TVSA

Pilot Training

Student Handbook

Version 17.1

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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 student handbook is to provide you with all the information you need to know about studying with TVSA Pilot Training, from enrolment to completion and includes VET Student Loans specific information.

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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 1113
Bacchus Marsh VIC 3340

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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)
Troy Smith
Email: tsmith@tvsa.edu.au

RTO General Manager / Principle Executive Office (PEO)
Corinne Knowlson
Email: cknowlson@tvsa.edu.au

Our Fleet

Our current fleet comprises of Cessna 172, Cessna 182, Piper Arrow, Piper Seminole and Diamond DA42 aircraft. We also have two Redbird MCX Simulators.

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.

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Safety on campus

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

At the beginning of their training, 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 first and then call triple zero (000) and ask for either fire, ambulance, or police. Immediately after calling triple zero, 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.

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Course information

TVSA Pilot Training are approved to offer the following courses.

Course Code	Title
AVI50222	Diploma of Aviation (Commercial Pilot Licence – Aeroplane
AVI50419	Diploma of Aviation (Flight Instructor)
AVI50519	Diploma of Aviation (Instrument Rating)

General entry requirements

The following entry requirements are applicable to all three courses.

- Be 18 years of age at the time of course commencement
- Have an Aviation Reference Number (ARN)
- 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)
    - A Trial Introductory Flight (TIF) with a Flight Instructor (you will incur a fee of $225.00)

NOTE: TVSA Pilot Training utilise LLN Robot® to conduct the online reading and numeracy assessments. LLN Robot® is a tool approved by the Secretary and published on the Department website.

If you are a VET Student Loan student, TVSA Pilot Training must report the results of your reading and numeracy assessment to the Secretary in the form, manner and by the time requested by the Secretary.

AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)

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, integrated flying and theory course. The course is only available full-time. You will be required to be onsite Monday to Friday.

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Duration: 50 weeks (full-time)

Tuition Fees: $91,000 plus a $1,500 refundable course deposit

Tuition Inclusions	Tuition Exclusions
Total aeronautical experience – 155 flight hours in total; includes a minimum of 70 hours solo and 5 hours in the simulator	Re-test fees (for subsequent attempts of RPL/CPL theory exams and RPL/CPL flight tests)
Ground theory and briefings including CPL theory subjects	Additional flight training or tuition (required to meet the competency standard)
Landing charges and Air Services fees at aerodromes and airports	Class 1 Aviation Medical
First attempt at: • RPL theory exam • RPL flight test • CPL theory exams (x 7 theory subjects) • CPL flight test	Course materials and equipment including: • Textbooks • Charts • ERSA • Headset
Aviation Security Identification Card (ASIC) (initial application only)	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 a current Basic Class 2 Aviation Medical and be eligible to hold a Class 1 Aviation Medical
- Hold or be eligible to hold an Aviation Security Identification Card (ASIC)

IMPORTANT:

- Before you can attempt the RPL Flight Test you will be required to hold a minimum of a current Basic Class 2 Aviation Medical and a current ASIC.
- Before you can attempt the CPL Flight Test you will be required to hold a current Class 1 Aviation Medical and a current ASIC.

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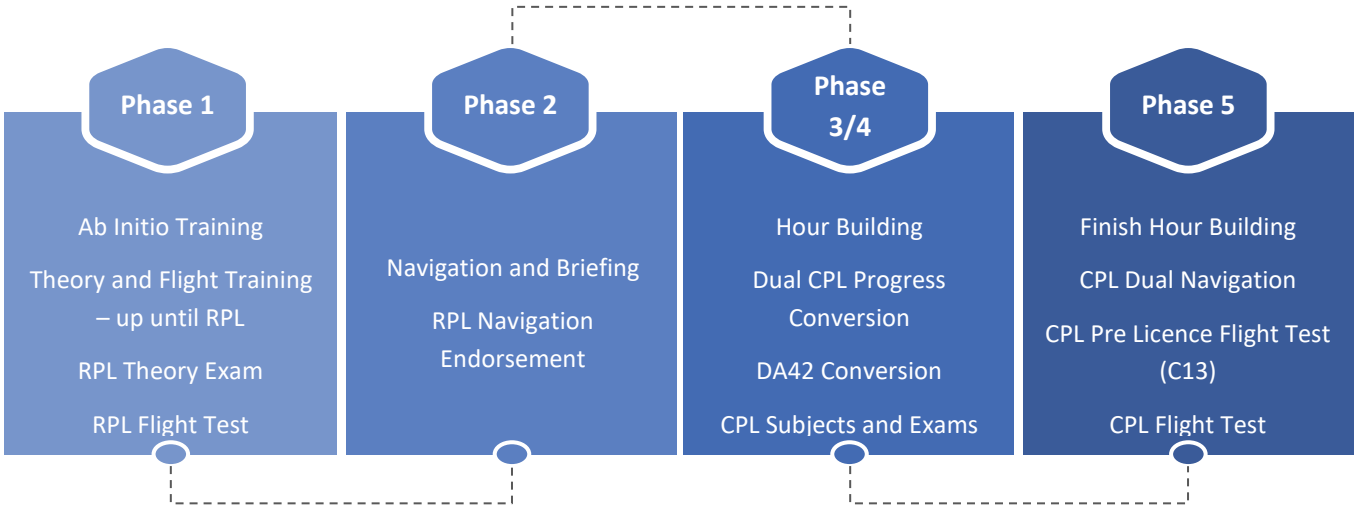
Course Structure



IMPORTANT:

- Before you can proceed to Phase 5 you will be required to have successfully passed all 7 CPL theory exams.

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 a Recreational Pilot Licence (RPL) during Phase 2 of your course. You are provided the option to obtain an RPL Navigation Endorsement at the end of Phase 2 of your course, however this is not mandatory.

AVI50419 Diploma of Aviation (Flight Instructor)

This course is designed to teach you the skills required to pass on your knowledge effectively, both in aircraft, and in ground briefings.

It is an intensive, full-time course which will require you to be onsite Monday to Friday.

Duration: 16 weeks (full-time)

Tuition Fees: $33,600 plus a $1,500 refundable course deposit

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Tuition Inclusions	Tuition Exclusions
Total aeronautical experience – 49 flight hours in total; includes 4 hours in the simulator	Re-test fees (for subsequent attempts of PMI theory exam, FIR flight test, FIR DF flight test and spin endorsement)
Ground theory and briefings	Additional flight training or tuition (required to meet the standard)
CASA approved PMI course	Uniform
First attempt at: • PMI exam • FIR flight test • FIR DF flight test • Basic IF certificate • Spin endorsement	Aviation Security Identification Card (ASIC)
Landing charges and Air Services fees at aerodromes and airports	Class 2 Aviation Medical
CASA processing and application fees	Course materials

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.

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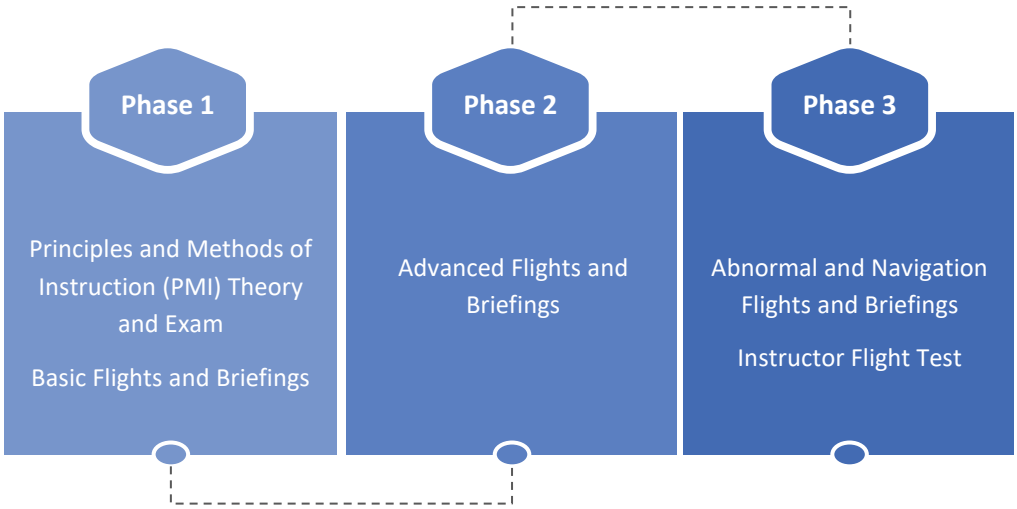
Course Structure



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)

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 Monday to Friday.

Duration: 16 weeks (full-time)

Tuition Fees: $39,800 plus a $1,500 refundable course deposit

Tuition Inclusions	Tuition Exclusions
Ground theory and briefings including IREX theory	Re-test fees (for subsequent attempts of IREX theory exam, MEA flight test and MEIR flight test)
Simulator training – 16 hours in total	Class 1 Aviation Medical

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Tuition Inclusions	Tuition Exclusions
Total aeronautical experience – 34 flight hours in total	Uniform and headset
First attempt at: • 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	Aviation Security Identification Card (ASIC)
CASA processing and application fees	Course materials

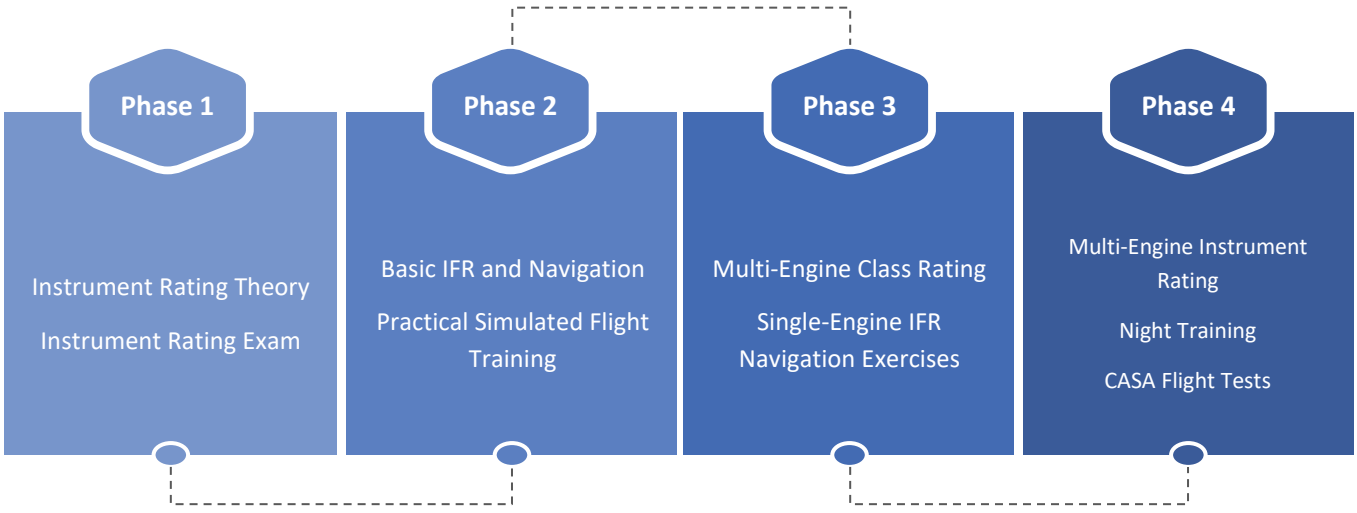
Course Specific Entry Requirements

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



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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.

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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.

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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.

IMPORTANT: Three failed attempts at an assessment task will result in TVSA issuing 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 or Team Leader as soon as possible and prior to the assessment.

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Student selection and enrolment

TVSA Pilot Training accepts applications from all potential 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.

<table>
<tr><th>Your Responsibility</th><th>TVSA Pilot Trainings Responsibility</th></tr>
<tr><td>Contact TVSA Pilot Training about one of our courses and/or enrolling in a course.

You can schedule a call by going to 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’. Look for the below…</td><td>TVSA Pilot Training will contact you in response to your query. You will be advised of the ‘next steps’ and provided with all relevant information to make an informed decision about enrolling with TVSA Pilot Training.

NOTE: information is publicly accessible and available on the TVSA Pilot Training website.</td></tr>
<tr><td rowspan="3">Complete the pre-training review process. The pre-training review consists of:
An interview with the RTO General Manager (or delegate)
An online assessment of competence in reading and numeracy using LLN Robot® (you must achieve a minimum result of AQF exit level 3 for both assessments)
A Trial Introductory Flight (TIF) with a Flight Instructor (you will incur a fee of $225.00)
Demonstrating you meet the eligibility requirements for VET Student Loans, if applicable.</td><td>TVSA Pilot Training will assess the outcome of the pre-training review, and any supporting documentation/evidence submitted.</td></tr>
<tr><td>If you are assessed as meeting the entry requirements, TVSA Pilot Training will send you the Enrolment Pack via DocuSign.</td></tr>
<tr><td>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.</td></tr>
</table>

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Your Responsibility	TVSA Pilot Trainings Responsibility
Complete and submit the Enrolment Pack. The Enrolment Pack consists of the following: • Enrolment Form • Fee Schedule (if applicable) • Course Brochure • Student Handbook • VSL Information Booklet (if applicable) • Course Deposit Form (if applicable) **NOTE:** You will need to provide a copy of your Passport and/or Birth Certificate. If you provide a copy of your Birth Certificate, you must also provide a copy of your Driver's Licence. Photo ID showing your full legal name and Date of Birth is mandatory to ensure your identification can be verified by TVSA Pilot Training.	TVSA Pilot Training will process your enrolment in our Student Management System, create your eCAF (essentially your contract with the government for the VET Student Loan) and raise an invoice for the Course Deposit. **NOTE:** once TVSA Pilot Training creates the eCAF, you will receive an email notification from the eCAF system with instructions on how to log in and submit your eCAF.
Submit your eCAF and pay the Course Deposit. (if applicable)	TVSA Pilot Training will send a Confirmation of Enrolment including details of your Course Induction. You will also be emailed a receipt for payment of your course deposit.
Start your training!!	

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VET Student Loans (VSL)

What is VSL?

The VET Student Loans program is an Australian Government loan program that helps **eligible** students enrolled in approved courses, at approved course providers, pay their tuition fees.

If you use a VSL, you will not have to make any repayments your income is above the compulsory repayment threshold. The compulsory repayment threshold is adjusted annually and is currently $54,435 for the 2024-25 financial year.

IMPORTANT: Students who use VSL incur a HELP debt with the Commonwealth which remains a debt until it is repaid in full.

For detailed information about VSL, you can download the VSL Information Booklet here. The VSL Information Booklet outlines everything you need to know about VSL including yours and the approved course providers responsibilities.

You will be required to declare that you have read the VSL Information Booklet as part of the enrolment process.

Eligibility requirements

To apply for VET Student Loans (VSL) to assist you in paying your tuition fees, you must first be able to demonstrate to TVSA Pilot Training that you meet the following eligibility requirements:

1. You are:
    a. An Australian citizen or
    b. A qualifying New Zealand[1] citizen or
    c. A permanent humanitarian visa holder who usually resides in Australia.
    d. A pacific engagement visa holder who usually resides in Australia
2. Your remaining HELP Balance (the amount of your HELP loan limit you have left) is sufficient to cover your proposed studies or if your HELP loan limit doesn't cover all of your tuition fees, that you have capacity to self-fund the difference.
3. You have been assessed as academically suited to undertake the approved course on the basis of either:
    a. Providing your Australian Year 12 Certificate or
    b. Providing your International Baccalaureate Diploma Programme (IB) diploma or
    c. Providing a copy of a certificate showing you have been awarded a qualification at level 4 or above in the Australian Qualifications Framework (where the language of instruction was English) or at a

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level in a framework that preceded the AQF and is equivalent to level 4 or above in the AQF or

   d. Displaying competence at Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test.

4. You have a Tax File Number (TFN) or have applied for a TFN
5. You have a Unique Student Identifier (USI) or are otherwise exempt

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[1] a qualifying New Zealand citizen is a New Zealand citizen who meets all of the following:

- Holds a special visa category, such as the New Zealand Special Category Visa (SCV)
- Has been usually resident in Australia for the past 10 years
- Was a dependent child when he or she was first usually resident in Australia
- Has been in Australia for periods totalling 8 years during the previous 10 years
- Has been in Australia for periods totalling 18 months during the previous 2 years.

Tax file number (TFN)

If you do not have a TFN and are considering enrolling in a course and applying for a VSL, it is recommended you apply for your TFN now.

For more information on how to apply for a TFN, visit the ATO website at https://www.ato.gov.au/individuals/tax-file-number/apply-for-a-tfn/.

Unique student identifier (USI)

If you do not have a USI and are considering enrolling in a course and applying for a VSL, it is recommended you apply for your USI now.

For more information on how to apply for a USI, visit the USI website at https://www.usi.gov.au/students/get-a-usi.

How do I apply for a VSL?

To apply for a VSL you need to firstly enrol with TVSA Pilot Training (or approved course provider).

Once enrolled, TVSA Pilot training will provide your enrolment information to the Department by creating a VET Student Loan electronic Commonwealth Assistance Form (eCAF) using the eCAF system.

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You will then receive an email from the eCAF system with login details and instructions on how to sign and submit your eCAF. You will not be able to submit you eCAF for at least two business days after you have enrolled (the date you signed your TVSA Unified Enrolment Form).

You must submit your eCAF before your first census for which you would like the loan to apply however TVSA Pilot Training will not confirm your enrolment or permit you to commence your course until such time as you submit your eCAF.

Once you submit the eCAF you will receive an email confirming your loan approval. You will also be provided a copy of the completed form.

Census days

Census days are the most important date for you to know.

At 11.59pm on the census day, you incur the debt with the government.

The census day is the last day you can:

- Complete your eCAF to apply for a VSL for your course and/or unit of study
- Withdraw your enrolment without incurring a debt for the course and/or unit of study.

Withdrawal from a course

To withdraw from a course, you must notify TVSA Pilot Training in writing. Please refer to the withdrawal process listed on page 34 of this Student Handbook.

In relation to VSL:

- If you withdraw from a course on or before the first census day, you **will not** incur a FEE-HELP debt for the course. If you made an upfront payment of any tuition fees or course deposit, you **will** receive a refund from TVSA Pilot Training minus the cost for any training completed.
- If you withdraw from the course after a census day, you **will** incur a FEE-HELP debt however only for the part/s of the course applicable to the census days that have passed. If you have made an upfront payment of any tuition fees, you **will not** receive a refund from TVSA Pilot Training.
- If you withdraw from the course after a census day because of special circumstance (see section 5.3 of the VSL Information Booklet for information relating to special circumstances), you can apply to TVSA Pilot Training to re-credit your FEE-HELP balance.

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Re-crediting your FEE-HELP balance

To apply to re-credit your FEE-HELP balance, you will need to demonstrate to TVSA Pilot Training that 'special circumstances' prevented or will prevent you from completing the requirements of the course or part of the course.

Please be assured, you will not be discriminated against or victimised for requesting to re-credit your FEE-HELP balance.

There are no fees or charges for requesting your FEE-HELP balance be re-credited or for a review of a decision, other than a review by the Administrative Appeals Tribunal (AAT).

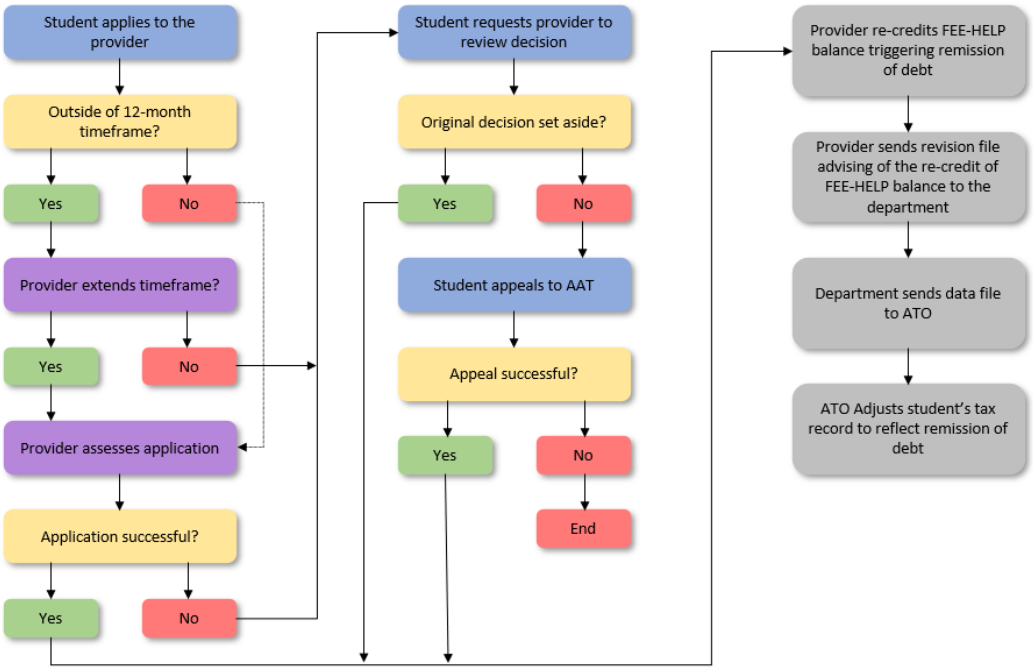
Meaning of 'special circumstances'

'Special circumstances' are circumstances:

- Beyond your control
- Did not make their full impact on you until on, or after, the census day for the course, or part of the course
- Made it impracticable for you to complete the requirements of the course, or part of the course, during your enrolment.

Application process to re-credit your FEE-HELP balance

The process below has been defined by the Department and is applicable to all applications to re-credit your FEE-HELP balance.



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You need to apply to TVSA Pilot Training within 12 months of the census date you are seeking to re-credit. TVSA Pilot Training may at our discretion and taking into consideration your circumstances, extend the timeframe past 12 months.

Applications must be submitted in writing to the RTO General Manager at cknowlson@tvsa.edu.au.

The RTO General Manager will within 10 working days of receiving the application:

- Provide you written acknowledgement of receiving the application
- Begin reviewing the application including any supporting evidence.
    - You may be contacted to provide further information.

The RTO General Manager will endeavour to determine the outcome of the application within 20 working days or as soon as practicable. In some cases, if the matter is complex, it may take longer to finalise the review and provide an outcome.

If more than 20 working days is required to determine the outcome, the RTO General Manager will provide regular updates to you regarding the status of your application.

The RTO General Manager will provide you written notification of the outcome of your application including the reasons for the decision. The notification will also advise you of your rights in relation to 'next steps' if you are not satisfied with the decision.

Decisions regarding the re-crediting of your FEE-HELP balance are reviewable. This means if you are not satisfied with the decision made by the RTO General Manager, you can apply to the Review Officer to review the decision. The Review Officer at TVSA Pilot Training is the Chief Executive Officer (CEO) or their nominated delegate.

You have 28 days after you were notified of the decision made by the RTO General Manager to apply to review the decision. Applications to review the initial decision must be made in writing, addressed to the CEO, and submitted to the RTO General Manager at cknowlson@tvsa.edu.au.

The application will be forwarded to the CEO or delegate for review. The CEO or delegate will complete their review within 15 working days. The CEO or delegate will provide their outcome to the RTO General Manager to notify you.

You will be provided written notification of the CEO or delegates decision. The notification will include the reasons for decision and advise you of your rights regarding 'next steps' if you are not satisfied with the decision.

If you are not satisfied with the CEO or delegates decision, you may apply to the Administrative Review Tribunal (ART) to review the decision. You can apply online to the ART via https://online.art.gov.au/. You will need to create an

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account and then submit your application including any supporting documents. The ART may confirm or vary the CEO or delegates decision or set aside the decision and provide a new decision.

TVSA Pilot Training will comply with any decision made by the ART.

Applying directly to the Secretary to re-credit your FEE-HELP balance

You can apply directly to the Secretary for your HELP balance to be re-credited if:

- TVSA Pilot Training, or a person acting on our behalf, engage in unacceptable conduct in relation to your application for VSL, or
- TVSA Pilot Training have failed to comply with the Act or an instrument under the Act and the failure has adversely affected you.

Unacceptable conduct is:

- Unconscionable conduct (whether you are identified as having been disadvantaged by the conduct or not)
- Misleading or deceptive conduct
- The making of a representation with respect to any future matter, such as the doing of, or the refusing to do, any act, if the maker of the representation does not have reasonable grounds for making the representation
- Advertising tuition fees for the course where there are reasonable grounds for believing TVSA Pilot Training will not be able to provide the course for those fees
- Use of physical force, or harassment or coercion, in connection with the application or enrolment in the course.

You have 5 years after the relevant census day of the course to apply to the Secretary to re-credit your HELP balance, go to https://www.ombudsman.gov.au/complaints/vet-student-loan-complaints and click on the **Make a complaint** button. Ensure your application includes the following:

- The grounds for the request
- Detail of the course to which the application relates
- Details of the provider of the course (TVSA Pilot Training)
- The loan amount that is to be re-credited
- Your student identifier
- Any supporting documents

TVSA Pilot Training will comply with any decision or directive made by the Secretary.

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The Secretary re-crediting your FEE-HELP balance (of its own accord)

The Secretary may elect to re-credit your HELP balance in the event TVSA Pilot Training:

- Is unable to act or is being wound up or has been dissolved, or
- Had failed to act and the Secretary is satisfied that the failure is unreasonable.

TVSA Pilot Training as a replacement provider

TVSA Pilot Training if enrolling you as a replacement provider, will apply a credit for superseded and equivalent units in the replacement qualification. You will need to supply a Statement of Attainment (SOA) as evidence of being awarded the units before a credit will be applied. The SOA will be verified by TVSA Pilot Training.

TVSA Pilot Training will accept in lieu of an SOA, your Unique Student Identifier (USI) transcript as evidence if you provide authority via your USI portal to enable TVSA Pilot Training to access and verify your transcript.

Tuition fees will not apply for any elements of the course where a credit has been applied.

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Fees, charges, and refunds

TVSA Pilot Training publishes all information in relation to fees, charges, and refunds in this Student Handbook. The Student Handbook is published 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	The costs associated with delivering the course including:
	• Flight training (as published)
	• Ground theory and briefings
	• First attempt at:
	  ○ CASA theory exams
	  ○ Flight tests including aircraft hire
	• Aviation Security Identification Card (ASIC) *(initial application only; required for AVI50222 course)*
	• CASA processing fees
	• Landing fees at other airports and aerodromes
	• TVSA Flight Training Manuals.
	Tuition fees do **not** include:
	• Materials and resources (as per the Required Materials list provided at the time of enrolment)
	• Uniform
	• Aviation Medical (and required tests)
	• Additional flight training or tuition (required to meet the standard)
	• Any of the fees and charges listed in the next table.

Course Deposit	There is a refundable course deposit of $1,500 (AUD) payable by all students. The course deposit is refundable at the completion of the course. **NOTE:** In the event you have withdrawn on or before your first census date, the cost of any training you have completed will be deducted from your course deposit.

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

Fee Type	Description
Cancellation fee	Cancellation fees may be charged if a flight is cancelled. The current cancellation fee rate is: • 50% of the flight cost for cancellations with 24 hours' notice. • 100% of the flight cost for cancellations with less than 12 hours' notice. If you arrive late or are not prepared for your flight, you will be charged a standard fee of $150 for each occurrence. 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/. 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 Cessna 172 is $435 and you only gave 10.5 hours' notice. The cancellation fee would be charged at $435 x 3.5-hours = $1522.50.
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	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. • RPL Theory - $450 • CPL Theory - $450 per subject • IREX Theory - $900 There will also be a $300 marking fee for each resit of a theory subject.
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.

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Fee Type	Description
Response to fire alarm (including false alarms)	TVSA Pilot Training is a protected premises and any fire alarm triggered will result in a response from the Country Fire Authority (CFA). Any costs associated with a CFA response will be on-charged to the student responsible for triggering the alarm. The cost will vary depending on the alarm triggered and the number of response vehicles in attendance.
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.
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	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. Charges incurred will apply as per the current Aircraft Hire Rates available at https://tvsa.edu.au/our-fleet/
Testamur and Record of Results or Statement of Attainment re-issue fee	There is a $25 fee associated with TVSA Pilot Training re-issuing your Testamur and Record of Results or Statement of Attainment.
Printing fees	Students are allocated an initial printing credit of 500 pages at the beginning of the course. If this credit is exhausted, an additional printing credit for 500 pages can be purchased for $20.

Self-funding students

Payment of fees

You will be required to enter into a payment arrangement to pay for course tuition fees. TVSA Pilot Training will not invoice a self-funding student more than $1500 in advance.

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

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

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 Refund of Fees section (page 31) of this Student Handbook.

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.

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Fee Protection

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

The TPS provides assistance and support to VET Student Loan students 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.

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Course extensions, deferrals, cancellations, and withdrawals

Your enrolment may be extended, deferred, suspended, withdrawn, or cancelled. Refer the following sections for more information.

Course extensions

TVSA Pilot Training may at their discretion extend your course based on your academic progress. TVSA Pilot Training will consult with you and seek approval from you prior to extending your course completion date.

You may apply to TVSA Pilot Training in writing to request an extension to your course. Requests must be submitted to the RTO General Manager at cknowlson@tvsa.edu.au.

The RTO General Manager will provide written notification of the outcome within 10 working days of receiving the request. The notification will include reasons for the decision.

Course deferrals

You may under exception circumstances, request to defer your studies. Course deferrals will only be granted once and for a maximum of 3-months.

Any request to defer will be granted at the discretion of the RTO General Manager.

You may apply to TVSA Pilot Training in writing to request a deferral. Requests must be submitted to the RTO General Manager at cknowlson@tvsa.edu.au.

Exceptional circumstances may include:

- Personal illness
- Family illness
- Circumstances beyond your control that prevents you from being able to engage in training and complete the course.

Exceptional circumstances **do not** include:

- Failure to obtain a medical by the due date
- Falling behind on course work without a valid reason. A valid reason does **not** include work commitments. You are made aware of the study load requirements prior to enrolment.

The RTO General Manager will provide written notification of the outcome within 10 working days of receiving the request. The notification will include reasons for the decision.

Course cancellations

TVSA Pilot Training reserve the right to cancel your enrolment. Circumstances in which this may occur include but are not limited to:

- Outstanding fees and charges
- Unsatisfactory attendance and/or student progress resulting in a course extension beyond acceptable timeframes
- Breach of the Student Code of Conduct
- Breach of TVSA Pilot Training's safety procedures
- Breaching flight rules and regulations.

TVSA Pilot Training will provide you with a notification in writing of our intention to cancel your enrolment.

You can appeal the decision to cancel your enrolment. You must submit your application within 28 days of receiving the notification advising you of our intention to cancel your enrolment. To do so, please refer to the Complaints and Appeals process (pages 45-49) in this Student Handbook.

Please note, the cancellation will **not** take effect until such time as the Complaints and Appeals process is complete.

Course withdrawals

You may withdraw your enrolment at any time. To withdraw, you must notify the RTO General Manager at cknowlson@tvsa.edu.au in writing.

Upon receipt of the notification in writing, the RTO General Manager will process your withdrawal in the Student Management System and notify the Secretary if you are a VSL student.

Depending on how long you have been enrolled in the course, you may be required to submit a Progression Form via the eCAF system, stating you have withdrawn your enrolment. The RTO General Manager will work with you to ensure this step is completed, if necessary.

There are no costs associated with withdrawing your enrolment. You will not be discriminated against or victimised for withdrawing your enrolment.

If you are a VSL student, it is strongly recommended that you withdraw on or before a census date wherever possible. Please refer to the VET Student Loans (VSL) section of this handbook for detailed information on census dates, withdrawing from a course as a VSL student and re-crediting your FEE-HELP balance.

To enrol in a course once you have withdrawn, you will need to undertake the enrolment process again. Refer to pages 19-20 of this Student Handbook.

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TVSA Pilot Training will not, after withdrawal, enrol you in a course or part of a course without your written permission (which must be after the date you withdrew from the course).

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Course progress

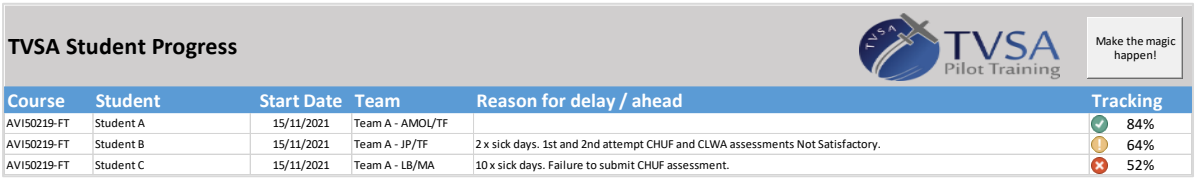
It is a requirement of your enrolment to maintain satisfactory course progress and, where applicable, course attendance.

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 activity (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
1st Breach	You will receive At-risk Letter #1 and be required to meet with your Primary Instructor. A training plan may be developed with the aim to improve your academic progress. Training Plans are tailored to your specific circumstances and may include activities based on identified areas of deficiency.
2nd Breach	You will receive At-risk Letter #2 and be required to meet with your Team Leader to discuss your options including the potential provision of further student support. A new tailored training plan may be developed, again with the aim to improve your academic progress.

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Breach	Intervention Strategy
3rd 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 and if you are provided another opportunity to continue your training. If you are provided an opportunity to continue, a training plan may 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 cancel your enrolment.

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.

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Student Support Meetings	The RTO General Manager may 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 may 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.

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Student obligations and responsibilities

Student leave

Generally, there is no provision for leave during your course.

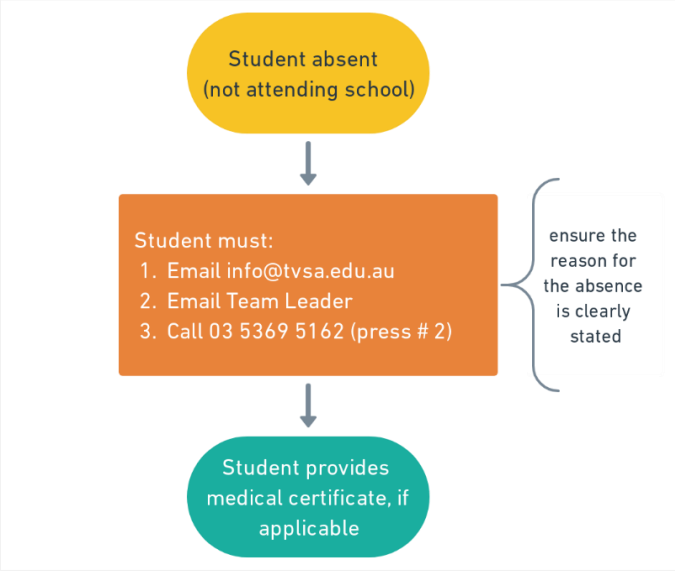
Any holidays or time off during your course **must** be requested in writing and approved by TVSA Pilot Training. Leave will either be approved or declined based on the likely impact on your course progress.

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!

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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.

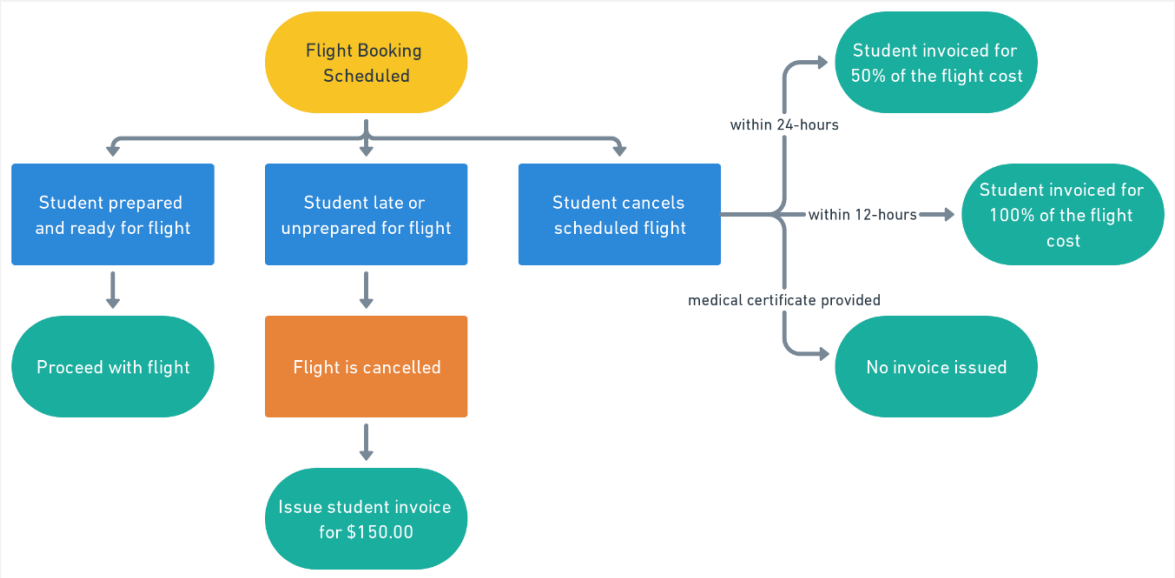
Cancelling flights

All cancellations must be approved by your Flight Instructor or Team Leader. 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, you will not be liable for any cancellation fees.

You must schedule a new booking at the time of cancellation or on the day of return to ensure that you continue to progress at the desired rate, and to assist you in completing the course by your expected completion date.



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Student Code of Conduct

You 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.

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Student Misconduct

Definitions

Type	Description
Academic Misconduct	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: • Cheating • Collusion • Plagiarism. Refusing to abide by the Flight Instructors instructions or direction during the assessment process is also considered a form of academic misconduct.
Cheating	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.
Collusion	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.
Plagiarism	The act of presenting the work of others as your own. This includes but is not limited to the following: • 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	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: • Harassing or intimidating another person, including sexual harassment, bullying, or discrimination

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Type	Description
	• 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 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 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.

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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 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 by 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 2 working 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.

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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 unable to resolve your issue or grievance informally, you can submit a formal complaint or appeal within 28 days of the issue or grievance occurring, or assessment decision being made.

You will not be discriminated against or victimised for submitting a formal complaint, grievance, or appeal.

Formal grievances, complaints and appeals in relation to both academic and non-academic matters may be made in writing. 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

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- 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.

Assessment appeals

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 informally with your Flight Instructor, you can submit a formal complaint or appeal within 28 workings days of the issue or grievance occurring, or assessment decision being made.

Internal appeals process

To access TVSA Pilot Trainings internal appeals process, you must notify the RTO General Manager in writing 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.

External complaints process

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 which includes the internal appeals process.

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Complaint or appeal outcome

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

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 rights depending on which appeals process the outcome relates to (initial, internal, or external).

VET Student Loans Ombudsman

If after accessing TVSA Pilot Trainings complaints and appeals process, internal appeals process and external appeals process you remain unsatisfied with the outcome of the complaint or appeal, you can contact the VET Student Loans Ombudsman (VSLO).

The VSLO can assist with complaints and grievances about VSL related disputes. They will act as an external dispute resolution body to conduct investigations and make recommendations in relation to VSL and compliance by course providers with the Act and any legislative instruments under the Act. The CSLO will report on its investigations and recommend providers and others to act, or stop certain behaviour, to address identified problems and provide redress to affected students.

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/complaints/vet-student-loan-complaints.

Australian Skills Quality Authority

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.

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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.

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Recognition of Prior Learning

Is an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited course.

Formal Learning	Learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree)
Non-formal Learning	Learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, AvSafety Pilot Seminars conducted by CASA or obtaining a CASA Flight Crew Licence via a CASA non-accredited syllabus)
Informal Learning	Learning that results through experience of work-related, social, family, hobby or leisure activities (for example, the acquisition of interpersonal skills developed through several years as a sales representative).

TVSA Pilot Training offers Recognition of Prior Learning as required by the Standards for Registered Training Organisations (RTOs) 2015 however due to the integrated nature of aviation pilot training and requirements stipulated by the regulating body, the Civil Aviation Safety Authority (CASA), students may be required to undertake training and/or assessment tasks already completed previously.

TVSA Pilot Training assess during the selection and enrolment process if you are eligible to apply for Recognition of Prior Leaning. If eligible, to apply for Recognition of Prior Learning, you need to submit an application in writing. Applications can be submitted in person or electronically to info@tvsa.edu.au.

All applications will be considered and assessed; however, it is important to note that TVSA Pilot Training have a distinct entry point into the AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane).

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AVI50222 entry point

The following entry point is available for full-time students seeking Recognition of Prior Learning when enrolling in the AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane).

- Phase 2 – Recreational Pilot Licence (RPL)

There are specific evidence requirements for students seeking entry at Phase 2. These evidence requirements are listed in the table below.

Entry Point	Evidence requirements
Phase 2 – Recreational Pilot Licence	• Recreational Pilot Licence (issued by CASA) • Previous training records (these will be obtained directly from your previous Flight Training Organisation/s • Pilot Logbook (with certified flying experience) • Class 1 Aviation Medical • Australian Security Identification Card (ASIC) **NOTE:** You may be required to undertake a Flight Assessment to confirm 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.

Integrated Training vs Non-Integrated Training

There are 2 types of courses you can complete to obtain your CPL.

Intensive integrated course	Provided by a Part 142 flight training operator. A structured course that you can do quickly where you do ground theory with practical flight training as the same time. You will need a minimum of 150 practical flight training hours, with a minimum of 70 hours solo.
Non-integrated course	Provided by a Part 141 flight training operator. It is a more flexible option where you do more practical flight training and it will take longer.

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	You will need a minimum of 200 practical flight training hours, including a minimum of 100 solo hours.

TVSA Pilot Training are an approved Part 141 and Part 142 flying school.

We only offer our AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) under our Part 142 accreditation, meaning you will complete the Diploma and obtain your Commercial Pilot Licence via an integrated course.

TVSA Pilot Training's approval for VET Student Loans only covers the tuition fees for the AVI50222 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) with 150-hours of flying (including a minimum of 70 solo hours).

As part of the Recognition of Prior Learning process, TVSA Pilot Training will review your previous training records and flying experience to ascertain if you completed the training with a Part 141 or Part 142 flying school. If you completed your training with a Part 141 flying school on a non-integrated syllabus, you will be required to continue your training at TVSA Pilot Training on a non-integrated syllabus.

Credit Transfer

TVSA Pilot Training will recognise any AQF Qualification and Statement of Attainment issued by another RTO.

If you have obtained a qualification or Statement of Attainment listing any unit/s of competency included in one of our courses, you can provide this to TVSA Pilot Training as part of the Recognition of Prior Learning process.

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Access to records

Your personal and training records are 'your' records. As such, you can request access to 'your' records.

Requests for access to records must be made in writing and submitted to info@tvsa.edu.au. Requests can be made at any time.

You may need to provide evidence of identification before records are released.

Access to records may be provided by your Team Leader, the Head of Operations (or delegate), or the RTO General Manager (or delegate). You will be provided with electronic copies of your records within 7 days of your request being received.

Where printed copies of records are to be provided, these will be sent to you via post, to the address listed in the RTO's Student Management System. Please allow sufficient time for the records to be received.

TVSA Pilot Training can transfer your records to another part 141/142 Flight Training Organisation upon receipt of an official request initiated by the part 141/142 Flight Training Organisation. Evidence of your authority for the part 141/142 Flight Training Organisation to request your records will be required before the records are released.

There are no fees associated with requests to access records held by TVSA Pilot Training.

Amendment to records

If you believe information that TVSA Pilot Training holds about you is incorrect, incomplete, out of date or misleading, you can request the information be amended. You can submit a request in writing to info@tvsa.edu.au – please provide as much detail as possible so TVSA Pilot Training can ascertain if the record is inaccurate.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

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Testamurs, Records of Results and Statements of Attainment

Testamurs and Records of Results

On completion of a qualification, a Testamur and Record of Results (showing all units of competency achieved) will be issued within 30 days of you being assessed as meeting the requirements of the qualification. You will be emailed an electronic version of your Testamur and Record of Results.

TVSA Pilot Training reserves the right to withhold the issuance of your Testamur and Record of Results if you have any outstanding fees associated with your enrolment or there is no valid USI on file.

TVSA Pilot Training uses a prescribed format for all Testamurs and Records of Results to ensure compliance with the AQF Qualifications Issuance Policy.

Statements of Attainment

Statements of Attainment will be issued if you have partially completed a qualification or accredited course due to withdrawal or cancellation of your enrolment. Statements of Attainment for any completed units will be issued within 30 days of the withdrawal being received or cancellation processed.

A Records of Results will not be issued with a Statement of Attainment.

TVSA Pilot Training reserves the right to withhold the issuance of your Statement of Attainment if you have any outstanding fees associated with your enrolment or there is no valid USI on file.

TVSA Pilot Training uses a prescribed format for all Statements of Attainment issued to ensure compliance with the AQF Qualifications Issuance Policy.

Re-issuing a Testamur and Record of Results or Statement of Attainment

TVSA Pilot Training maintains records of all Testamurs and Records of Results, and Statements of Attainment issued for a period of thirty years.

You can request a copy of your Testamurs and Records of Results or Statement of Attainment at any time for an additional fee. Requests must be submitted in writing to the RTO General Manager at cknowlson@tvsa.edu.au.

Refer to the current fees, charges and refunds section (page 30) of this Student Handbook for the current fee.

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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

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- 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.

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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
- National Vocational Education and Training Regulator Regulations 2011
- Standards for Registered Training Organisations (RTOs) 2015
- VET Student Loans Act 2016
- VET Student Loans Rules 2016
- 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

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