assess the request.

Where a refund is payable TVSA Pilot Training will notify you in writing including the refund amount and date payment will be made.

Fee Protection

TVSA Pilot Training maintains current Tuition Protection Service (TPS) coverage.

The TPS provides assistance and support to international students on student visas in the event their registered provider closes or is unable to complete the delivery of their course of study.

For more information on TPS and how they may assist you, visit <https://www.tps.gov.au/> or call them on 1300 980 434.

Transferring students

TVSA Pilot Training will consider all applications to transfer from or to another provider. All applications to transfer will be assessed as per the conditions set out in of the National Code of Practice of Education and Training to Overseas Students 2018

You can transfer between providers once you have completed six calendar months of your principal course. For you to transfer before completing the required six months in the principal course, a release must be obtained from your registered provider, or you must meet one of the following conditions:

- The releasing registered provider, or the course in which you are enrolled, has ceased to be registered
- The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents you from continuing the course with that registered provider
- Any government sponsor considers the change to be in your best interest and has provided written support for the change.

You can transfer without meeting the above conditions once you have completed the required six calendar months in your principal course.

IMPORTANT: All students holding a Student Visa (subclass 500) must maintain an enrolment at the same level or higher Australian Qualification Framework (AQF) level for which their visa was granted. Transferring to a lower AQF level course or transferring from an AQF level course to a non-AQF award course is a breach of their student visa conditions and might result in the visa being cancelled. Students in this situation must apply for, and be granted, a new student visa before they change their course.

Transferring from another provider procedure

The following procedure applies to overseas students transferring to TVSA Pilot Training from another provider.

Your Responsibility	TVSA Pilot Trainings Responsibility
Contact TVSA Pilot Training about transferring from another provider. You can schedule a call by going to the International Courses section of the TVSA Pilot Training website and clicking on the 'Schedule A Call' button or you can register your	TVSA Pilot Training discuss the requirements in relation to transferring from another provider and request you: <ul style="list-style-type: none"> • Submit a transfer request in writing with evidence to support your application, and

Your Responsibility	TVSA Pilot Trainings Responsibility
interest by clicking on the 'Or Simply Register Your Interest Here'.	<ul style="list-style-type: none"> Undertake a pre-training review to ensure you are suitable to enrol in the course.
<p>Submit a transfer request in writing with required supporting evidence listed below and complete the pre-training review process.</p> <ul style="list-style-type: none"> Confirmation of Enrolment issued by the original registered provider, and Letter of Release from original registered provider. <p>The pre-training review consists of:</p> <ul style="list-style-type: none"> An interview with the RTO General Manager (or delegate) Completing an online English and Math test Submitting the following: <ul style="list-style-type: none"> Enrolment Pack Passport and Birth Certificate Evidence that you achieved the minimum score required to meet the English Language requirements to obtain your student visa. 	<p>TVSA Pilot Training assess¹ the transfer request and supporting evidence submitted along with the outcome of the pre-training review.</p> <p>¹PRISMS check conducted as part of assessment process.</p> <p>TVSA Pilot Training advise you in writing (via email) within 10 working days, the outcome of the transfer request including reasons if the request is refused.</p> <p>If your transfer request is approved, TVSA Pilot Training issue a Letter of Offer.</p> <p>The Letter of Offer issued states - your enrolment will be provisionally approved subject to successfully obtaining a student visa.</p> <p>If the transfer request is refused, TVSA Pilot Training inform you of your right to access the complaints and appeals process within 20 working days.</p>
Accept and submit a signed copy of the Letter and pay the non-refundable \$1600.00 (AUD) course deposit.	TVSA Pilot Training process the enrolment and issue a Confirmation of Enrolment (CoE) in PRISMS and provide you a copy.
Apply for your student visa (if required).	If requested, TVSA Pilot Training can assist with the application process.
Provide your student visa details to TVSA Pilot Training (if applicable).	TVSA Pilot Training send an invoice to enable payment of your tuition fees. The amount payable will be dependent on the option you selected on the Letter of Offer.

Your Responsibility	TVSA Pilot Trainings Responsibility
Start your training!!	

Transferring to another provider procedure

The following procedure applies to overseas students transferring from TVSA Pilot Training to another provider.

Your Responsibility	TVSA Pilot Trainings Responsibility
Contact TVSA Pilot Training about transferring to another provider. You can talk to your Team Leader, the Head of Operations or the RTO General Manager.	TVSA Pilot Training discuss the requirements in relation to transferring to another provider and request you submit a transfer request in writing detailing reasons for the request.
Submit the transfer request in writing including detailed reasons for the request and any supporting evidence.	TVSA Pilot Training assess the transfer request taking into consideration the reasons for the request.
	TVSA Pilot Training advise you in writing (via email) within 10 working days, the outcome of the transfer request including reasons if the request is refused.
	If the transfer request is refused, TVSA Pilot Training inform you of your right to access the complaints and appeals process within 20 working days.
	TVSA Pilot Training provide you a Letter of Release if the transfer request is approved.
	TVSA Pilot Training record the outcome of the transfer request in PRISMS ² and VETtrak. ² Once all appeals are finalised or periods to access the appeals process have passed.

Deferring, suspending, and cancelling an enrolment

Your enrolment may be deferred, suspended, or cancelled, and this can be initiated by:

- You but only if compassionate or compelling circumstances apply
- TVSA Pilot Training if you:
 - Breach the course progress and attendance requirements of your student visa
 - Fail to pay applicable fees and charges as per the signed Letter of Offer
 - Breach the TVSA Student Code of Conduct.

All course deferrals, suspensions and cancellations are managed via the Provider Registration and International Student Management System (PRISMS) which notifies the Department of Home Affairs.

The Department of Home Affairs may cancel your student visa if the deferral or suspension is:

- Due to your conduct
- For reasons other than compassionate or compelling circumstances
- No longer warranted as the compassionate or compelling circumstances no longer exist
- Based on fraudulent information including supporting evidence given to TVSA Pilot Training as part of your request to defer or suspend your enrolment.

Effect on Confirmation of Enrolment (CoE)

IMPORTANT: Any deferral, suspension, or cancellation regardless of the reason, may significantly affect your student visa.

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 details the following three possible outcomes for your CoE if your enrolment is deferred, suspended, or cancelled:

- TVSA Pilot Training notifies the Department of Education, Skills and Employment through PRISMS that we are deferring or suspending your enrolment for a period **without affecting the end date of the CoE**. There will be no change to the CoE on PRISMS – you will still be listed as studying. However, the notice of deferment or suspension will be recorded in PRISMS.
- TVSA Pilot Training notifies the Department of Education, Skills and Employment through PRISMS that they are deferring or suspending your enrolment for a period which **will affect the end date of the CoE**. PRISMS will cancel the original CoE and immediately offer the registered provider

the opportunity to create a new CoE with a more appropriate end date. If TVSA Pilot Training do not know when you will return, we can choose not to create a new CoE at that point, but to wait until you have notified us of the intended date of return before creating a new CoE.

- TVSA Pilot Training notifies the Department of Education, Skills and Employment through PRISMS that it wishes to **permanently cancel (terminate)** your enrolment. Once this process is complete, your CoE status will be listed as 'cancelled'.

Student initiated deferrals, suspensions, or cancellations

TVSA Pilot Training may assess a request initiated by you to defer or suspend your enrolment however only if compassionate or compelling circumstances apply.

Requests to defer or suspend your enrolment must be submitted in writing with supporting evidence to the RTO General Manager. It is recommended that as much information as possible is provided to ensure a fair assessment is conducted and a reasonable outcome is provided. Requests will be assessed within 5 working days of the RTO General Manager receiving the request.

The RTO General Manager will provide you a formal response to your request in writing. The response will detail the outcome including reasons for the decision and advise you of your right to access TVSA Pilot Trainings internal appeals procedure if you are not satisfied with the outcome.

Please refer to pages 24-25 for a definition and examples of compassionate and compelling circumstances.

Provider initiated deferrals, suspensions, or cancellations

TVSA Pilot Training may initial the deferral, suspension, or cancellation of your enrolment if you:

- Breach the course progress and attendance requirements of your student visa
- Fail to pay applicable fees and charges as per the signed Letter of Offer
- Breach the TVSA Student Code of Conduct.

TVSA Pilot Training will provide you written notice of our intention to report the breach and process the deferral, suspension, or cancellation. The notice will inform you of your right to access the complaints and appeals process within 20 working days.

If TVSA Pilot Training are cancelling your enrolment as the health or wellbeing of you or others is at risk (or is likely to be at risk), no written notification will be provided, and you will not be given the opportunity to access TVSA Pilot Training's Complaints and Appeals Process before the cancellation is processed in PRISMS. This may include, but is not limited to the following scenarios:

- You are missing. This includes being absent for a period of more than 5 days and are not responding to contact attempts
- You have medical concerns, severe depression, or psychological issues and TVSA Pilot Training fear for your wellbeing
- You have engaged or threaten to engage in behaviour that is reasonably believed to endanger you or others
- You are at risk of committing a criminal offence
- You are considered a safety risk as a result of a safety investigation conducted by TVSA Pilot Training or the Civil Aviation Safety Authority (CASA) and are no longer considered safe or fit to fly an aircraft (aeroplane).

Student obligations and responsibilities

Student leave

Any holidays or time off during your course **must** be approved by TVSA Pilot Training. Leave will either be approved or declined based on the likely impact on your course progress.

TVSA Pilot Training reserve the right to decline requests for leave.

Absence due to illness

If you are ill and cannot attend your course, you are required to:

1. Notify TVSA Pilot Training by phoning 03 5369 5162 and selecting 2 for Bookings and Dispatch. If you are calling outside of business hours, you must leave a voicemail.
2. Email your Team Leader and info@tvsa.edu.au.

Provision of a medical certificate

You can be absent from school on three occasions without needing to provide a valid medical certificate. The three occasions must be singular days only and cannot fall on a Monday, Friday, Saturday, or Sunday.

TVSA Pilot Training requires a valid medical certificate for all other absences.

You must provide your medical certificate to info@tvsa.edu.au no later than the day of return.

IMPORTANT: All absences regardless of the reason will impact your course progress. Your course progress is your responsibility – please keep this in mind!

Being prepared for flights and ground theory

You are expected to arrive to all flights and ground theory (classes and long briefings) fully prepared and with the required equipment. You need to be ready at least 30-minutes prior to a flight commencing, and at least 45 minutes prior to a Nav flight.

Should an instructor deem you to be unprepared, you may be sent home (in the instance of ground theory), and/or cancel the flight at your expense. This may mean deducting hours from your flight hour balance (if applicable) or invoicing you for the flight as a separate fee. You will be charged a cancellation fee as per the current cancellation rate.

The decision to cancel a flight will be at the sole discretion of the instructor and is not a reviewable decision.

Cancelling flights

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 you cancel a flight with less than 24 hours' notice you will be invoiced cancellation fees as per our Fees, Charges and Refunds Procedure. Proof of reason (i.e., a medical certificate) is required.

If a flight is cancelled by TVSA Pilot Training due to aircraft maintenance, weather or staff absence, the student will not have hours deducted from their flight hour balance or be liable for any cancellation fees.

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 their expected completion date.

Student Code of Conduct

Students are expected to, at all times:

- Act in accordance with the Student Code of Conduct
- Comply with all Commonwealth, State and Territory legislation and regulatory requirements
- Read and comply with the organisation's policies and procedures
- Meet all course requirements to the best of their abilities, which includes regular attendance and engagement in learning, academic activities, and meeting the course assessment timelines
- Treat all staff and students with courtesy, respect and dignity
- Avoid interfering, or disrupting any learning, assessment, or any other academic activity
- Use all learning and support resources, equipment and facilities, including IT resources in a manner that does not impede learning, or the learning of other students
- Conduct themselves in a professional manner whilst undertaking learning, academic and assessment activities
- Ensure that the organisation's reputation is not adversely affected
- Comply with all reasonable directions given by the TVSA Pilot Training staff, contractors and CASA representatives.

Breach of the Student Code of Conduct may result in instant dismissal, this includes (but is not limited to) the following acts:

- Harassing, victimising, or discriminating against students and TVSA Pilot Training staff, contractors, and CASA representatives
- Deliberately damaging or neglecting TVSA Pilot Training's equipment, facilities, premises, and property
- Breaching safety procedures
- Breaching flight rules and regulations
- Failing to pay any applicable fees and charges within agreed timeframes.

Student Misconduct

Definitions

Type	Description
Academic Misconduct	<p>Any act or attempted act that may result in an unfair academic advantage to one or more students. Academic misconduct includes but is not limited to the following:</p> <ul style="list-style-type: none"> • Cheating • Collusion • Plagiarism. <p>Refusing to abide by the Flight Instructors instructions or direction during the assessment process is also considered a form of academic misconduct.</p>
Cheating	<p>The act of fraud, deceit or dishonesty in an assessment or test. This may include the use of electronic devices or unauthorised materials during a test.</p>
Collusion	<p>The act of two or more students, or one student and another person (not a student) collaborating to gain an unfair advantage. This may include the sharing or publishing of assessment content, including the questions and answers.</p>
Plagiarism	<p>The act of presenting the work of others as your own. This includes but is not limited to the following:</p> <ul style="list-style-type: none"> • Copying all or part of the work of others • Paraphrasing all or part of the work of another if not referenced appropriately • Using quotes, images, diagrams, tables and figures if not reference appropriately.
Non-academic Misconduct	<p>Any act or conduct by you relating to people or property which does not meet TVSA Pilot Training's standards. Non-academic misconduct includes but is not limited to the following:</p> <ul style="list-style-type: none"> • Harassing or intimidating another person, including sexual harassment, bullying, or discrimination

Type	Description
	<ul style="list-style-type: none"> • Engaging in the misuse, theft, or wilful destruction of any property of TVSA Pilot Training, a TVSA Pilot Training employee (or representative) or another student • Acting in a way that causes any person to fear for their personal safety • Acting in a way that dangers the health and/or safety of any person • Trespassing or knowingly entering any place within the premises of TVSA Pilot Training that is out of bounds.

TVSA Pilot Training has a no tolerance policy for plagiarism, cheating and collusion. You are always expected to act with integrity and only submit work that is your own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of your 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 an instance of potential student misconduct has been identified, TVSA Pilot Training will review the allegation to determine if it is:

- Reasonable and requires further action
- Not reasonable and no further action is required.

If the allegation is assessed as reasonable and further action is required, the RTO General Manager will inform you in writing that:

- An allegation of student misconduct has been made against you
- The allegation will be subject to an investigation
- You have fourteen (14) days to respond to the allegation
- You may be required to attend an interview to discuss the allegation including an exceptional or mitigating circumstances
 - You will be given three (3) days' notice of the interview
 - You have the right to be accompanied by a support person. The support person may attend the interview by is not permitted to interfere with the interview or process
 - If you cannot attend the interview, you have the opportunity to respond formally in writing.

The investigation will be conducted by the RTO General Manager (or delegate) and will include as a minimum, a review of:

- All evidence provided at the time of the allegation
- Your response to the allegation, if applicable
- Your interview, including any circumstances and mitigating factors.
- Additional interviews with persons relevant to the investigation may be required. This may include other students, Flight Instructors, TVSA Pilot Training employees or any person considered necessary to ensure a fair and equitable outcome
 - The relevant person will be given a minimum of three (3) days' notice of the interview
 - If applicable, the relevant person will be afforded the right to be accompanied by a support person. The support person may attend the interview but is not permitted to interfere with the interview or process.
 - If the relevant person cannot attend the interview, they have the opportunity to respond formally in writing.

The investigation will determine if the allegation is:

- Substantiated and an academic penalty should apply
- Not substantiated and the allegation will be dismissed.

If the allegation is substantiated, disciplinary action will be applied. Disciplinary action may include:

- Re-submission of the assessment task/s
- Failure of the assessment task/s
- Withdrawal from the course.

The RTO General Manager will provide a formal response in writing within two (2) business days of the conclusion of the investigation. The response will detail the outcomes of the investigation, including the reasons for the decision and if any disciplinary action will apply.

Where you do not agree with the outcome of the investigation, you have the right to appeal the decision by accessing the Complaints and Appeals Process.

Electronic copies of all documentation (emails, forms etc.) will be securely saved and maintained by the RTO General Manager.

Complaints and appeals

TVSA Pilot Training ensures that complaints and appeals received about their operations or results of training or assessment, including any third-party providing services on its behalf, are addressed in a professional, fair, and transparent manner.

Information relating to TVSA Pilot Training's complaints and appeals process is always published on the TVSA Pilot Training website and accessible to you.

Complaints

A complaint is a formal expression of a grievance. The act of saying or writing that you are unhappy or dissatisfied with something or someone.

A complaint may include but is not limited to a grievance in relation to:

- Marketing and advertising material
- Course advice and enrolment
- Fees and charges
- Recognition of prior studies
- Student support services
- Program delivery
- Learning resources
- Changes to agreed services
- Trainers, assessors, other learners and third parties
- Personal safety
- Issuing of credentials.

Appeals

An appeal is a request for reconsideration or review of a decision, for e.g., assessment result.

An appeal may include but is not limited to:

- Assessment decisions
- Learner progress and progress decisions
- Course withdrawal.

Complaint and appeals process

TVSA Pilot Training encourage you to attempt resolution of your issue or grievance informally at the lowest possible level (for e.g., by your Flight Instructor or Team Leader) before proceeding to a formal complaint or appeal.

If you are unhappy with an assessment decision; it is preferred you notify your Flight Instructor in the first instance. The Flight Instructor, where appropriate may decide to reassess your assessment submission to ensure a fair and equitable decision is gained.

If you are unable to resolve your issue or grievance informally, you can submit a formal complaint or appeal within 20 working days of the issue or grievance occurring, or assessment decision being made.

Formal complaints and appeals may be made in writing using the Complaints, Grievances and Appeals Form (BQ7.1.1) or other written format such as email. As much information as possible should be included to enable TVSA Pilot Training to investigate appropriately and determine a suitable outcome. The following information should be included as a minimum:

- The issue or grievance – date, time, location, and people involved
- Any evidence to support the complaint or appeal
- Details about the steps taken to resolve the issue or grievance
- Suggestions about how the matter might be resolved.

All formal complaints or appeals must be addressed to the RTO General Manager and submitted to cknowlson@tvsa.edu.au.

The RTO General Manager will within 10 working days of receiving the formal complaint or appeal:

- Provide you written acknowledgement of receiving the complaint or appeal
- Record the complaint or appeal in the Complaints and Appeals Register
- Begin assessing the complaint or appeal submission including any supporting evidence.
 - You may be contacted to provide further information and/or to organise an interview. You can bring a support person to the interview.

The RTO General Manager will endeavour to finalise the outcome of the complaint or appeal within 20 working days or as soon as practicable. In some cases, particularly if the matter is complex, it may take longer to finalise the outcome and provide a resolution.

If more than 60 calendar days are required to investigate and finalise the complaint or appeal, the RTO General Manager will:

- Inform you in writing, including reasons why more than 60 calendar days are required
- Provide regular updates to you. In most cases, updates will be provided weekly.

If no resolution is reached and you are not satisfied with the outcome of the complaint or appeal, the student can access TVSA Pilot Trainings internal appeals process.

To access TVSA Pilot Trainings internal appeals process, you must notify the RTO General Manager within 10 working days of receiving the outcome of the complaint or appeal that you are seeking to access the internal appeals process.

The complaint or appeal and original outcome will be referred to the Chief Executive Officer (CEO) or delegate for review. The CEO or delegate will complete their review within 15 working days. The CEO or delegate will provide the outcome of their review to the RTO General Manager to notify you.

If after accessing TVSA Pilot Trainings internal appeals process no resolution is reached and you remain dissatisfied with the outcome of the complaint or appeal, you may access an external appeals process. You must access the external appeals process within 10 working days of being notified of the outcome of the internal appeal and you must advise the RTO General Manager of your intention to access the external complaints process.

TVSA Pilot Training will attempt to resolve any issues you may have however a satisfactory resolution is not guaranteed.

Complaint or appeal outcome

The RTO General Manager will provide you a formal response in writing. The response will detail the outcome of the complaint or appeal including reasons for the decision and advise you of your right to access TVSA Pilot Trainings internal appeals procedure if you are not satisfied with the outcome.

All complaints and appeals and their outcomes will be recorded in the Complaints and Appeals Register.

External complaints processes

You can only access an external complaints process after attempting to resolve the issue or grievance using TVSA Pilot Training's complaints and appeals process.

If after accessing TVSA Pilot Trainings complaints and appeals process you remain unsatisfied with the outcome of the complaint or appeal, you can

contact the Commonwealth Ombudsman or the Australian Skills Quality Authority depending on the nature of the complaint.

The Commonwealth Ombudsman can assist with complaints about:

- Refusing admission to a course
- Fees and refunds
- Course or provider transfers
- Course progress or attendance
- Cancellation of enrolment
- Accommodation arranged by TVSA Pilot training
- Incorrect advice given by an education agent.

For more information about how the Commonwealth Ombudsman can assist with your complaint including how to submit your complaint, refer to <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>.

The Australian Skills Quality Authority (ASQA) can be contacted about complaints related to the quality of TVSA Pilot Training as an education provider or the quality of a Vocational Education and Training (VET) course, including:

- The qualifications and experience of your Flight Instructors
- The quality of the teaching in the course
- The resources at TVSA Pilot Training, for example: equipment required for practical training
- The building, classroom, and amount of space available for the course.

You can call the ASQA information line on 1300 701 801 between 9am and 7pm (AEST), Monday to Friday.

Complaint and appeals records

Complaints and appeals and their outcomes will be recorded in the Complaints and Appeals Register maintained by the RTO General Manager.

All records in relation to a complaint or appeal will be saved in softcopy and maintained by the RTO General Manager in the students SharePoint file. Access to these records is limited solely to employees of TVSA Pilot Training.

TVSA Pilot Training will allow you to access any records associated with your own individual complaint or appeal.

Continuous improvement

The TVSA Pilot Training management team will review all complaints and appeals including outcomes to identify any required corrective actions or opportunities for improvement. All corrective actions and opportunities for

improvement will be managed in accordance with TVSA Pilot Trainings continuous improvement process.

All identifying information will be removed and only the issue or grievance and the outcome will be reviewed.

Confidentiality

TVSA Pilot Training will only disclose or discuss information in relation to the complaint or appeal with those persons directly involved in the management and resolution of the complaint or appeal.

TVSA Pilot Training will ensure that all documentation and correspondence associated with a complaint or appeal remain confidential.

Support services

TVSA Pilot Training 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.

As part of the enrolment process, each student is required to complete an enrolment form and an English and Math test which assesses language, literacy, and numeracy skills levels. TVSA Pilot Training will identify any initial need for support during the enrolment process by reviewing:

- Responses provided to specific questions on the Enrolment Form by students
- Results of the English and Math tests.

In addition, support needs can also be discussed during the induction to your course.

Where to go if you need support

Your primary support staff person is listed below.

RTO General Manager / Principle Executive Office (PEO)

Corinne Knowlson

Email: cknowlson@tvsa.edu.au

Corinne is your go to for all your support needs!

You can also speak to your Team Leader, Flight Instructor/s, or the Head of Operations.

Support services available to you

TVSA Pilot Training provides the following support services:

Academic

- Training support plans
- 1:1 tuition sessions
- Practice quizzes and exams
- Study groups – where you can work with your fellow students
- Progress Checks – scheduled at the end of each phase with your Team Leader

- Student support meetings – scheduled monthly with Corinne, RTO General Manager

Health and wellbeing

- Basic general guidance
- Referral to a healthcare service

Referral services

- Financial support services
- Legal services
- Counselling
- Fair work
- Medical services

External support services

Other services you may require access to are:

Reading Writing Hotline

Phone: 1300 655 506

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

Do you need support with reading, writing and basic maths? The Reading Writing Hotline can provide you with advice and/or a referral to one of 1200 providers who offer courses in adult literacy and numeracy.

Lifeline

Phone: 13 11 14

Website: <https://www.lifeline.org.au/>

24-hour crisis support and suicide prevention services.

Beyond Blue

Phone: 1300 224 636

Website: <https://www.beyondblue.org.au/>

Beyond Blue provides information and support to help everyone achieve their best possible mental health. Get support for anxiety, depression and suicide prevention.

Legal Aid Victoria

Phone: 1300 224 636

Website: <https://www.beyondblue.org.au/>

Legal Aid Victoria help people with their legal problems with a focus on prevention and early resolution. They can provide support in the areas of criminal law, family law and some civil law matters.

Legal representation is subject to policy guidelines and meeting eligibility criteria. They have lawyers in offices in most major metropolitan and country regions.

Victorian Equal Opportunity & Human Rights Commission

Phone: 1300 292 153

Website: <https://www.humanrights.vic.gov.au/>

Victorian Equal Opportunity & human Rights Commission can help if you think you have been discriminated against, sexually harassed, victimised, or vilified. They offer a conciliation process that is confidential, impartial, free, and simple.

Fair Work Ombudsman

Phone: 13 13 94

Website: <https://www.fairwork.gov.au/>

Fair Work Ombudsman's purpose is to promote harmonious, productive, cooperative, and compliance workplace relations in Australia. They:

- Provide education, assistance, advice and guidance to employers, employees, outworkers, outworker entities and organisations
- Promote and monitor compliance with workplace laws
- Inquire into and investigate breaches of the Fair Work Act
- Take appropriate enforcement action
- Perform our statutory functions efficiently, effectively, economically, and ethically.

Department of Home Affairs – Free Translating Service

Phone: 13 14 50

Website: <https://translating.homeaffairs.gov.au/en>

A free translating service available to holders of certain types of visas. People with a student visa are eligible for this service.

Living and studying in Australia

Emergencies

In the event of an emergency, dial 000.

Triple zero (000) should only be called when you need emergency help from police, fire, or ambulance. Always call triple zero if there is a threat to life or property!

It is recommended that while you are in Australia, smartphone users download the Emergency+ app. You can download the Emergency+ app [here](#) or at www.emergencyplus.com.au. The Emergency+ app allows the operator to pinpoint your location to assist in better mobilising the emergency services.

If you call triple zero it is important to remain calm when talking to the operator. The operator will ask you questions about the emergency, your location, and who or how many people are involved.

Police

In emergencies, dial triple zero (000).

The closest Police Station to TVSA Pilot Training is the Bacchus Marsh Police Station. Bacchus Marsh Police Station is located at 117 Main Street, Bacchus Marsh Victoria 3340.

For non-urgent reports, you can call the Police Assistance Line on 131 444 or you can submit an online report. The Police Assistance Line and Online Reporting is available 24 hours a day, seven days a week. 24/7.

For more information about the Police Assistance Line and Online Reporting can be found [here](#) or at www.police.vic.gov.au/palolr.

Fire

In the event of a fire emergency, dial triple zero (000).

You can ring the Vic Emergency Hotline on 1800 226 226 for bushfire information and advice.

CFA Headquarters can be contacted for enquiries relating to:

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

The CFA District 15 Headquarters is responsible for the Bacchus Marsh / Parwan area. The contact details are:

Address: 19 Learmonth Road, Wendouree VIC 3355
Postal Address: PO Box 242, Wendouree VIC 3355
Phone: 03 5329 5500
Fax: 03 5329 5582

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, dial triple zero (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.

Health services

Listed below are a few Medical Centres, Dentists, Optometrists, Physiotherapy/Osteopathy and Pharmacy/Chemists. 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.

Medical Centres

Medical Centre	Details
Bacchus Marsh Medical Centre	Turner Street, Bacchus Marsh Phone: 03 5367 3333 https://www.bmmc.com.au/
The Elms Family Medical Centre	Suite 1, The Village 160 Main Street, Bacchus Marsh Phone: 03 5367 6662 https://www.theelms.com.au
Grant Street Medical Centre	54 Grant Street, Bacchus Marsh Phone: 03 4367 7555 http://www.grantstreetmc.com.au/
MyClinic Bacchus Marsh	12 Gell Street, Bacchus Marsh Phone: 03 5367 8000 https://www.myclinicgroup.com.au/myclinic-bacchus-marsh/

Dentists

Dentist	Details
Bacchus Marsh Dental House	52 Gisborne Road, Bacchus Marsh Phone: 1800 436 853 https://www.bacchusmarshdentalhouse.com.au/
Bacchus Marsh Dental Care	6A Albert Street, Darley Phone: 03 5300 4789 https://www.bmdentalcare.com.au/
Main Street Dental	223 Main Street, Bacchus Marsh Phone: 03 5367 5355 https://www.mainstreetdental.com.au/
Dynamic Dentistry	129 Gisborne Road, Bacchus Marsh Phone: 03 5367 3697 https://www.dynamicdentistry.org/

Optometrists

Optometrist	Details
Eye Clarity	144 Main Street, Bacchus Marsh Phone: 03 5367 4888 https://www.eyeclarity.com.au/

Optometrist	Details
Specsavers Optometrist & Audiology	Shop 42, The Village 160/192 Main Street, Bacchus Phone: 03 9114 8380 https://www.specsavers.com.au/stores/bacchusmarsh
Darryl Wilson Optometrist by G&M Eyecare	21 Grant Street, Bacchus Marsh Phone: 03 5367 4944 https://georgeandmatilda.com.au/stores/darryl-wilson-optometrist-by-g-m-eyecare-bacchus-marsh/
Australian Eye Specialists	16 Grant Street, Bacchus Marsh Phone: 1300 653 197 https://www.australianeyespecialists.com/

Physiotherapy/Osteopathy/etc.

Physiotherapist / Osteopath	Details
Back in Motion	3 Clifton Drive, Bacchus Marsh Phone: 03 5367 4130 https://www.backinmotion.com.au/bacchus-marsh
Enrich Physio	2 Turner Street, Bacchus Marsh Phone: 0451 501 559 https://enrichphysio.com.au/our-locations/bacchus-marsh/
Grant Street Physiotherapy & Sports Medicine Clinic	25 Grant Street, Bacchus Marsh Phone: 03 5367 4383 http://www.grantstreetphysiotherapy.com.au/
Bacchus Marsh Osteopathy	25 Clarinda Street, Bacchus Marsh Phone: 03 4309 2681 https://www.bacchusmarshosteopathy.com.au/

Pharmacy/Chemist

Pharmacy / Chemist	Details
Bacchus Marsh UFS Pharmacy	25-27 Grant Street, Bacchus Marsh Phone: 03 5367 2134 https://www.ufs.com.au/stores/bacchus-marsh-ufs-pharmacy/

Pharmacy / Chemist	Details
Bacchus Marsh Village UFS Pharmacy	Shop 66, The Village 160/192 Main Street, Bacchus Phone: 03 5367 8600 https://www.ufs.com.au/stores/bacchus-marsh-village-ufs-pharmacy/
TerryWhite Chemmart	4 O'Leary Way, Maddingley Phone: 03 4311 1561 https://terrywhitechemmart.com.au/stores/terrywhite-chemmart-maddingley
Advantage Darley Plaza Pharmacy	Shop 5, Darley Plaza 151 Gisborne Road, Bacchus Marsh Phone: 03 5367 4700

Other services

Postal

Australia Post provides reliable and affordable postal, retail, financial and travel services.

The closest Australia Post branch to TVSA Pilot Training is in Bacchus Marsh and is located in The Village Shopping Centre.

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

Banking

There are four (4) major banks in Australia. These are:

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

There are also several smaller banks, credit unions and building societies such as Bendigo Bank, Bank of Melbourne, St George, and ING Direct.

Below are the details of banks with branches in Bacchus Marsh.

Bank	Details
Commonwealth Bank of Australia (CBA)	142 Main Street, Bacchus Marsh Phone: 03 5367 8425
National Australia Bank (NAB)	162 Main Street, Bacchus Marsh Phone: 13 22 65
Bendigo Bank	2-137 Main Street, Bacchus Marsh Phone: 03 5367 4660

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 your passport, electronic Confirmation of Enrolment (eCoE), and Letter of Offer. You may also need an Australian Tax File Number (TFN).

For further information on banking in Australia, refer to <https://www.studyaustralia.gov.au/english/live-in-australia/settling-in/banking>.

Refer to the Australian Tax Office website at <https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/> for information about getting a TFN.

Financial aid

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.

Legal services

In addition to Legal Aid (listed above in student support services), the Brimbank Melton Community Legal Centre (BMCLC) provide free legal services for people who live, work or study in the Brimbank, Melton and Bacchus March communities. Their main office is in St Albans, and they have two outreach clinics: one in Melton and one in Sunshine. Melton is the closest to Bacchus Marsh.

BMCLC 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.

BMCLC can assist you with:


- Family violence and intervention orders
- Fines and infringements
- Motor vehicle accidents
- Civil debts
- Tenancy issues
- Family law
- Minor criminal matters

You can contact BMCLC via email at legal@comm-unityplus.org.au or by calling 03 8592 9077. Bookings are essential.

For more information about the services BMCLC provide go to <https://www.comm-unityplus.org.au/legal-services/about-bmclc>.

Accommodation services

TVSA Pilot Training provides onsite accommodation as the preferred option for overseas students. Our onsite accommodation is reasonably priced and includes utilities and internet.



DIPLOMA

7 DAYS

SHARED ROOM OR SINGLE ROOM

\$189	\$245
SHARED	SINGLE

- ☑ 1 Single Bed
- ☑ Communal Laundry
- ☑ Recreational Room
- ☑ Communal Kitchen Facilities

Price includes utilities. Diploma discount requires a one-month bond and one month's payment in advance. All rooms are twin share; private accommodation is available subject to capacity. Each room includes two single beds with under-bed storage, bed linen and bath towels, a private bathroom, controllable heating and cooling, bedside tables, two desks and chairs, and blackout blinds.

REGISTER INTEREST

*GST INCLUDED

Alternatively, you can source other accommodation options such as hostels and guesthouses, homestays, and rentals. The below websites have been developed specifically to locate available accommodation:

- www.airbnb.com.au
- www.gumtree.com.au
- www.realestate.com.au
- www.domain.com.au

For more information on accommodation options in Australia, visit <https://www.studyaustralia.gov.au/english/live-in-australia/accommodation>.

For information about your rights and responsibilities in relation to accommodation and rentals, go to

<https://www.consumer.vic.gov.au/housing/renting>.

Cost of living

It is estimated that 12-months living costs are:

- \$21,041 (AUD) for students and guardians
- \$7,362 (AUD) for partners coming with you
- \$3,152 (AUD) for each child coming with you.

The costs below are an approx. guide only for accommodation and other living expenses.

Accommodation

Accommodation Type	Approx. Cost (per week)
On campus – TVSA Pilot Training	\$189 - \$245
Hostels and Guesthouses	\$90 - \$150
Homestay	\$235 - \$325
Rental	\$185 - \$440
Shared Rental	\$95 - \$215

Other living expenses

Expense Type	Approx. Cost (per week)
Groceries and eating out	\$140 - \$280
Gas, electricity, water	\$10 - \$20
Phone and internet	\$15 - \$30
Public transport	\$30 - \$60
Car (after purchase)	\$150 - \$260
Entertainment	\$80 - \$150

You are required to provide sufficient proof to the Department of Home Affairs that you have enough money to cover the cost of living (travel, study and stay) in Australia.

Australia, Bacchus Marsh and Melbourne

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.

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

Bacchus Marsh is located mid-way between Melbourne and Ballarat. Bacchus Marsh is known for the town's rich heritage, its orchards, market gardens and seasonal produce.

Things to do in or near Bacchus Marsh

Use the walking and cycling paths to:

- Explore the historic township
- Ride the Avenue of Honour River Circuit
- Take the fragrant Werribee Peppertree Walk.

Visit the

- Blacksmiths Cottage
- Bushranger Captain Moonlite's Church
- Maddingley Park.

Refer to <https://www.visitvictoria.com/Regions/Daylesford-and-the-Macedon-Ranges/Destinations/Bacchus-Marsh> for more information on things to do and what's happening in Bacchus Marsh.

Melbourne

Melbourne, the closest major city to TVSA Pilot Training was ranked as the **world's most liveable city** for seven years running and is known for its love of sport, the arts, food and wine. Melbourne has also been named Australia's 'best student city' and the **third best student city in the world**.

Melbourne is easily accessible, there are plenty of beautiful parks, walking tracks, sporting events and facilities, live entertainment, festivals, and lots of cafes, restaurants and bars.

Things to do in Melbourne

Visit the following attractions:

- National Gallery of Victoria
- Arts Centre Melbourne
- Melbourne Museum
- Australian Sports Museum
- Royal Botanical Gardens and Fitzroy Gardens
- Eureka Skydeck
- Old Melbourne Gaol
- Shrine of Remembrance
- Queen Victoria Market and South Melbourne Market
- Melbourne Zoo, Werribee Open Range Zoo and Healesville Sanctuary
- Federation Square

Go on one of the many available day trips or tours, including:

- Yarra Valley Balloon Flight and Winery Tour
- Great Ocean Road Reverse Itinerary Tour
- Phillip Island Penguin and Wildlife Tour
- Peninsula Hot Springs and Beach Boxes Day Trip
- Grampians Hiking Day Tour
- Great Ocean Road and 12 Apostles Day Trip.

Refer to <https://www.visitvictoria.com/> for more information on things to do and see, and places to visit in Melbourne.

Getting around – 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.

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.

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.

Getting around 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.

Supermarkets

In Victoria, there are several 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
- Fruiters – for fresh fruit and vegetables
- Delicatessens – for cured meats, cheeses, etc.

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

Other Shopping Requirements

Bacchus Marsh has most of the stores you need, such clothing stores, footwear stores, and homewares stores.

For a more extensive array of shops, visit the Woodgrove Shopping Centre in Melton.

Woodgrove Shopping Centre is located at 533-555 High Street, Melton West VIC 3337

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 - 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.

For more comprehensive information on beach safety go to the Royal Life Saving Australia website at <https://www.royallifesaving.com.au/stay-safe-active/locations/beach-safety>.

Smoking in Victoria and Melbourne

It is an offence to smoke or use e-cigarettes in the many smoke-free areas in Melbourne and Victoria, including Bacchus Marsh.

Smoking is banned in the following areas:

- Outdoor areas at hospitality and food venues during the times food is available
- Food fairs, organised outdoor events including community or street festivals

- Entrances to indoor children’s play centres, public hospitals, and registered community health centres
- Entrances to public buildings including courts, police stations, public hospitals, and certain Victorian Government buildings
- The grounds of, and entrances to, childcare centres, kindergartens, preschools, and primary and secondary schools
- Outdoor recreational areas, including playground equipment, skate parks and sporting venues during under-age sporting events
- Outdoor areas of public swimming pools
- Patrolled beaches
- Enclosed workplaces
- Train stations, tram stop platforms and tram and bus shelters
- Under-age music or dance events.

The City of Melbourne has now created the following smoke-free areas within the Central Business District (CBD):

- Bourke Street (between Elizabeth Street and Russell Place, including Bourke Street Mall)
- Goldsbrough Lane (off Bourke Street between William and King streets)
- QV Melbourne (corner of Lonsdale and Swanston streets)
- The Causeway (off Bourke Street between Swanston and Elizabeth streets)
- Howey Place (off Little Collins Street between Swanston and Elizabeth streets)
- Equitable Place (runs between Collins and Little Collins streets between Elizabeth and Queen streets)
- Block Place (runs between Collins and Little Collins streets between Swanston and Elizabeth streets)
- The Tan running track
- Princes park running track
- Collins Way (off Little Collins Street between Elizabeth and Queen streets)
- Fulham Place (off Flinders Lane between Elizabeth and Queen streets)
- Market Street Park, between Collins Street and Flinders Lane.

To view a map of the smoke-free areas in the CBD, go [here](#).

For information relating to smoking in Victoria and the City of Melbourne, go to <https://www.melbourne.vic.gov.au/community/health-support-services/health-services/Pages/smoking-and-tobacco.aspx>

The information contained above is sourced and copied from the City of Melbourne website.

Legislation and you

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

The following legislation applies to you and your enrolment at TVSA Pilot Training.

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of Practice for Providers of Education and training to Overseas Students 2018 (National Code 2018)
- Civil Aviation Act 1988
- Civil Aviation Safety Regulations 1998
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Equal Opportunity Act 2010
- Privacy Act 1988
- Copyright Act 1968