



PEARSON AVIATION Pty Ltd

Code of Practise and Compliance



COMMERCIAL PILOT LICENCE
Certificate IV in Aviation Operations
(Commercial Pilot Aeroplane Licence) – AVI40108

RTO 20289
CRICOS 03017M

PEARSON AVIATION Pty Ltd
ESSENDON AIRPORT

CODE OF PRACTICE AND COMPLIANCE

Pearson Aviation Pty Ltd flying school was established in 1989 to provide a range of courses concerned with aviation and aerospace. Through the constant pursuit of excellence, today the school has achieved a sound reputation for the quality of its training programs and graduates, and is a Registered Training Organisation (RTO) with the Victoria Qualification Authority, (VQA).

As a RTO, Pearson Aviation, herein referred to as “the school”, has given a legal undertaking with VQA to observe the Australian Qualifications Training Framework (AQTF) standards.

Pearson Aviation is also registered to provide Training for overseas Students through its CRICOS and complies with all the standards required to deliver these courses.

PROVISION OF EDUCATION AND TRAINING SERVICES

CRICOS Standard; 3, 6, 9, 10, 11, 14. AQTF Standard 1,2&3

In accordance with the stringent requirements of AQTF and CRICOS, the School maintains policies and management practices which will ensure high professional standards in the marketing and delivery of training services, and which safeguard the interests and welfare of its clients.

The school takes pride in its record of achievement and is committed to maintaining the highest professional standards of its trainers, and the quality of the training facilities and equipment to ensure these are conducive to the success of its international and DAAPC students. The school will undertake regular audits of student records and satisfaction surveys to ensure standards are upheld.

The Director and staff of the school understand and cater for the special cultural needs of students, ranging from accommodation through to the learning materials.

Student progress and attendance will be monitored and assessed in accordance with the schools policy for timely completion of courses in order to comply with the regulations governing international students.

MARKETING OF EDUCATION AND TRAINING SERVICES

CRICOS Standard; 1, 4

The School will market their courses and services with integrity and accuracy, avoiding vague and ambiguous clauses, and with due regard to the reputation of Australian education and training. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

Care will be taken to ensure that the school will market its services consistently with the education, cultural and regulatory systems of countries in which they seek to market and will not detract from the reputation and interests of other Australian institutions.



All promotional material will be updated as necessary to comply with the relevant standards.

FINANCIAL STANDARDS

The school undertakes to safeguard funds paid by students.

All student fees are held in Trust and will only be released as per the terms of the relevant Legal Agreement signed by each student.

STUDENT INFORMATION

CRICOS Standard; 1,2,3,6, AQTF Standards 1,2,&3

Information collected by the school will be used in an appropriate manner giving regard to the privacy of students and the security of their information.

The information provided to clients will be accurate, relevant and up-to-date.

This will, as a minimum include:

- ✓ Scope of Registration Pearson Aviation is registered to deliver the accredited and nationally recognized;-

COMMERCIAL PILOT LICENCE

Certificate IV in Aviation Operations (Commercial Pilot Aeroplane Licence) – TDA40107

- ✓ application processes and selection criteria;
- ✓ facilities and equipment;
- ✓ competencies to be achieved during training;
- ✓ assessment procedures;
- ✓ qualifications to be issued on completion or partial completion of a course; and
- ✓ Trainee support services.

Policies and Procedures for:

- ✓ Recognition of Prior Learning;
- ✓ Trainee Grievances;
- ✓ Fees and Charges; and
- ✓ Fee Refunds.
- ✓ Privacy
- ✓ Monitoring Attendance and Timely Completion.
- ✓ Transfer between RTOs

Such information will be reviewed on a 12 monthly basis to ensure it is accurate, relevant and up to date.



STUDENT RECRUITMENT AND PLACEMENT

National Code (2007) Standard 4, 7,

Recruitment of students will be conducted at all times in an ethical and responsible manner. Offers of course placement will be based on an assessment of the extent to which the qualifications, proficiencies and aspirations of the applicant are matched by the educational opportunity offered.

Recruitment and placement of students comply with equal opportunity & discrimination legislation.

Any Agents appointed from time to time by the school will sign a current Agents Agreement and be monitored by the Managing Director in relation to their performance and practise.

Recognition of prior Learning is undertaken in accordance with the appropriate CASA regulation.

Pearson Aviation is able to accommodate International and DAAPC Students who wish to transfer to or from another registered provider, providing that all aspects of the transfer process (National Code Standard 7 and CASA Regulations) have been conformed with.

Students transferring to another Registered Provider will be given a refund of monies according to the terms of the relevant Legal Agreement.

STUDENT SUPPORT & SERVICES

National Code (2007) Standard; 6, 8, 9 AQTF Standards 2&3

Students will be monitored in relation to their progress and notified if and when they fall behind the expected level of achievement.

Students' performance will be monitored and assessed as to their progress to ensure that they are able to complete the course within expected time frames. Remedial intervention will commence as soon as a short fall in performance is noted.

A student experiencing any difficulty with a course will be offered immediate assistance, and if it is thought to be desirable, referred to a suitably qualified counsellor.

Should an International Students performance fall to such an extent that it is deemed necessary for the student to withdraw from the course the student will be given written notice in accordance with the ESOS Act & National Code (2007)

Access to a fair and equitable process for dealing with grievances will be provided at all times. Such a process will be governed by the Dispute Reporting and Resolution Policy and Procedure, our internal procedure is provided at no cost and any need for external mediation will be at minimal or no cost. (Further details in the relevant Legal Agreement)



General

The school will:

- **maintain adequate and appropriate insurance including public liability and work cover;**
- **advise the VRQA in writing within 10 working days of any change to the information contained in the Registration/Endorsement application; and**
- **Allow the VRQA or its agent's access to training records, delivery locations, staff or students for the purposes of auditing performance or verifying compliance with the conditions of registration.**

Administration

AQTF Standards 1, 2 &3

The school will:

- **Maintain systems for recording student enrolments, attendance, completion assessment outcomes (including Recognition of prior Learning), qualifications issued, grievances and the archiving of records. In the event that the school ceases operation, all records of student achievement of awards (Certificates or Statements of Attainment issued) dating from time the school became registered, for all training covered by the registration, will be sent to the AQA on computer disc; and**
- **Supply the AQA with delivery details for each course/Training Package qualification and module/unit of competence in the Scope of Registration and student details including enrolments, participation and completions in accordance with AQA AVETMISS requirements.**

Issue of Qualifications

National Code (2007) Standard 12

The school will:

- **issue credentials and/or statements of attainment to students who satisfactorily complete the requirements of the accredited courses/endorsed Training Packages within the Scope of Registration, Credentials and Statements of Attainment will include the following:**
 - **Name, code of the issuing RTO**
 - **Name of the person who achieved the competencies or modules**
 - **Date issued**
 - **A list of competencies including the national code for each unit of competency**
 - **Training Package or Accredited Course**
 - **Authorised signatory**
 - **Contact details for enquiries relating to the Statement of Attainment**



- **The Statement of Attainment will include the nationally Recognised Training logo and the State Training Authority logo.**
- **The words, ‘This Statement of Attainment is recognised within the Australian Qualifications Framework’.**

The school will accept and mutually recognise the qualifications and Statements of Attainment awarded by any other Registered Training Organisation.

Training Environment

National Code (2007) Standard; 6, 11 AQTF Standards 1 & 2

The school undertakes to:

- **comply with all laws relevant to the operation of a training premises including occupational health and safety and fire safety regulations;**
- **ensure the training premises are of adequate size and have adequate heating, ventilation, cooling and lighting;**
- **Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.**

Students are expected to adhere to the requirements of Pearson Aviation with regard to general behaviour, use of facilities, punctuality and attendance at classes. Clients not conforming to these requirements will be counselled to ensure their behaviour is rectified.

Fee Refunds

For International Students refer to the Legal Agreement for International Student. For DAAPC students refer to the Legal Agreement for DAAPC Students.

Trainee Grievances

National Code (2007) Standard; 8 AQTF Standards 2 & 3

Grievances will be addressed promptly through a fair and equitable process. Should a trainee have a grievance they will first bring this to the attention of their trainer. If the issue has not been dealt with to their satisfaction, they may then seek to undertake the internal grievance process.

The appellant will be given an opportunity to present his/her case and will be given a written statement of the outcome including the reasons for the decision.

If a grievance cannot be dealt with internally, the student will be advised in writing and where they can seek further assistance from an appropriate legal body. The school will follow the process as outlined in the Policy and



Procedure for Dispute Reporting and Resolution.

Dispute Resolution Procedure is confidential and will be at minimal or no cost to the Student.

Trainee Support Services

National Code (2007) Standard; 6 AQTF Standards 1, 2&3

Pearson Aviation Pty Ltd does not offer formal welfare or guidance services but every effort will be made to assist clients to access appropriate support agencies. Pearson's does have a written policy for the resolution of Grievances as well as access to a trained Social Worker for the assistance of Students as necessary.

Our staff are aware of their responsibilities with regard to access & equity. As all students must meet the RTO's requirements in regard to language, literacy & numeracy to be eligible for selection, no further assessment of these skills will be undertaken.

Recognition of Prior Learning (RPL)

National Code (2007) Standard; 7 AQTF Standards 1

The school will recognise a trainee's existing competence against the learning outcomes or competencies listed in a course.

If a trainee believes they have achieved some or all of the learning outcomes or competencies of a course in which they have enrolled, they can apply for RPL.

The trainee will be given access to the full curriculum so they can clearly identify the learning outcomes or competencies they have. To apply, an application form should be completed and forwarded, with any supporting evidence, to the training manager.

The training manager will then determine the most appropriate method of verifying the competencies claimed. This may be by practical demonstration, a verbal or written test or any other method that is valid and reliable.

For further details refer to the Policy and Procedure for the Recognition of Prior Learning.

Quality Assurance Policy

AQTF Standards 1, 2 & 3

The quality procedures for the training function clearly identify the lines of responsibility and processes for managing, monitoring and improving all training and support operations and for reviewing student/client satisfaction.

1. Reporting relationships & responsibility

(See specific Job Descriptions and Organisational Chart for full details)

- **The Flight Instructor is responsible for the day to day coordination of training for the students in his Team and reports directly to the Team Leader**



- The Team Leader is responsible the day to day co ordination of all training and training related issues and reports directly to the Operations Manager.
- The Operations Manager is responsible for the overall co ordination of the school as a whole and reports directly to the CFI.
- The CFI is responsible for ensuring the students and Flight Instructors perform as required to complete CBT in a timely fashion and that all regulations for the various regulatory bodies are complied with. The CFI reports directly to the Chief Pilot.
- The Chief Pilot is responsible for the overall coordination of the school and its forward planning. The Chief Pilot reports directly to the Managing Director/Chief Executive Officer.
- MD/CEO is responsible for the forward planning of the business as a whole and its compliance with all regulations.

2. Qualifications of Staff & Evaluation

Instructors employed by the school must have as a minimum:

- a qualification or competencies to the level being delivered;
- qualifications as per the applicable position descriptions
- Demonstrated achievement of certificate IV or equivalent in assessment and Workplace training.
- industrial experience that is current and relevant to the particular courses or modules being delivered; and
- any special qualifications and experience specified in the curriculum concerned.

From time to time, the school may employ specialist lecturers, expert in their field, who will train under the supervision of the CFI.

The induction of new trainees will encompass the companies operations manual and the Orientation Program which will include but not be limited to:-

- Information on training packages, C.B.T. and vocational education and training requirements. This information can be sourced on the following website <http://www.training.com.au>\
- The company does not train government funded trainees or apprentices
- Emergency Response Procedures.

Appropriately qualified staff will assess each course applicant to ensure their suitability and capacity to benefit from the course.

All students will be provided with the information listed above (Refer Trainee Information), and undergo an orientation program prior to course commencement.



Students and staff will participate in ongoing evaluation of each course for the purpose of improvement and meeting client satisfaction. Such an evaluation will be undertaken after commencement and at appropriate breaks in the course and at the conclusion of each course. In addition an evaluation form provides an opportunity for students and other stakeholders to offer feedback.

A summary of the results of each evaluation will be reviewed by the Operations Manager who will apprise the CFI of the findings.

The Operations Manager will, together with the Team Leader and the CFI, determine any remedial action to be implemented as a result of evaluation.

The Operations Manager in cooperation with the Team leader will ensure that:

- all staff are fully prepared for their duty and have access to the current curriculum, all the necessary course material, facilities, equipment and support resources; and
- training and assessment occurs in accordance with the requirements of the accredited course/endorsed Training Package or customised course.

Version control requirements in relation to currency of materials is covered in the Companies operations manual.

Learning and assessment strategies

Ground training is delivered to all students in small classes and flying training on a one to one basis in accordance with the requirements of the course curriculum. Assessment methods include practical demonstration and theory examination as required by C.A.S.A.

These strategies are reviewed by the School and C.A.S.A. from time to time as part of their on-going procedures.





PEARSON AVIATION PTY. LIMITED

Terminal Building, Essendon Airport

Vic. 3041, Australia

Tel. (03) 9379 1644

Registered Number: 20289

This is to certify that

has fulfilled the requirements for

COMMERCIAL PILOT LICENCE
Certificate IV in Aviation Operations
(Commercial Pilot Aeroplane Licence) – AVI40108

*Date: **/*/*200**

Certificate No: XXX

Director of Training – Authorised Signatory

*Issued under the authority of the
Victorian Qualifications Authority*

*This Statement of Attainment is recognised
within the Australian Qualifications Framework*



Business Plan for training activities:

Accredited Courses offered by Pearson Aviation Pty Ltd include:

**COMMERCIAL PILOT LICENCE Certificate IV in Aviation Operations
(Commercial Pilot Aeroplane Licence) – AVI 40108**

These nationally accredited programs represent the main training activity of the RTO. Other non-accredited programs and non-training activities are also conducted but are not identified here.

The Company has experienced a steady increase in the number of students commencing the accredited programs and intends, through marketing and word of mouth, to maintain these numbers in the foreseeable future. It maintains high standards and complies with the requirements of the CASA in regard to safety, instructor requirements etc.

Review of Plan

The plan for the RTO activities within Pearson Aviation Pty Ltd will be reviewed on a regular basis and any plans for extension of scope or broadening of the areas of training will be added to the plan should the need arise.



PEARSON AVIATION Pty Ltd – PILOT LICENCE GUIDE

Delivery and assessment strategy outline

| | | | |
|---|--|---|---------------------------|
| Name of RTO | Pearson Aviation Pty. Limited | | Page 1 of 5 |
| Delivery period | Continuous | | |
| Code and title of qualification | AVI 40108, Certificate IV in Aviation Operations (COMMERCIAL PILOT AEROPLANE LICENCE) | | |
| Units of competency | Code | Title | Core/ Elective |
| | | | |
| | | | |
| | AVI4E108B | COMMUNICATIONS AND CALCULATIONS MAINTAIN AIRCRAFT RADIO COMMUNICATIONS (A) | C |
| | AVI4F108B | OCCUPATIONAL HEALTH AND SAFETY MANAGE HUMAN FACTORS IN AIRCRAFT FLIGHT (A) | C |
| | AVI4H108B | NAVIGATION NAVIGATE AIRCRAFT | C |
| | AVI4I1208B | CUSTOMER SERVICE MANAGE AIRCRAFT PASSENGERS & CARGO | C |
| | AVI4W108B | CARRYING-OUT OPERATIONS ON EQUIPMENT AND SYSTEMS MANAGE PRE- AND POST- FLIGHT ACTIONS | C |
| | AVI4Y108B | CONTROL AIRCRAFT AND TRAFFIC MANAGEMENT CONTROL AEROPLANE ON THE GROUND | C |
| | AVI4Y208B | CONTROL AIRCRAFT AND TRAFFIC MANAGEMENT TAKE-OFF AEROPLANE (A) | C |
| | AVI4Y308B | CONTROL AIRCRAFT AND TRAFFIC MANAGEMENT CONTROL AEROPLANE IN NORMAL FLIGHT (A) | C |
| Delivery and assessment arrangements | <p>Duration The program is delivered on a continuous basis</p> <p>Organisation The modules are undertaken on a one to one basis with a qualified flight instructor, Grade 1, 2 or 3 as directed by the Chief Flying Instructor. Each module will consist of a briefing and practical demonstration and student practice.</p> | | |



PEARSON AVIATION Pty Ltd – PILOT LICENCE GUIDE

Delivery and assessment strategy outline

| | | | |
|---|--|---|---------------------------|
| Name of RTO | Pearson Aviation Pty. Limited | | Page 2 of 5 |
| Delivery period | Continuous | | |
| Code and title of qualification | AVI 40108, Certificate IV in Aviation Operations (COMMERCIAL PILOT AEROPLANE LICENCE) | | |
| Units of competency | Code | Title | Core/ Elective |
| | AVI4Y408B | CONTROL AIRCRAFT AND TRAFFIC MANAGEMENT LAND AEROPLANE (A) | C |
| | AVI4Y508B | CONTROL AIRCRAFT AND TRAFFIC MANAGEMENT EXECUTE ADVANCE AIRCRAFT MANOEUVRES AND PROCEDURES (A) | C |
| | AVI4Y608B | CONTROL AIRCRAFT AND TRAFFIC MANAGEMENT MANAGE ABNORMAL AEROPLANE FLIGHT SITUATIONS (A) | C |
| | AVI4Y708B | CONTROL AIRCRAFT AND TRAFFIC MANAGEMENT MANAGE AIRCRAFT FUEL | C |
| | AVI4Y808B | CONTROL AIRCRAFT AND TRAFFIC MANAGEMENT CONTROL AIRCRAFT SOLELY BY REFERENCE TO FULL INSTRUMENT PANEL (A) | C |
| | AVI4Y908B | CONTROL AIRCRAFT AND TRAFFIC MANAGEMENT CONTROL AIRCRAFT SOLELY BY REFERENCE TO FULL LIMITED PANEL (A) | C |
| | AVI4Z108B | SITUATION AWARENESS MANAGE SITUATION AWARENESS IN AIRCRAFT FLIGHT (A) | C |
| | Client(s) | Domestic Students above the age of 16 years. International Students above the age of 18years. | |
| Delivery and assessment arrangements | Duration The program is delivered on a continuous basis | | |
| | Organisation The modules are undertaken on a one to one basis with a qualified flight instructor, Grade 1, 2 or 3 as directed by the Chief Flying Instructor. Each module will consist of a briefing and practical demonstration and student practice. The delivery and assessment undertaken is organised by the flight instructor in accordance with the RTO's operations manual. | | |



| | | | | | | | | | | | | | |
|--|------------------------------------|-----------------------|--------------------------------------|------------------------|--|---|-----------------------|---|---|---|---|---|---|
| Name of RTO Delivery and assessment arrangements (continued) | Pearson Aviation Pty. Limited | | | | | | Page 3 of 5 | | | | | | |
| | Alignment with units of competency | | | | | | | | | | | | |
| | | Program area | | | | | Unit(s) of competency | | | | | | |
| | | | | | | | | | | | | | |
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| | | | | | | | | | | | | | |
| Delivery modes include classroom briefings, on line training (CBT) and practical instruction, practice and assessment. | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Program area | | | | | | A | B | C | D | E | F | G | H |
| All units of competence are delivered and assessed in accordance with the RTO's Operations manual and Regulatory (CASA) requirements | | | | | | X | X | X | X | X | X | X | X |
| KEY | A Discussion | C Pre Flight Briefing | E Instructor in flight Demonstration | G Post Flight Briefing | | | | | | | | | |
| | B Long Briefing | D Pre Flight Checks | F Student in flight Practice | H Documentation | | | | | | | | | |



PEARSON AVIATION Pty Ltd – PILOT LICENCE GUIDE

| Name of RTO Delivery and assessment arrangements (continued) | Pearson Aviation Pty. Limited | | Page 4 of 5 |
|---|--------------------------------------|-------------------------------------|-------------------------------------|
| | Schedule | | |
| | Lesson | Long Briefing | Flight |
| 1) | <i>Effects of Controls</i> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2) | <i>Straight & Level Flight</i> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 3) | <i>Climbs</i> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 4) | <i>Descents</i> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 5) | <i>Medium Level Turns</i> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 6) | <i>Climbing Turns</i> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 7) | <i>Descending Turns</i> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 8) | <i>Stalls</i> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 9) | <i>Standard Circuits</i> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 10) | <i>Flapless Circuits</i> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 11) | <i>Crosswind Circuits</i> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 12) | <i>Maximum Performance Operation</i> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 13) | <i>Steep Turns</i> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 14) | <i>Forced Landings</i> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 15) | <i>Precautionary Search</i> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 16) | <i>D.R. Navigation</i> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 17) | <i>Spins & Spirals</i> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 18) | <i>Instrument Flight</i> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 19) | <i>Compass Turns</i> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 20) | A.D.F. | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 21) | V.O.R. | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |



PEARSON AVIATION Pty Ltd – PILOT LICENCE GUIDE

| | | | | | |
|---|--|---------------------|--------------|-----------------------------|------------------------------|
| Name of RTO | | | | Page 5 of 5 | |
| | Delivery and assessment staff | Program area | Staff | Delivery/ Assessment | Competencies of staff |
| | | | | Technical | Assess |
| | All units of Competence | Guy Pearson | D/A | X | X |
| | For AVI40108 | Larry Cowley | D/A | X | X |
| | | Richard Turner | D/A | X | X |
| | | Matthew Shehata | D/A | X | X |
| | | Michael Giles | D/A | X | X |
| | | Annarella Hardiman | D/A | X | X |
| | | Ari Neocli | D/A | X | X |
| | | | | | |
| Assessment validation process | The processes used to validate assessment activity in this program are: <ul style="list-style-type: none"> • Radio Proficiency Test • Pre Solo Examination • Pre Area Solo Examination • Basic Aeronautical Knowledge Multiple Choice Test • General Flying Practical Test • Private Pilots Licence CASA on line Theory Test • PPL Flight Test • CPL Pilots License CASA Theory – Supplied on line at Pearson Aviation Theory Centre • CPL CASA Theory Tests • CPL Flight Test | | | | |
| Infrastructure requirements <i>(A tick indicates that the RTO has the required infrastructure.)</i> | <input checked="" type="checkbox"/> C.A.S.A. approval <input checked="" type="checkbox"/> Classroom Facilities <input checked="" type="checkbox"/> Training Aircraft <input checked="" type="checkbox"/> Flight Simulator <input checked="" type="checkbox"/> Chief Flying Instructor and Chief Pilot <input checked="" type="checkbox"/> Flying and Theory Instructors | | | | |
| Pathways | | | | | |
| Program manager's endorsement: | | | | | |
| Date: | | | | | |

