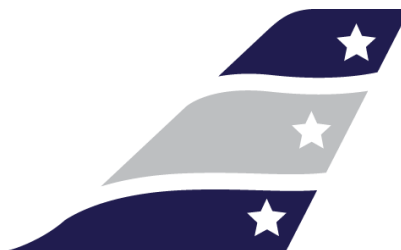


TRISTAR AVIATION



VETiS Student Handbook 2026

Building 59, Moorabbin Airport, Victoria, Australia, 3194
Phone: +61 3 9580 6200, Email: info@tristaraviation.com.au
TRISTAR AVIATION Co. Pty Ltd ACN 061 212 520 ABN 76 061 212 520
CRICOS 01933B RTO No.22509



Table of Contents

INTRODUCTION	3
WHAT IS VET STUDENT LOANS (VSL)	3
THE AUSTRALIAN QUALITY TRAINING FRAMEWORK (AQTF)	3
STUDENT COMPLAINTS	5
STUDENT APPEALS	5
ATTENDANCE AND PUNCTUALITY	5
LEGISLATIVE REQUIREMENTS	6
OCCUPATIONAL HEALTH AND SAFETY POLICY	6
HARASSMENT AND DISCRIMINATION POLICY	7
PRIVACY	8
VOCATIONAL EDUCATION AND TRAINING REQUIREMENTS AND STANDARDS	9
APPRENTICESHIPS AND TRAINEESHIPS	9
WORKING WITH CHILDREN	9
FEES AND REFUND POLICY	10
REFUNDS	10
STUDENT TRAINING RECORDS POLICY	10
ACCESS AND EQUITY	11
CLIENT SELECTION	11
ENROLMENT	11
INDUCTION	12
LANGUAGE, LITERACY AND NUMERACY (LLN) ASSISTANCE	12
STUDENT SUPPORT, WELFARE AND GUIDANCE	12
FLEXIBLE DELIVERY AND ASSESSMENT PROCEDURES	12
DISCIPLINE	13
RECOGNITION OF PRIOR LEARNING POLICY (RPL)	13
NATIONAL RECOGNITION	13
CREDIT TRANSFER POLICY	13
ASSESSMENT STANDARDS	14
ASSESSMENT METHODS	15
STUDENT SERVICES/SUPPORT	18
LIBRARY	18
ORGANISATIONAL CHART	18
UNIQUE STUDENT IDENTIFIER (USI)	19
CONCLUSION OF COURSE	20

INTRODUCTION

Tristar Aviation was established in 1993 by a group of professional pilots with many years' aviation and business experience. Their aim was to provide excellence of training and specialist instruction for the individual.

The company has grown to become Moorabbin Airport's premiere pilot training facility. Our commitment to flying training is second to none, fostered by our highly experienced staff.

Many former students and staff now fly for international, national and regional airlines.

We currently deliver the following qualifications:

AVI50222 Diploma of Aviation (Commercial Pilot Licence-Aeroplane)

For the Aviation in Schools Program:

We deliver the Partial Diploma of Aviation (Commercial Pilot Licence- Aeroplane)

Maintain aircraft radio communications	AVIE0006
Manage Pre-and post-flight actions	AVIW0029
Control aeroplane on the ground	AVIY0054
Take off aeroplane	AVIY0055
Control aeroplane in normal flight	AVIY0056
Land aeroplane	AVIY0057
Operate in class G airspace *	AVIY0035
Operate at non-towered aerodromes *	AVIY0036
Operate at a controlled aerodrome *	AVIY0037
Manage aircraft fuel *	AVIY0058
Manage safe flight operations *	AVIF0030

*Unit delivered in Second year only

Our trainers are highly qualified and have extensive aviation instructional experience. We are here to support and guide you through our courses and we hope you have an enjoyable and interesting learning experience.

Tristar Aviation does not have VET Student Loans - currently

WHAT IS A VET STUDENT LOAN ?

The VET Student Loans program assists eligible students enrolled in approved higher level vocational education and training (VET) courses to pay their tuition fee. Fee help is only available for the Holmes Bachelor of Aviation. There is no fee help available from the government for VET in Schools for aviation programs. More information is available at: <https://www.dewr.gov.au/vet-student-loans>

THE AUSTRALIAN QUALITY TRAINING FRAMEWORK (AQTF)

You are about to consider becoming a participant in the process that can result in achieving a nationally accredited qualification.

This AQF (Australian Qualifications Framework) is a unified system of national qualifications in schools, vocational education and training and universities. The framework links together qualifications from Secondary School through to post graduate study. AQF is a quality-assured national system of education recognition promoting lifelong learning and a seamless transition between elements of Australia's diverse education and training system.

Each training qualification is made up of a number of competencies which are achieved through training such as theoretical, practical flight training, internal and external exams, Recognition of Prior Learning and a credit transfer, or combination of these.

Under current arrangements Tristar Aviation, will deliver these qualifications under the requirements of the ASQA.

ASQA audits Tristar Aviation against a number of national standards to ensure compliance and quality training.

These standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education system.

If you have any questions regarding the AQF, ASQA or the content of the standard please contact Tristar Aviation **Compliance Manager** who will be able to assist.

STUDENT COMPLAINTS

We will deal with any Student Complaints against our decisions in an effective and timely manner and

- Each complaint and its outcome will be recorded in writing.
Each complaint is heard by an independent person or panel (i.e. someone or some panel that is nationally agreed upon as independent)
- Each complainant:
 - Has the opportunity to formally present his or her case
 - Is given a written statement of the complaint outcomes, including reasons for the decision

We will act upon any substantiated complaint.

All complaints are reviewed at our management meetings and if appropriate result in a continuous improvements process.

STUDENT APPEALS

We will deal with any Student appeal against our complaints resolution including, assessment decisions, in an effective and timely manner as soon as possible **but within 1 month** of the appeal being lodged.

All appeals are taken seriously and are given priority to be solved as easily as possible to everyone's satisfaction.

- Each appeal and its outcome will be recorded in writing.
- Each appeal is heard by an independent mediator, Mediation Institute Pty Ltd, an independent mediation service www.mediationinstitute.edu.au/edu-complaint-handling/#lodge
- Each appellant:
 - Has the opportunity to formally present his or her case
 - Is given a written statement of the appeals outcomes, including reasons for the decision.

If an appeal against an assessment is proven we will make all necessary arrangements to conduct the re-assessment of the participant at a time that is nationally convenient for all parties concerned.

All appeals are reviewed at our monthly management meeting and if appropriate result in a continuous improvements process.

If the student is still not satisfied with the resolution of the complaint, then they may go to another dispute practitioner at their own expense.

A copy of the National Complaints Code is available from Tristar Aviation Compliance Manager.

ATTENDANCE AND PUNCTUALITY

All students are required to maintain a level of attendance of 80% or above at all times. Trainers will mark the class roll for each class that students attend. If any participant leaves a class early or arrives late, this will be recorded onto the roll books.

The attendance rolls will be reviewed fortnightly to ensure that the required attendance of students is maintained.

Any participant with attendance issues may contact us at any time to arrange an interview in relation to attendance, the purpose of this interview is to ensure that the participant is fully aware of their responsibilities regarding attendance while also providing the participant with the opportunity to discuss and determine a solution to any issues or circumstances that are affecting their attendance.

Any participant who cannot attend any class is requested to submit an explanatory note or Doctors Certificate as soon as is practicable.

Any participant who does not attend for (five) consecutive days without approval or who has not consistently attended class shall be contacted and counselled by our VETiS Co-ordinator who will attempt to assist you in attending classes.

LEGISLATIVE REQUIREMENTS

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for which in this case is aviation training.

This legislation is continually being updated and all of the staff are made aware of these changes via circulars issued by CASA.

Current legislation is available online at www.casa.gov.au

The legislation that particularly effects your participation in Vocational Education and Training includes:

State and Commonwealth Legislation:

- Civil Aviation Safety Regulations as MOS 61
- Civil Aviation Orders
- Requirements, standards and recommended practices of the International Civil Aviation Organisation
- Instructions of local airport authorities and air traffic services
- Relevant national, State emergency services regulations
- Australian and International Dangerous Goods Code including:
 - IATA's 'Dangerous Goods by Air' Regulation
 - Australian and International Explosives Codes
- Quarantine regulations administered by the Australian Quarantine Inspection Service
- Customs regulations (export/import/bond requirements)
- Education and Training Reform Amendment (skills) Act 2010
- Occupational Health and Safety Act 2004
- Racial And Religious Tolerance Act 2001
- Equal Opportunity Act 2010
- Worker's Compensation Act 1958
- Racial and Religious Tolerance Act 2001 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Human Rights and Equal Opportunity Commissions Act 1986 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Disability Act 2006
- Vocational Education and Training Act 1990
- Age Discrimination Act 2004 (Commonwealth)
- Disability Standards for Education 2005 (Commonwealth)
- Privacy Act 2000 (Commonwealth)
- Working with Children's Act 2005

OCCUPATIONAL HEALTH AND SAFETY POLICY

The Occupational Health and Safety Act 2004 describes Tristar Aviation duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,

- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene,
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers,
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and standards shall be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with Public Health Act and the Occupational Health and Safety Act,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained with no mass greater than 15 kg (or 15 litres in volume) being picked up,
- Ensure Student safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All hazards recognised and reported,
- Display first aid and safety procedures for all staff and students to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.
- Students must wear closed toe footwear when at Tristar Aviation
- Safety vest must be worn at all time when student is airside at Tristar Aviation

HARASSMENT AND DISCRIMINATION POLICY

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that that staff and students feel valued, respected and is treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our staff is aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and students should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all employees of Tristar Aviation.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific Principles

All staff and students have a right to work in an environment free of any form of harassment and discrimination:

- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

PRIVACY

Tristar Aviation takes the privacy of our students very seriously and we will comply with all legislative requirements.

These include the Privacy Act and National Privacy Principles (2001).

In some cases as required by law and as required by the AQF we will need to make your information available to others, such as the Australian Government's State, Territory and Commonwealth Agencies.

In all other cases we ensure that we will seek the written permission of the participant.

The ten Privacy Principles are defined below:

1. Collection - We will collect only the information necessary for one or more of its functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality - We will take all reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up to date.

4. Data Security – We will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness – We will document how they manage personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information.
6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and up date information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. Anonymity - Wherever possible, the organisations will provide the opportunity for the individual to interact with them without identifying themselves.
9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information – We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

VOCATIONAL EDUCATION AND TRAINING REQUIREMENTS AND STANDARDS

Vocational education and training or VET prepares people for jobs and careers by giving them the specific skills and knowledge they need.

Training options range from short courses to vocational graduate diplomas. Many courses offer on-the-job training, and apprentices and trainees are paid wages while they learn.- None of the current courses offered from Tristar Aviation include on-the-job training.

There are thousands of courses to choose from and you can complete your course at a TAFE institute, university TAFE Division, Learn Local organisation or a private training provider. Some providers also offer courses by distance education for students unable to attend classes on campus.

Providers must meet the quality standards for nationally recognised training.

APPRENTICESHIPS AND TRAINEESHIPS

Tristar Aviation currently does not deliver traineeships or new apprenticeships, however should our scope change and we begin to deliver these, we will ensure that we comply with the Skilling Australia's Workforce Bill 2005 and Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.

These acts define our obligations to comply with Department of Education (DET) requirements for funding of the Apprenticeship Traineeship Training Program (ATTP) and Approved Provider List (APL) funding, including our reporting and other obligations.

WORKING WITH CHILDREN

Tristar Aviation trainers working with students under 18 years old will hold a Working with Children Check Clearance (WWCC Clearance). Tristar Aviation complies with its Child Safe Policy to ensure the safety and well-being of the students in training. In Tasmania staff hold a Registration to Work with Vulnerable People.

FEES AND REFUND POLICY

Fees are levied on all of our courses.

The fees and charges applicable to each course are negotiated directly with the participant, or with a participant's school.

Any fees due must be paid **by the method agreement in the course information sheet** or contract as per our agreed commercial terms.

All payments will be recorded in the Xero accounting system and receipts issued.

Where fees are paid in advance, these payment records will ensure that the participant's payments are recorded separately within our Xero accounting system in sufficient detail so that training progress can be monitored against fees paid.

Please note that a different fee and refund policy exists for students attending our flight training organisation on an International Student Visa or VET in Schools program.

The details of the applicable fee and refund policy and procedure are contained on the relevant section in the VET in Schools contract.

REFUNDS

We will ensure that a full refund of enrolment fees will be offered if a course is cancelled by us.

The refund policy is contained in the VET in Schools terms and conditions. Refunds are not generally available after census date.

STUDENT TRAINING RECORDS POLICY

We are committed to maintaining and safeguarding the accuracy, integrity and currency of your records without jeopardising their confidentiality of the records or your privacy.

Individual Student records will be stored in our computer system and in our locked secure office area. It is the responsibility of our administration staff to maintain these records accurately.

Access to our office area is restricted to authorised staff only.

Our electronic records are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

We conduct a weekly back up of our computer systems; this is the responsibility of the *Compliance Manager*.

Our software and hardcopy systems will retain student results, copies of Qualifications and sufficient evidence of completion for no less than 30 years. In the event that we cease to operate as an RTO we will transfer all records to ASQA in appropriate format and details as specified by ASQA at the time of ceasing our RTO operations.

All other records including will be retained as per the statutory record-keeping requirements.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual student training records will be limited to those required by the AQF such as:

- trainers and assessors to access and update the records of the students whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Australian Skills Quality Authority (ASQA) or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- students authorising releases of specific information to third parties in writing,
- the participant's themselves, after making application in writing.

Students requiring access to their own records will need to complete an application form, which is available from Tristar Aviation's reception staff. Generally access can be granted between 1 -5 days.

ACCESS AND EQUITY

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All students have equal access to our courses irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All students who meet our entry requirements will be accepted into any of our courses. Where our courses have a limited number of available places, these will be filled in order of completed bookings

Any issues or questions raised regarding access and equity can be directed to our VETiS Co-ordinator.

CLIENT SELECTION

There are no pre-requisites to enrolling in our courses other than the willingness to learn, can successfully complete a CASA Class One medical or Class 2 Medical for VET in Schools program

ENROLMENT

All students are required to complete an enrolment form prior to the commencement of any training offered by us.

VET in Schools students must have completed the Expression of Interest form complete with school details to enact the formal contract enrolment procedure.

Students should be aware that the information provided by students can in some circumstances be required to be passed onto Government Departments.

Any participant that is concerned about this should:

- Firstly review the privacy legislation referenced in this manual, and if still concerned
- Contact the Head of Operations to discuss further the nature of their concern.

Students will be required to acknowledge the receipt of this handbook and its contents when they sign the student declaration and parent consent section contained in the student enrolment application form.

INDUCTION

Once all students have completed the enrolment, they will complete an induction program which will cover:

- Introduction to the training staff,
- Location of amenities, exists safety marshalling points, contact details etc.
- Confirmation of the course to be delivered
- The training and assessment procedures, including method, format and purpose of assessment.
- Qualifications to be issued,

Confirmation that all the above information was provided and handouts distributed as required to be acknowledged by the participant.

LANGUAGE, LITERACY AND NUMERACY (LLN) ASSISTANCE

Our course standard material contains written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards.

We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or Numeracy.

In the event that a participant's needs exceed our skill we will refer a participant to an external support provider such as their local TAFE

STUDENT SUPPORT, WELFARE AND GUIDANCE

We will assist all students in their efforts to complete our courses.

In the event that a participant is experiencing any difficulties with their studies we would recommend that the participant should see their trainer, or another member of Tristar Aviation staff.

The staff member will ensure that the full resources of the RTO are made available to ensure that the participant achieve the required level of competency in all accredited courses.

Should the participant be experiencing a personal difficulty we will make every attempt to accommodate their needs within our limited capacity.

If the students' needs exceed our capacity we will refer them onto an appropriate external agency.

FLEXIBLE DELIVERY AND ASSESSMENT PROCEDURES

Tristar Aviation recognises that not all students learn in the same manner, and that with an amount of "reasonable adjustment" students who may not learn best with traditional learning and assessment methods will achieve good results Tristar Aviation will make any necessary adjustment to meet the needs of a variety of students.

The ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency with the exception of external CASA examinations.

These adjustments may include having someone read assessment materials to students; they may include having someone record participant's spoken responses to assessment questions.

The course is delivered face-to-face theory classroom study, internal & external tests, practical flight training and flight tests. Distance & online learning are not available.

The delivery and assessment methods of the courses will include the following: class participation, progress tests, external CASA exams, practical flight training and flight tests. Activities such as simulated work environments may also be used.

Tristar Aviation undertake to assist students achieve the required competency standards where it is within our ability.

Where we cannot assist a participant we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or the VETiS Co-ordinator.

DISCIPLINE

Tristar Aviation attempts to provide training and assessment services in a spirit of co-operation and respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class, with out refund or acceptance into another course, or
- Immediately cancel the class.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary standards will be discussed with the trainer and the **Head of Operations** and the appropriate action will be taken.

RECOGNITION OF PRIOR LEARNING POLICY (RPL)

Tristar Aviation recognises that students will have acquired vocational skills from a variety of different sources, other than formal training. These skills are valid, irrespective of how they were acquired.

Students who believe they have skills and knowledge that would be covered in the courses offered by Tristar Aviation should apply at time of enrolment to have their skills and knowledge assessed and where appropriate have the course reduced.

Students can make an application for Recognition of Prior Learning at any time during the course.

An RPL application form is available from Tristar Aviation. A copy of the application and the approval letter is to be retained on the Student File

Evaluation of RPL applications is charged at \$120 per hour. For the Aviation VET in schools program RPL for 1st year if approved is charged at \$2500 for the assessment process.

NATIONAL RECOGNITION

All qualifications issued by other RTO's are accepted by Tristar Aviation provided that they are from a verifiable source (if not, talk to us about the detail: we may be able to help) and relate to the course of study being undertaken.

CREDIT TRANSFER POLICY

Credit transfer is the granting of status or credit by an institution or training organisation to students for modules (subjects) or units of competency completed at the same, or through another institution or training organisation.

It involves the assessment of a previously completed course or subjects to see if they provide equivalent learning or competency outcomes to those required within a current or possible course of study. It is used when a person seeks credit for a course or subject they have already completed.

Credit transfer is based on agreements between registered training organisations as to the credit value to be given for specific units of competency and learning outcomes within a course or qualification. Formal documentation or equivalence (for example a mapping guide) is required.

Credit transfer can also be cross-sectoral. For example, a person may seek to have vocational education and training qualifications credited against higher education subjects, or the reverse. Processes for credit transfer should be developed and administered by individual organisations

Credit Transfer is available to all students enrolling in any of our courses on our scope of registration.

Credit Transfer – means credit towards a qualification granted to students on the basis of outcomes gained by a participant through participation in courses or nationally training package qualifications with another Registered Training Provider.

ASSESSMENT STANDARDS

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the nationally endorsed training package. We will ensure that competency assessment is determined by a vocationally competent holder of the TAE 40110 Qualification.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- Students who do not complete their course will be issued with certificates of attainment for those parts of the course they have successfully completed.
- All of our Assessments will be:
 - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
 - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
 - **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all students,
 - employ a participatory approach,
 - provide for students to undertake assessments at appropriate times and where required in appropriate locations.
 - **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review
- an understanding of the definition and practical application of the above definitions

Assessment Criteria

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each subject as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

ASSESSMENT METHODS

Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
 - Task skills (actually doing the job)
 - Task management skills (managing the job)
 - Contingency management skills (what happens if something goes wrong)
 - Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff is available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal; see further details in the appeal process section.

The education programs at Tristar Aviation are part of the Vocational Education and Training sector. The courses offered are:

AVI50222 Diploma of Aviation (Commercial pilot Licence-Aeroplane)

The Units of Competency for VET in Schools program as listed in the Introduction to this document.

The design of the programs, and training and assessments, are significantly aimed to meet the needs of the Aviation industry. At Tristar Aviation we recognise individual needs and encourage every student to achieve their full potential.

Tristar Aviation's trainers and assessors possess relevant industry experience and qualifications in the field they teach in. Moreover, all trainers and assessors have a qualification in facilitating and delivering training and conduct assessment in accordance to the AQF (Australian Quality Framework).

Course Structure

Delivery Approach

Aviation VET in Schools students attend their Hub school Wednesday between 1.30pm -4.30pm during school terms. Flying will be conducted on weekends at Tristar Aviation. Make up classes may be scheduled by arrangement during school holidays.

Aviation VET in Schools students shall wear their school uniform when attending classes on the Wednesday and appropriate attire when attending flight lessons. Some student's chose to wear a pilot uniform whilst flying and on the Wednesday at school subject to the permission of their school.

Course Duration

Aviation VET in Schools – The course is delivered over a 2 year period as specified in the contract.

Delivery Mode

This course is delivered face-to-face theory classroom study, internal & external tests, practical flight training and flight tests.

Delivery and Assessment

The delivery and assessment methods of this qualification will include the following: class participation, progress tests, external CASA exams, practical flight training and flight tests.

Pathways

Aviator VET in school students may select post year 12 to complete the full Diploma of Aviation (Commercial Pilot Licence – Aeroplane). Students may also be given credit towards the Bachelor of Aviation (Flight) at Homes Institute should they elect to enrol in the Bachelor Course.

Entry Requirements

Age Requirement

- VET in Schools Students must be 15 years old prior to commencement of the course. With the approval of the VETiS Co-ordinator, students may be accepted at an earlier age. Students must be at least 15 years of age prior to their first solo flight.

Academic Requirement

Aviation VET in School Students- Must have completed minimum of Year 9

Other requirements

- Class 2 medical for Aviation VET in Schools Partial Diploma Course

STUDENT SERVICES/SUPPORT

Aviation VET in Schools Student

Tristar Aviation has student support services. VET in Schools students can access these through their trainer and also their individual school network.

Orientation

Tristar Aviation has a duty of care to ensure the health, safety and welfare of all employees, students and visitors. When you enrol you will be told about any protective clothing and equipment you need for your course.

Orientation will be conducted at the class on the first day and at Tristar Aviation prior to flight training commencement. This will tell you what to do in an emergency or if you are injured and need first aid. In your course, you will learn about workplace health and safety relevant to your industry area.

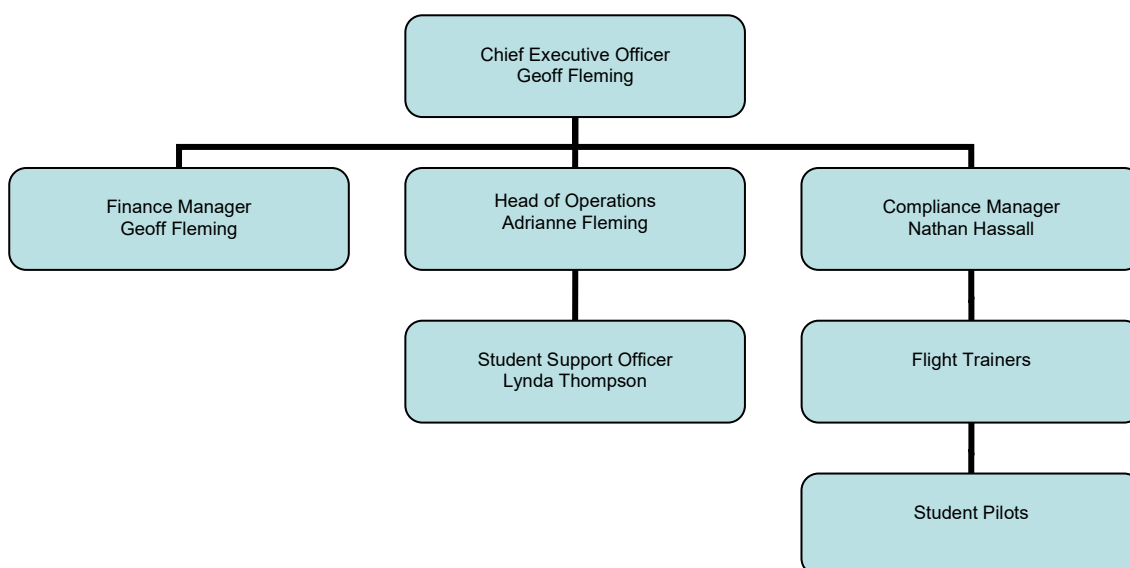
- You are required by law to take reasonable care for the health and safety of others in the workplace and at Tristar Aviation.
- You must not interfere with or misuse anything provided for you in the interest of health and safety.
- You should report any safety issues or concerns to your trainer or campus staff as soon as possible.

Where your level of distress is making you feel unsafe or you feel another student may need assistance due to your level of distress.

LIBRARY

Tristar Aviation has a library for student to use. This is located in the upstairs office. For the borrowing of any items please see the Head of Operations.

ORGANISATIONAL CHART



UNIQUE STUDENT IDENTIFIER (USI)

Welcome to USI

Your **Unique Student Identifier (USI)** is your personal alphanumeric education identifier required for all nationally recognised study, including university and vocational education and training (VET).

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

Under the USI initiative a student's USI must not be collected, used or disclosed by anyone other than the student for a purpose other than those set out in the legislation. There is also a requirement that anyone that has a record of your USI is to protect that record from misuse or unauthorised access.

Your privacy is further protected by the legislation requiring that any personal information collected by a training provider solely for the purpose of applying for the USI on your behalf is to be destroyed after the USI is obtained.

The USI will be stored by the Student Identifiers Agency, along with some personal information about you, such as your name, date of birth and a way of contacting you such as an email address. The USI will also be held by the National Centre for Vocational Education Research in a separate database along with your training records. Your personal information and training record will be linked only when you request a transcript of your achievements using your USI, you authorise someone else to do so or otherwise in accordance with the legislation

All students must advise Tristar Aviation of their USI by the end of the first term. For details on creating or finding your USI visit; <https://www.usi.gov.au/>

CONCLUSION OF COURSE - EXTENSION OF FLIGHT HOURS

The course for VET in Schools students concludes at the end of November each year.

On written application, an extension of time may be granted to allow for flight cancellations due to weather conditions or unavailability of aircraft or instructors.

Should an extension be granted, students will have until:

- the end of January of the following year to complete their flights for Year One students
- the end of February in the following year to complete their flights for Year Two students