



FLIGHT ONE

Aircraft Maintenance Engineer

Aeroskills

Student Handbook 2025



FLIGHT ONE

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Welcome

Flight One School of Engineering is part of the Flight One Group – Australia’s leading multidisciplinary aviation service and training provider. The Directors of Flight One have a long track record of customer-focused business activity across a range of sectors. We are pleased to be able to share our successes with our Flight One School of Engineering trainees and graduates. You are the influencers of tomorrow’s aircraft maintenance industry - locally and internationally. Our resources are at your disposal, and we look forward to working hard to meet your learning expectations and providing you with the strongest possible base on which to launch your career.

Studying Through Flight One School Of Engineering

Flight One School of Engineering was established to support the pursuit of quality education: whether it be vocational training or other tertiary pursuits. We have a genuine belief that being informed is the single greatest quality a member of the aviation community can have. Aligning our capabilities to your learning objectives generates a powerful nexus of ideas and potential solutions that can enhance our organisation, your career and the quality of life for all members of the community who may benefit from our mutual effort.

Our Obligation As Your RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must always comply with the Standards for RTOs 2025 which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations, and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third party that we work with who have any involvement in your training and assessment complies as well. This includes our training partners, marketing brokers and salespeople where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

Our Contact Details

Flight One Education Pty Ltd trading as Flight One School of Engineering RTO 45165 | MTO.0048 | ABN 77 616 020 485

4 Qantas Avenue Archerfield Brisbane QLD 4108 | 17 James Schofield Dr, Adelaide Airport SA 5950

P: 07 3123 7300

E: Student Services: studentservices@flightone.edu.au | General: engineering@flightone.edu.au

Admin Office Opening hours: 9am to 4pm Monday to Friday

Courses Provided By Flight One School Of Engineering

Our RTO offers a range of courseware as approved by the Australian Skills Quality Authority (ASQA) and revised from time to time.

Please see our course outlines and other published information for detailed information at flightone.edu.au

<https://training.gov.au/>

Application Process

Our RTO accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first-come, first-served basis but if a course is full, you may be offered a place on a course starting at a later date.

To apply for a place on a course, you must complete the official Application Form located at engineering.flightone.edu.au/apply. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the Course WebPage) such as verified copies of identity and academic documents.

If you are applying for academic credit, you should indicate this on your application and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

Once you have submitted your application form you will be contacted to continue the application process. In order to meet the entry requirements, you may be asked to provide additional documentation or undertake additional academic testing.

Upon approval of your application, you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

Unique Student Identifier (Usi)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognised training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access

If you are providing us with permission to access we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose. If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx> We are unable to issue a qualification or a statement of attainment unless we have a valid USI.

Credit Transfer

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Our RTO may grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for credit.

To apply, fill in the credit application Form and submit it as part of your application. You can apply for credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your credit application.

Recognition Of Prior Learning

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Our RTO has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability, and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning, and you will be advised of these fees upon contacting us.

Course Locations

Training primarily takes place at 4 Qantas Avenue, Archerfield Airport, Brisbane QLD 4108 and 17 James Schofield Dr, Adelaide Airport SA 5950. However, some training and assessment may be delivered in other approved locations.

Public Transport

You can get to our training centres using public transport. Use the following web sites to find out about train and bus times from within Brisbane: <https://translink.com.au> |

Driving

There are plenty of parking facilities on site.

Course Induction

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements and important dates and there will be an opportunity to meet your trainer and the other students on your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

Student Code Of Conduct

Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information our RTO holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and
- progress.
- Access the support they need to effectively participate in their training program.

- Provide feedback to our RTO on the client services, training, assessment and support services they receive.
- Be informed of any changes to the services agreed, and how it affects them as soon as practicable.

Student Responsibilities

All students, throughout their training and involvement with our RTO, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to our RTO in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify our RTO if any difficulties arise as part of their involvement in the program.
- Notify our RTO if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.
- If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension, a disciplinary action plan or cancellation of enrolment.

Course Expectations And Requirements

The training and assessment offered by our RTO focus on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may

either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes, workplace components, homework and online learning.

Assessment methods vary from course to course but usually include two or more of the following: written questions, projects, written assignments, and practical observations.

Attendance And Homework Requirements

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 24 hours prior to class if you are unable to attend for some reason.

Some courses may require homework. Your trainer will advise you of any homework requirements.

On occasion there may be the requirement to attend additional training days to ensure you are meeting the course requirements. You will be notified in writing if this occurs.

Assessment Arrangements

Your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement, which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted
- Your assessor will go through all the arrangements with you, and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet. Assessments should be submitted directly to the trainer/assessor

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked on the day for first aid courses or for any other courses within 10 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome.

You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment. Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally
- Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

Student Plagiarism, Cheating And Collusion

Flight One School of Engineering has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to always act with integrity and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in preparing the work.

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

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

Support Support Services

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

The application form will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills.

Based on the information you provide in your application and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course. Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Specialist support services for students with a disability.
- Personal counselling
- Contact us to discuss your support needs.

External Support Services

For students requiring additional support with their studies, work or life, our RTO provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506 Website: <http://www.literacyline.edu.au/index.html>

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

Centrelink

Telephone: 131021 Website: www.centrelink.gov.au



If you are completing a full-time course, you may be eligible for benefits through Centrelink.

Anti-Discrimination Commission Queensland

Telephone: 1300 130 670 Website: <http://www.adcq.qld.gov.au/>

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

Legal Aid Queensland

Telephone: 1300 65 11 88 Website: <http://www.legalaid.qld.gov.au/Home>

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

Basic Rights Queensland

Telephone: 1800 358 511

Basic Rights Queensland provides free, state-wide information, advice, advocacy and legal services on Social Security (Centrelink and Employment Services) and Disability Discrimination matters.

Lifeline

Telephone: 13 11 14

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

Kids Help Line

Telephone: 1800 55 1800 Website: www.kidshelpline.com.au

If you're under 18 years of age you may consider contacting those who provide access to telephone, web and email

counselling.

Fair Work Australia

Telephone: 1300 799 675 Website: www.fwa.gov.au/index.cfm

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

Reach Out

Website: www.reachout.com.au

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

Your Feedback

Your feedback is important to us and helps us to ensure that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone. Describe any other ways students can submit feedback.

Access To Your Records

You may access or obtain a copy of the records that our RTO holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records.

Access to records may be provided by:

- making copies of the records held in a file
- providing time for you to review your file
- providing access to the online portal where some records of the course can be viewed.

Amendment to records

If a student considers the information that our RTO holds about them to be incorrect, incomplete, out-of-date or misleading, they can request that the information be amended.

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.

Notifying You If Things Change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, our RTO will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address, send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form.

Legislation And You

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

Work Health and Safety

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

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

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.



- Complete an incident report as required.
- Ensure you are familiar with our RTO's emergency evacuation procedures and in case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.).

Harassment, victimisation or bullying

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

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc. Victimisation is where a person is treated unfairly because they have made a discrimination complaint. Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

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

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Flight One School of Engineering Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

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

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

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

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying [nationally recognised training](#) in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your [training records and results](#) (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc. as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).
- For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

Privacy Policy

In collecting your personal information, we will comply with our Privacy Policy and the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation. This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.

We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.



- We will not disclose your personal information to another person or organisation unless:
- We have made you aware that information of that kind is usually passed to that person or organisation.
- You have given written consent;
- We believe that disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
- The disclosure is required or authorised by or under law; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

For a full copy of the Privacy Policy, contact us at the contact details shown at the front of the Handbook.

Fees, Charges And Refunds

Information about fees and charges

Our RTO protects the fees that are paid in advance by students.

Flight One School of Engineering does not require a fee-for-service (self-funded) student to ever pay more than \$1500 in tuition fees in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.

Fee information relevant to a course is outlined in detail on the Student Agreement and summarised on the Course Outline as well as Flight One School of Engineering website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.

Fee information includes:

- All costs for the course including any materials fees or levies

Payment terms

The Student Agreement and the Student Handbook include the Fees and Refunds Policy and Procedure and inform the students of their consumer rights. Students are asked to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.

Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.

Students have the right to a 'cooling off period' if they signed up to a course as a result of telemarketing or door-to-door sales. The cooling off period is 7 days from the date they signed their Agreement. To exercise this right, the student must notify our office in writing within 7 days of enrolment.

Course fee inclusions

Course and tuition fees include:

- All the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, an additional fee may apply for additional training and re-assessment. This fee is outlined in the Student Agreement.
- One copy of the required textbooks and learning materials for each student unless otherwise stated on the
- Course Outline.
- Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). Reissuance or additional copies of these documents will attract a fee of \$80 per document.

Course and tuition fees do not include:

- Where VET Student Loans is being used, any items that cannot be covered by VET Student Loans as advised in the course outline and VET Student Loans information.
- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Replacement textbooks if original copies are lost or misplaced.
- Stationery such as paper and pens.
- Reassessment if required, as outlined above.
- Re-issuance of AQF certification documents – a cost of \$80 per document applies.
- Direct debit setup, transaction and dishonour fees (where applicable).
- Credit card payment surcharges.

Flight One School of Engineering cannot guarantee that students will successfully complete the course in which they have enrolled regardless of whether all fees due have been paid.

Payments

Payments can be accepted by EFTPOS, electronic transfer, credit card, money order or direct debit.

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Debts will be referred to a debt collection agency where fees are more than 30 days past due.

Flight One School of Engineering reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long-term outstanding accounts may be

withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Refunds for fee-for-service students

Some course fees for fee-for-service students include a non-refundable deposit which is detailed, if applicable, on the Course Outline and Student Agreement. The deposit (if applicable) is nonrefundable, except in the circumstances detailed below.

A full refund of any fees paid (including the deposit) will apply where a student withdraws or cancels their course in writing within the cooling off period. The cooling off period is 7 days within signing of the Student Agreement.

A full refund of any fees paid (including the deposit) will apply if Flight One School of Engineering is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.

A refund of fees paid may also apply in the following circumstances:

- Where Flight One School of Engineering (or any related third parties delivering training and assessment) ceases to operate, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
- Where Flight One School of Engineering ceases to deliver the course in which a student is enrolled and the agreement is terminated, a partial refund may apply. The refund will be for any fees paid for training that are not able to be delivered.
- In the unlikely event that Flight One School of Engineering is unable to deliver the course as promised, the student will be issued a refund for any portion of the course that was not provided. The refund will be a pro-rated amount per unit that was not able to be delivered.

In any of the above situations, Flight One School of Engineering will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund.

Refunds will be issued within 28 business days.

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

The refund assessment will be based on reviewing the services provided to the students and the costs incurred by Flight One School of Engineering to provide those services.

The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

RPL application fees are non-refundable.

Recording and payment of refunds

Refunds will be paid to the person or organisation that made the original payment.

Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.

Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

Publication

Flight One School of Engineering will publish in a prominent place on its website the following:

- Costs for fee for service programs.
- This Fees and Refunds Policy.
- Additional Fees and Charges

Flight One School of Engineering has additional fees and charges. Details found below and/or in the Student Agreement that you signed at the commencement of your course are provided for guidance only and were accurate at the time of publishing. All fees are subject to change. Please contact Student Services at any time for current fee information.

RE-ASSESSMENT <i>ALL COURSE FEES INCLUDE UP TO THREE (3) ATTEMPTS AT ASSESSMENT PER TASK. AFTER THE THIRD ATTEMPT, THE STUDENT WILL NEED TO RE-DO THE UNIT AT THE PUBLISHED FEE.</i>	COURSE FEE AS PER COURSE OUTLINE
RE-ISSUING OF TESTAMUR AND STATEMENTS OF RESULTS <i>ALL COURSE FEES INCLUDE THE COST FOR ISSUING OF ONE COPY OF THE AQF TESTAMUR AND RECORD OF RESULTS AND/OR A STATEMENT OF</i>	\$80



ATTAINMENT. THIS FEE APPLIES TO EACH ADDITIONAL COPY OF A CERTIFICATION DOCUMENT IF REQUIRED.

RECOGNITION OF PRIOR LEARNING FEES

\$250

(NOT APPLICABLE FOR FIRST AID COURSES) APPLICATION FEE CHARGE PER UNIT OF COMPETENCY ASSESSED THROUGH RPL

\$200

Complaints And Appeals

Nature of complaints and appeals

Flight One School of Engineering responds to all allegations involving the conduct of:

- The RTO, its trainers and assessors and other staff.
- Any third-party providing Services on behalf of Flight One School of Engineering.
- Any student or client of Flight One School of Engineering.

Complaints may be made in relation to any of Flight One School of Engineering's services and activities such as:

- the application and enrolment process
- marketing information
- the quality of training and assessment provided
- training and assessment matters, including student progress, student support and assessment requirements
- the way someone has been treated
- the actions of another student

An appeal is a request for a decision made by Flight One School of Engineering, to be reviewed.

Decisions may have been made about:

- course admissions
- refund assessments
- response to a complaint
- assessment outcomes / results
- other general decisions made by Flight One School of Engineering

Principles of resolution

- Flight One School of Engineering is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice.

Through this policy and procedure, Flight One School of Engineering ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner.
- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

Flight One School of Engineering, will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.

Nothing in this policy and procedure limits the rights of an individual to act under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Where a student chooses to access this policy and procedure, Flight One School of Engineering will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

Timeframes for resolution

Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

Records of complaints and appeals

Flight One School of Engineering, will maintain a record of all complaints and appeals and their outcomes on the

Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

Making a complaint or appeal

Complaints about a particular incident should be made within ninety (90) calendar days of the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.

Complaints and appeals must be made in writing using the Complaints and Appeals Form, or other written format and sent to Flight One Education Pty Ltd, 4 Qantas Avenue Archerfield QLD 4108 attention to the Chief Executive Officer.

When making a complaint or appeal, provide as much information as possible to enable Flight One School of Engineering, to investigate and determine an appropriate solution. This should include:



- The issue you are complaining about or the decision you are appealing – describe what happened and how it has affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing via email or post within 7 days.

Resolution of complaints and appeals

Some or all members of the management team of Flight One School of Engineering will be involved in resolving complaints and appeals as outlined in the procedures.

Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.

Where a third-party delivering Services on behalf of the RTO is involved, they will be included in the process of resolving the complaint or appeal.

In the case of an assessment appeal, an assessor who is independent from the original decision will assess the

original task again. The outcome of this assessment will be the result granted for the assessment task.

Independent parties

Flight One School of Engineering acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Flight One School of Engineering.

Flight One School of Engineering may also appoint an independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.

The independent party recommended by Flight One School of Engineering is the Resolution Institute, however complainants and appellants can use their own external party at their own cost.

Flight One School of Engineering will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.

The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

External complaint avenues

Complaints can also be made via the following avenues:

National Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.

Email: skilling@education.gov.au

For more information about the National Complaints Hotline, refer to the following webpage:

<https://www.dewr.gov.au/national-training-complaints-hotline>.

Australian Skills Quality Authority (ASQA):

Complainants may also complain to Flight One School of Engineering's RTO's registering body: Australian Skills Quality Authority (ASQA).

However, ASQA will only use the information you provide to inform its regulatory approach and will not contact Flight One School of Engineering on behalf of the complainant or act as their advocate. For more information, refer to the following webpage: <https://www.asqa.gov.au/about/complaints/complaints-about-training-providers>.

Publication

This policy and procedure will be published and updated on Flight One School of Engineering's website.

Issuing Of Certification Documents

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Flight One School of Engineering reserves the right to withhold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Flight One School of Engineering is not permitted to do so by law.

Flight One School of Engineering must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

Academic Integrity, Plagiarism and Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and confident referencing and identifying the source of any information that is not your own work. All work that a student submits must be their own. By submitting an assessment and signing the student declaration, it confirms that you agree the submission of assessment is your own. Plagiarism is taking someone else's work and/or ideas, images and passing them off as your own. It is a form of cheating and is taken seriously by Flight One School of Engineering. Severe breaches of this policy may not receive warning and may be acted upon immediately by the college. Where a student is discovered to have committed multiple violations of the academic integrity policy in one instance, such as cheating on multiple assessment tasks, they may be immediately deemed to have committed a second or third offense due to each occurrence.

What is AI with respect to education?

AI refers to the development of computer systems that can perform tasks that typically require human intelligence, such as learning, problem-solving, and decision-making. In the context of learning and education, AI can play a pivotal role in augmenting traditional teaching methodologies by providing personalised and adaptive learning experiences tailored to individual student needs. AI-powered educational tools and platforms offer interactive and engaging interfaces, fostering student participation and knowledge retention. AI is a powerful tool, and used correctly is a valuable addition to most programs of study. However, AI is also considered to be largely untrustworthy at this stage. AI can generally only repeat what has been said by other sources on the internet, it has very limited capacity to critically interpret data and can be easily tricked. Where limited or incomplete data is available AI is often biased in its responses to questions. AI may also violate intellectual property laws as it could take data or wording from a copyrighted source. For example, Chat GPT may seem intelligent, but it's just mimicking what it has read on the internet. Chat GPT doesn't understand the question you are asking; it simply responds to the question by copying an existing response it locates on the internet. Chat GPT is designed to provide a unique response, but it cannot know if its response is technically accurate. While AI like Chat GPT may be very good at providing lists of well-known and established concepts (for example: which direction does blood flow through the heart?), it will regularly return incorrect responses to nuanced or specific questions (for example: Which medication is best to administer to a patient with chest pain?).

Responsible Use of AI

Students are encouraged to use AI tools to augment their learning experience. Acceptable uses of AI in learning activities includes:

- Using AI to generate responses to specific student driven questions for the purpose of learning. For example, a Student Learner Guide may refer to a specific process, such as learning how the heart pumps blood, it is acceptable for a student to utilise AI to assist with their learning for this topic. The student may consult AI with a question such as “explain to me how the heart pumps blood” or “how do the valves of the heart impact on blood flow?”, etc... This is an example of using AI to help a student learn a concept, or to help the student connect multiple related concepts together.
- Using AI to generate practice exams for the purpose of revision. For example, the student may ask an AI tool to generate a series of knowledge-based questions based on the movement of blood through the heart. Students are generally prohibited from using AI tools as part of their assessment activities. Unacceptable uses of AI in assessment activities includes:
- Using AI to generate responses to written questions asked in assessment tasks. Example: A student uses AI to generate a response to a written assessment task, and then copies and pastes that response and submits the answer as an attempt. It is unacceptable to use copy and paste of any part of an AI generated response in an assessment task, even if the student rewords sections of the response this would be unacceptable.
- Using AI to generate responses to multiple choice questions asked in assessment tasks. Example: A student enters a multiple-choice question into AI to determine what the correct response should be. It is unacceptable to submit answers to any assessment task that were not generated by the student. Students are encouraged to seek guidance from the Trainers and Assessors on the appropriate use of AI technologies within their respective fields of study.

Consequences of Violations when using AI

Violations of this policy may result in disciplinary actions, including but not limited to academic or monetary penalties, suspension, or expulsion, in accordance with the Student Code of Conduct. Use of AI technology to assist with submitting assessment tasks is considered a Risk Rating 3 outlined in this policy and may result in the student receiving a Not Yet Satisfactory result for the unit, and they will be required to pay additional fees to undertake the unit again; or the student may be expelled and not allowed to re-enrol. Flight One School of Engineering reserves the right to investigate any suspected breaches of this policy and take appropriate actions to uphold the integrity of the academic environment.

Academic Misconduct

Academic misconduct is involvement in any of the below acts, which are prohibited by students enrolled with Flight One School of Engineering:



- Plagiarism - The reproduction of original creations of another author (individual, collective, organisation, community or other type of author, including anonymous authors or AI) without due acknowledgment.
- Fabrication - The falsification of data or information for assessment purposes.
- Deception - Providing false information concerning an assessment activity —e.g. falsely claiming to have submitted work, or allowing another student or individual to complete an assessment task on your behalf.
- Cheating - use of another's work to copy and submit as your own. This includes whether the person who's work is submitted is aware of the cheating or not.
- Collusion – when more than one individual contributes to a piece of work that is then submitted as the work of the individual (e.g. when another student writes an answer to an assessment for you, or any other behaviour from another individual to assist you to cheat). Collusion can also occur when a student does not take reasonable steps to ensure prevention of other students using their work (e.g. providing your completed assessment to another student, placing your answers in an open forum, or allowing someone else to do so)
- Bribery - Providing assessment answers or test answers for money or favour.
- Sabotage - Acting to prevent others from completing their work. This includes cutting pages out of library books or wilfully disrupting the experiments of others.
- Trainer/Assessor misconduct - any acts by a Flight One School of Engineering Trainer/Assessors that equate to academic misconduct.
- Impersonation - assuming a student's identity with intent to provide assessments to advantage a student.