



2.6 Policy

2.6.1 Providing Information

- TVSA Pilot Training will liaise with potential students via phone and email to answer any questions the student may have regarding the course
- All course enquiries and actions are recorded in Pipedrive.
- TVSA's Sales & Marketing team advise students of the application and screening process and refer them to the website for full details
- If the potential student wishes to progress with their enquiries, they will be booked in for an information session or a 1:1 meeting at TVSA Pilot Training's offices, in addition to a pre-course screening. Students will be advised to bring:
 - Drivers licence
 - Medicare card
 - Any records of prior flight training or related study
 - For VSL applicants:
 - Passport or birth certificate
 - Their VCE certificate or a Cert IV qualification or higher
 - For Study Loans applicants
 - Online banking passwords etc (for the student to use in privacy when completing the confidential online application form). Note: TVSA Pilot Training does not facilitate this process; they will only provide the resources (i.e. computer) for the student to complete these whilst on site.

2.6.2 Information Sessions

- TVSA Pilot Training holds regular information sessions to fully brief students on the content and structure of all TVSA qualifications
- For students unable to attend information sessions, TVSA Pilot Training will conduct a 1:1 meeting with the student to explain all of the course information to them
- The information session and 1:1 meetings will address:
 - Qualification Code & Title
 - Duration of the Course
 - Subjects covered
 - Cost of the Course
 - Commencement Dates
 - Census Dates
 - Application & Enrolment Process (including all pre-requisites)
 - Payment options, including VET Student Loans



- All students enquiring about our courses will be provided with:
 - Relevant course information brochure
 - Private flying rates
 - Pathways brochure
 - Aircraft hire rates
 - Student handbook (via email), including student grievance procedures
- VET Student Loan applicants will also receive:
 - Fee Schedule, including Census days
 - VSL Information for students (via email)
 - How students must submit their eCAFs
- Study Loan applicants will also receive:
 - Study Loans information booklet

2.6.3 Pre-Training Review & Screening

- TVSA Pilot Training conducts a pre-training review with any student looking to enrol in a nationally recognised qualification with TVSA Pilot Training.
- The pre-training review follows after the information session or as part of the 1:1 meeting with the student
- A general suitability questionnaire will be conducted with the student
- VET Student loan eligibility criteria will be sited and certified (if relevant)
- Any RPL or possible Credit Transfers are discussed
- An internal LLN test will be completed with all students (excepting those who complete the external, validated LLN assessment tool) requiring students to achieve ACSF L3 on all components
- For domestic students, a flight simulator test will be conducted with students required to achieve a score of 8 or higher
- For students wishing to use VET Student Loans, who are unable to supply a VCE certificate, or a Certificate IV qualification or higher, an LLN test will be conducted using an approved LLN assessment tool, ensuring the student is equal to or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy

2.6.4 Study Loans Application

- Students wishing to access study loans to fund their course will be provided access to a laptop whereby they can complete the Study Loans financial application or advised to complete the application at home.



2.6.5 Successful/Unsuccessful Letters

- Successful students will be issued with a letter advising them of their acceptance into the course (pending enrolment) and invited to attend an enrolment session
- Unsuccessful students will be issued with a letter advising them that they have not met the criteria and provided with information as to why, including any actions TVSA Pilot Training believe they could undertake before attempting to enrol again.

2.6.6 Course Enrolment

- An enrolment session is held to complete all enrolment documentation
- The student handbook is reviewed at this time to ensure that students understand all of the policies and procedures relating to their studies including:
 - Student Code of Conduct
 - TVSA Pilot Training's commitment to its students
 - Fees, Refunds & Charges
 - Withdrawal policies
 - Complaints & appeals
 - RPL & Credit Transfer policies and procedures
 - Student Support
 - Reasonable adjustment
- Fee schedules and census days are discussed
- For students eligible for RPL and Credit Transfer, they will be provided with the required paperwork to undertake this application
- Students are provided with computer access to submit their eCAF
- Where students are under 18 years of age, a parent/guardian must sign the enrolment form

2.6.7 Statement of Fees (for VSL students only)

- Once a student is successfully enrolled into a course, they will be issued with a Statement of Fees
- The statement of fees includes:
 - Course Name
 - Course Code
 - Course Tuition Fees
 - Any non-Tuition Fees
 - Period of Study Name
 - Period of Study Code
 - Period of Study Fees
 - Any loan fees that may be applicable



- Total amount due

2.6.8 Fee Schedule (Self-funded)

- Once a student is successfully enrolled into the course, they will be provided with a fee schedule outlining when their payments are due.
- The fee schedule will ensure no student has paid more than \$1,000 upfront.

2.6.9 Fee Schedule (Study Loans)

- Once a student has been successfully enrolled into the course, they will be provided with a fee schedule outlining the Tranche dates, in addition to any additional self-funded payments that are required to make up the full balance of the course

2.6.10 Payment of Fees

- TVSA Pilot Training will not accept payment of fees until a student has signed their enrolment form or written agreement.
- If a student is under 18 years of age, a parent must be present when signing agreements and paying fees

2.6.11 Course Induction

- Students attend a course induction on the first day of training
- Students are provided with all course materials and documentation that they need for their course

2.6.12 Record Management

- All documentation received as part of the students enrolment and induction will be scanned and loaded to FSM

2.6.13 Related Policies

- Governance Policy
- Record Management Policy
- Student Records Policy
- Training and Assessment Policy

2.6.14 Related procedures, forms and documents

- Access to Records Procedure
- Student Records Procedures
- Application & Enrolment Form
- Withdrawal Form

2.6.15 Access to Records Request Form

- Statement of Fees



- Student Code of Conduct
- Maths & English Test
- Sim. Test
- Instructor Interview Questions
- Student Enrolment & VSL Checklist
- Related Course Brochure
- Private Flying Rates
- Course pathway brochure
- Student handbook

Written By	RTO General Manager
Approved By	CEO
Last Updated	31 st August 2018
Next Review	July 2019