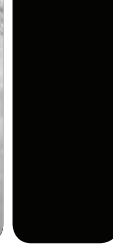




**RHO Aviation**  
Training Services

# STUDENT INFORMATION HANDBOOK





## MISSION

“To provide superior turn-key aviation training solutions to corporate and Defence clientele”

## VISION

“RHO Aviation will be the industry leader in aviation safety and training; fostering and enhancing the safety culture within the industry”

# TABLE OF CONTENTS

|  |    |
|--|----|
| MODE OF DELIVERY                           | 3  |
| INDUSTRY ENDORSEMENT                       | 3  |
| ARTICULATION                               | 3  |
| TEACHING STAFF                             | 4  |
| COURSE RECOGNITION                         | 4  |
| EXEMPTION / RECOGNITION OF PRIOR LEARNING  | 4  |
| RECOGNITION OF OTHER RTO QUALIFICATIONS    | 4  |
| ENROLMENT / ADMISSION PROCEDURE            | 5  |
| PRE-COURSE ADMINISTRATION                  | 6  |
| COMPLAINTS & APPEALS                       | 7  |
| STAFF RESPONSIBILITIES FOR ACCESS & EQUITY | 7  |
| STUDENT RECRUITMENT, SELECTION & ENROLMENT | 8  |
| PRODUCEDURE STUDENT SERVICES               | 8  |
| INDUCTION                                  | 8  |
| STUDENT SUPPORT                            | 9  |
| DISCIPLINE                                 | 9  |
| COMPETENCIES OFFERED                       | 9  |
| VOCATIONAL OUTCOMES                        | 10 |
| FLEXIBLE LEARNING & ASSESSMENT             | 12 |
| COURSE COMMENCEMENT DATES                  | 12 |
| PRIVACY POLICY                             | 13 |
| REFUND POLICY & PROCEDURE                  | 13 |
| LEGISLATION SUMMARIES                      | 15 |
| CODE OF PRACTICE                           | 16 |

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# INTRODUCTION

## Welcome to RHO Aviation Training Services

The information contained in this handout will give you, the student, an overview of the conduct, policies and procedures regarding training with RHO Aviation Training Services Pty Ltd (RHO Aviation). Please take the time to read through the handout as it forms the basis for the course you are about to do.

RHO Aviation is committed to safety and your safety is paramount throughout your training. RHO Aviation has a robust safety system in place to ensure hazard are either eliminated or carefully controlled. If you have any questions regarding training, assessment or safety please do not hesitate in asking one of your course instructors.

RHO Aviation offers mobile training in Underwater Escape & Survival (AUES/ HUET) and Emergency Breathing Systems training (EBS). Our head office is located in Townsville, Queensland. Our instructors are leaders in their respective fields and are passionate about the subjects they teach. Their extensive knowledge is an asset to our organisation and I am delighted they are able to pass on their experience and skill.

The team at RHO Aviation wishes you an enjoyable and successful course and we hope to see you again in the future.

Warm regards,

**Mark Eagleson**  
Chief Executive Officer  
RHO Aviation Training Services

WITH RHO, YOU WILL INCREASE YOUR PERFORMANCE



## MODE OF DELIVERY

The AUES (HUET) / EBS:

Units of training are delivered in one day with theory and practical training. Assessment is conducted for each phase. The theory is delivered in a classroom environment via screen presentations, practical training aids and simulated events. The practical training is conducted in a controlled pool environment with a purpose built aircraft simulator and associated training aids. Each phase of training is confirmed with an assessment process.

The AVI40119 and AVI30519 are delivered only by way of recognition of prior learning (RPL).

## INDUSTRY ENDORSEMENT

The AUES/EBS Units are endorsed by the off-shore mining industry, military and commercial aircraft operators. The need for the Units was developed by the amount of over-water flights that are now taking place around Australia. If a aircraft has to ditch into the water it will more than likely roll inverted. The chance of a crewmember or passenger evacuating the aircraft safely without this specific training is considered low. However, once the student has conducted this training, the chance of successfully evacuating the aircraft and subsequent survival in the water is significantly increased.

The needs of the target group are identified through the following: the current skills of the participants through face to face and telephone interviews, using formal questionnaires and reviewing industry surveys, information and reports.

## ARTICULATION

Once personnel have completed either Unit they meet the pre-requisite to partake in emergency breathing system applications including re-breathers. Further training in water survival and the survival equipment applications is also offered. Successful completion of this competency provides credit towards certain **aviation qualifications**.



## TEACHING STAFF

RHO Aviation training staff are highly qualified and have recognised qualifications and expertise in both training and their industry field. RHO Aviation instructors have trained aviation and industry clients in AUES and EBS and are considered the commercial aviation EBS subject matter experts in Australia.

## COURSE RECOGNITION

The Underwater Escape training offered by RHO Aviation provides you with a nationally recognised qualification.

## EXEMPTION / RECOGNITION OF PRIOR LEARNING

Trainees who have completed previous studies or have had extensive work experience in some aspects of their proposed course may apply to RHO Aviation during enrolment to be given credit or exemption. Credit will be given only when trainees can demonstrate or provide evidence that they meet requirements of the necessary performance criteria in the competency. However, AUES / EBS re-currency period is recommended for recertification every two years.

## RECOGNITION OF OTHER RTO QUALIFICATIONS

RHO Aviation will recognise and accept relevant AQF (Australian Qualification Framework) qualifications and Statement of Attainments issued by any other RTO (Registered Training Organisation).



## ENROLMENT / ADMISSION PROCEDURE

If you are interested in enrolling with RHO Aviation, you should do the following:

- > Select your preferred course or Units of Competency
- > Complete the application form
- > Submit the completed form to RHO Aviation.

To ensure that a course booking is confirmed, a signed application form and payment details or a company purchase order must be supplied. Certification will not be issued until payment is received. If paying by credit card, your card will be pre-authorised and full payment for training will be at the time of booking. A surcharge of 2% will apply for all payments made by credit card.

## UNIQUE STUDENT IDENTIFIER (USI)

All trainees studying nationally recognised Vocational Education and Training courses in Australia from 1 January 2015 must have a USI. Trainees must give ERGT their USI when they enrol for Nationally Recognised Training (NRT) to be delivered from 1 January 2015, and RHO Aviation is required to verify that their USI is correct.

RHO Aviation is prohibited by law to issue your Statement of Attainment or Qualification for NRT unless your USI has been verified as correct.

Trainees may also choose to provide RHO Aviation with access to their USI account. With this permission RHO Aviation will be able to confirm pre-requisite training (for training completed from 2015), assist with updating trainee details, and retrieve a trainee's USI if forgotten. Access can be granted to RHO Aviation by logging into your account at <http://www.usi.gov.au>.



## AVETMISS

As a nationally registered training organisation, RHO Aviation is required to collect and report trainee data to the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). This information is collected using the Standard Enrolment Questions and training records from our bookings database.

All trainees enrolling for nationally recognised training need to complete the Standard Enrolment Questions once per calendar year at their first enrolment for the year. This includes all onsite NRT training. The data is used by the government and industry to improve the standard and flexibility of training within Australia. The information provided is confidential and only provided to the Government regulator.

## PRE-COURSE ADMINISTRATION

The following administrative actions shall be completed prior to attending the course:

### Course Application

Trainees must complete the Course Application form and return it to RHO Aviation Training Services no later than three business days prior to the commencement of course. Failure to do so may jeopardise your position on the course.

### HUET Medical Questionnaire & Check Up

Underwater escape training involves simulated submerged exercises in a water environment. Although the training is extremely safe, it may pose a risk to those people that have past or present medical conditions. As a result, it is necessary for applicants to complete a HUET Medical Specification Form (MSF) prior to commencing training; the HUET MSF is attached to the application form. The **only** personnel exempt from completing the HUET Medical Specification Form are those applicants that have a valid CASA Class One or Two medical, a valid AMSA medical or a valid Emergency Services Medical.



## Emergency Breathing System Medical Check

All EBS trainees must complete the EBS Medical Specification Check (or suitable dive medical) by a doctor prior to conducting training. These medicals can be obtained from a number of GPs in your local area.

Trainees will not be allowed to continue the course without such a certificate.

Each student **MUST** present a current medical (within three months of course) confirming fitness to undergo HUET and Sea Survival training. Trainees will not be allowed to continue the course without such a medical. A suitable certificate template and details of our requirements are outlined in the course application form. Furthermore, all trainees will be required to complete and sign a Health Questionnaire and a Statement of Participation form at the beginning of the training session.

## COMPLAINTS & APPEALS

RHO Aviation is committed to student satisfaction. There are procedures for dealing with complaints and assessment appeals. These procedures are further outlined on page 15.

## STAFF RESPONSIBILITIES FOR ACCESS & EQUITY

RHO Aviation prohibits discrimination towards any individual or group including gender, race, nationality, ethnic or religious background, pregnancy, physical, intellectual or psychiatric disability, homosexuality (actual or presumed) and age.

RHO Aviation facilities and programs are designed to maximise access and participation for all Students including the disadvantaged.





## STUDENT RECRUITMENT, SELECTION & ENROLMENT PROCEDURE

(Includes Provision for Language, literacy and numeracy assessment)

When prospective Student/s apply to enrol at RHO Aviation to undertake the course, the following criteria applies:

1. The Training Manager assesses the applicant's qualifications and experience in relation to the entry criteria required for study.
2. A moderate level of English language, literacy and numeracy is required to successfully complete training and assessment with RHO Aviation. If you have language, literacy or numeracy difficulties please inform us at time of enrolment or as soon as possible before course commencement so that your needs can be assessed and assistance or reasonable adjustments can be considered. During the course should you have any difficulty understanding any assessment method, inform your trainer.

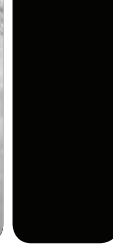
## STUDENT SERVICES

RHO Aviation appoints competent administrative and teaching staff to ensure that trainees receive high quality services and in so doing provides trainees with an enriching learning experience. RHO Aviation provides appropriate learning support to trainees.

## INDUCTION

At induction, trainees are assisted with information in the following areas:

- > Information about RHO Aviation
- > Course information
- > Legislative Information
- > RHO Aviation Complaints Policies and Procedures



## STUDENT SUPPORT

Staff are available to answer questions related to the course. Additional support is provided in the form of individual assistance and resources.

## DISCIPLINE

Trainees are encouraged to demonstrate appropriate behaviour while attending RHO Aviation.

- > Arrive promptly to all sessions
- > Participate in all class lessons
- > Ensure that you complete all given assignments
- > Attend lectures on time
- > Demonstrate ethical behaviour

Trainers are empowered to take reasonable disciplinary actions against a Student if any serious incident occurs. For serious offences, enrolment may be cancelled.

## COMPETENCIES OFFERED

- AVI40119 - Certificate IV in Aviation (Air Crew Officer) - RPL only**
- AVI30519 - Certificate III in Aviation (Rescue Crew Officer) - RPL only**
- AVIF0038 - Undertake aircraft underwater escape and survival**
- AVIF0039 - Utilise emergency breathing system**

The programs have been developed for those aircrew and frequent flying passengers. The student base consists of commercial, government and military personnel.



## VOCATIONAL OUTCOMES

Personnel that are involved in a ditching face a multitude of hazards. The chance of a crewmember or passenger evacuating a ditched aircraft safely and ultimately surviving is determined by the level and quality of training they have received. Once the trainee has undertaken this training, the chances of successfully evacuating the helicopter and subsequent survival in the water are significantly increased

## TUITION FEES

Upon making an enquiry with RHO Aviation, you will be provided with the cost of the course. The course cost includes course materials including manuals, all practical training aids, morning tea and a light lunch.

To secure a booking on a course, trainees will need to provide payment in full at the time of booking. Late enrolments will be accepted if vacant positions on the course are available and course fees will need to be paid in full at time of booking.

Approved client Purchase Orders will be accepted in Lieu of Direct Debit, Credit Card or Cheque payment.

Clients who have a requirement to book a company specific course for a minimum of 12 trainees, a 50% course payment fee will be required. Company/group specific courses can be scheduled to suit the company requirements. The balance of the 50% final payment will be required at the completion of the training.

RHO Aviation is happy to prepare a competitive quotation for courses conducted in other locations and for accreditation, and recurrent training.



## TEACHING METHODS

For AUES/EBS the theory is delivered in a classroom environment via screen presentations, practical training aids and simulated events. The practical training is conducted in a controlled pool environment with a purpose built aircraft procedural trainer and associated training aids.

## ASSESSMENT METHODS

The four dimensions of competency; task skills, task management skills, contingency management skills and job/role environment skills would be addressed by taking the Trainees through a series of practical activities of varying difficulty during the course of training delivery.

These practical activities would be supplemented with additional activities performed as part of the written assessment for the course.

For information on our assessment policies and procedures, please contact RHO Aviation.

## ASSESSMENT CONTEXT

Assessment for the AVI AUES/EBS competencies will involve a procedural trainer. The Unit will be assessed in as holistic a manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations.

Simulation will be based on a helicopter ditching and will include walk-throughs of the relevant competency components. Simulations may also include the use of case studies/scenarios, role plays.

The AVI40119 and AVI30519 qualifications are conducted only by way of RPL.



The AUES/EBS unit of competency requires an application of the knowledge contained in the use of the aircraft's survival systems and their integral equipment, to the level needed to maintain control and recognise and resolve problems. This can be assessed through questioning and the use of what if scenarios both on the facility (during demonstration of normal operations and walk throughs of abnormal operations) and off the plant.

## **FLEXIBLE LEARNING & ASSESSMENT**

RHO Aviation is committed to providing flexible delivery and assessment to meet the needs of individual trainees.

We adopt a range of learning strategies in both theory and practical sessions that are customised to trainee needs. RHO Aviation achieves this by giving trainees guidance, mentoring and coaching. We cater for differences in learning styles by using a variety of delivery and assessment methods such as demonstration, observation, simulation, problem solving, self-paced learning and self-assessment of their program, giving trainees exposure to a variety of practical methods in the relevant industry. Persons with learning difficulties are given the appropriate assistance.

## **COURSE COMMENCEMENT DATES**

Please refer to your application form for the training location and date.

All course dates and locations will be promulgated on the RHO Aviation website [www.rhoaviation.com.au](http://www.rhoaviation.com.au) or contact [courses@rhoaviation.com.au](mailto:courses@rhoaviation.com.au)



## COMPLAINTS

RHO Aviation will ensure that trainees/clients have access to a fair and equitable process for dealing with complaints and will provide a process where trainees may appeal against decisions, which may affect their academic progress.

RHO Aviation will make every attempt to resolve the trainees/clients complaints. A nominated officer within the organisation will handle complaints. The processes will be outlined in the trainee/clients handbook. Where complaints cannot be resolved internally, RHO Aviation will advise trainees/clients of the appropriate body to whom they may take their complaint.

## PRIVACY POLICY

RHO Aviation only collects information we consider is necessary to deliver you with the best possible service. Privacy laws are designed to regulate the way organisations, collect, use, disclose, keep secure, and give persons access to their personal information

With respect to this organisation's operation, we will observe the Australian Privacy Principles in relation to trainee information collected.

## REFUND POLICY & PROCEDURE

### Refund Policy

- > If a trainee withdraws from the course 7 days or more prior to the commencement of a course, 90% of the tuition fee paid will be refunded.
- > If a trainee withdraws from the course less than 7 days prior and greater than 48hrs from the commencement of the course, an administration fee of 50% of the tuition fee will be charged, and the remainder of the tuition fee refunded.



- > If a trainee withdraws from the course within 48hrs of commencement, no refund will be given, unless in extenuating circumstances.
- > If a trainee does not start the course on the agreed commencement date, and does not wish to attend, no refund is given unless prior arrangements are made with RHO Aviation Management.
- > If a trainee becomes aware that he/she cannot start the course on the agreed commencement date, for any reason, written approval has to be granted by RHO Aviation's Administration Manager before a trainee can postpone his/her course. If possible, arrangements may be made to undertake the course at a later date.
- > **RPL refunds** - cancellation prior to the RPL assessment commencing 85% of the fee will be refunded.

## Refund Procedure

- > To apply for a refund, a written claim on Form 007 must be submitted to the Administration Manager of RHO Aviation. An application for a refund will be processed within 4 weeks after a claim has been received.
- > If RHO Aviation is unable to offer the course, the refund will be processed within two weeks.
- > Agreeing to the refund policy, does not remove the right of the trainee to take further action under Australia's consumer protection laws or to pursue other legal remedies, should the trainee be dissatisfied with Management's decision regarding refund.
- > When giving a trainee a refund or pro-rata refund, RHO Aviation Training Services Pty Ltd will provide a written statement that explains how the amount has been calculated.
- > All monies received from trainee fees are placed in a separate account and are not accessed until the course commences. A relevant proportion of the fees for the course will remain in that account until the course is completed; to ensure pro-rata refunds are available for eligible trainees.

## Replacement Certificates / Qualifications

- > A fee of \$38 each (inc GST) applies to provision of replacement certificates and/or ID cards.



## LEGISLATION SUMMARIES

### Legislation

RHO Aviation provides its staff and trainees with access to all the relevant Acts and Regulations that govern the actions of persons engaged in the hospitality and business sectors. In particular, all training staff will be required to be familiar with all the provisions of the following Legislation as it affects RHO Aviation as a Registered Training Organisation.

RHO Aviation has identified and will comply with relevant State or Territory Laws including Commonwealth or State/Territory legislation on:

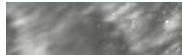
- > Workplace Health and Safety
- > Workplace Harassment, victimisation and bullying
- > Anti-discrimination, including equal opportunity, racial vilification, disability discrimination
- > Vocational Education and Training;

RHO Aviation ensures that its policies and procedures meet the requirements of the relevant legislation, which are relevant to its operations and that:

- > Staff are provided with information about legislation that significantly affects their duties
- > Trainees are provided with information about legislation that significantly affects their participation in vocational education and training.

RHO Aviation ensures that it has all the insurance cover necessary to carry out its business including:

- > Workers Compensation Insurance
- > Public Liability Insurance
- > Professional Indemnity Insurance
- > Building and Contents Insurance where applicable.







## CODE OF PRACTICE

### **Anti-Discrimination - Access and Equity**

RHO Aviation has in place policies on Access and Equity, which ensure that staff and trainees are not discriminated against in accordance with relevant State, Commonwealth and Territory legislation. All staff are made aware of their obligations under the relevant legislation during staff induction and professional development programs.

Any person believing that they have experienced any form of discrimination through their relationship with RHO Aviation should report their complaint immediately to RHO Aviation management.

### **Discrimination**

Discrimination refers to treating individuals or groups less favourably (make distinctions) than other individuals or groups so as to disadvantage some and advantage others in same or similar circumstances.

Direct discrimination is less favourable treatment of a person on the basis of an attribute, such as age, race, sex or creed or on the basis of a characteristic particular to persons with one of the particular attributes.

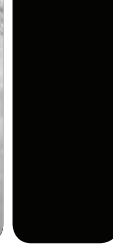
Indirect discrimination is the imposition of a condition on a person/persons, which, on the face of it appears not to be discriminatory, but which has in fact an adverse affect on people in a particular group.

RHO Aviation has a policy where employees and its external customers are to be treated equitably and the organisation will not tolerate discrimination.

### **Workplace Harassment**

Workplace harassment in any form including sexual harassment will not be tolerated under any circumstances. Harassment includes workplace bullying. Any person should be able to work in an environment free from intimidation and harassment.

RHO Aviation acknowledges that workplace harassment is against the law in any workplace context (which includes conferences, work or business related



functions, and business or field trips) and expects that its workplace and training environment at all times reflects the principles of law for the benefits of its employees, clients and visitors.

## **Workplace Health and Safety**

RHO Aviation is obliged under legislation:

- > to ensure the health and safety of each of their workers and trainees/ clients
- > to ensure the health and safety of other people who are not workers or trainees; e.g. visitors and guest presenters
- > to ensure people can come to work or a training venue with a minimum of risk of injury or illness
- > ensure that any equipment used by staff or trainees is safe when properly used

Trainees/clients are obliged to obey instructions regarding their health and safety and the health and safety of others. They must not deliberately interfere with or misuse anything that has been provided for workplace health and safety. They must not deliberately endanger the workplace health and safety of others, or deliberately injure themselves.

## **Marketing & Advertising**

RHO Aviation has policies and procedures to ensure that national guidelines and protocols for Advertising and Marketing as required by the Essential Standards for Continued Registration - Condition 8 (Accuracy and Integrity of Marketing) are complied with and include practices that are:

- > True and honest
- > Accurate
- > Form part of the RTO's scope of registration
- > Approved by the officer with the relevant authority within the organisation

RHO Aviation will market its educational/training services with integrity and accuracy, avoiding vague and ambiguous statements. Written permission will



be obtained from any person or organisation for the use of any marketing material that refers to that person or organisation and the organisation agrees to abide by any conditions pertaining to that permission. No false or misleading comparisons will be made with any reference to any other training provider or course.

## **Customer Service**

RHO Aviation recognises that its customers are an important and integral part of its business and not an interruption to its work but rather the purpose of it. The organisation is therefore committed to providing a level of customer service that includes:

- > answering the telephone in a timely manner
- > answering the telephone politely stating the organisation name and our approved greeting
- > acknowledging customer complaints as opportunities to demonstrate superior customer service. RHO Aviation will always treat complaints seriously and efficiently in a friendly and courteous manner
- > constantly examining methods to improve our customer service to ensure our products are more effective and competitive.
- > understanding that each customer contact represents an opportunity to make a positive impact and demonstrates our ability to provide excellent service.

RHO Aviation has client service standards that ensure trainee/clients issue of assessment and qualifications are actioned promptly (within 14 days) upon the trainees/clients completion of their course of study.

## **Trainee Welfare, Guidance & Support**

RHO Aviation has trainee welfare and guidance services relevant to the training products. Where necessary, arrangements will be made for trainees requiring Literacy and/or Numeracy support. This will be outsourced to the relevant qualified experts. Any fees incurred are the responsibility of the trainee. RHO Aviation has access to personnel with experience in developing diagnostic assessment services for diverse clients.



RHO Aviation trainee information will ensure that all fees and charges are known to trainees prior to enrolment. Trainees are advised of course content, outcomes, and assessment procedures prior to commencing training.

For any matter outside its expertise or control, RHO Aviation will make every attempt to refer the trainee or the relevant agency or expert.

### **External Review**

RHO Aviation agrees to participate in external monitoring and audit processes required by the appropriate authority. This covers random quality audits following compliant and audit for the purposes of re-registration.

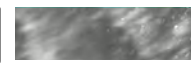
### **Fees and Charges**

RHO Aviation has an established Charges and Refund Fees policy that is fair and equitable.

This policy identifies:

- > the period of time required to give notice of an intention to withdraw from a course of study, for which fees have been paid but not yet commenced;
- > the portion of fees which is not considered as part of the refund, being retained for costs of administration, service charges, materials fees, or application fees;
- > conditions for cancellation of courses by RHO Aviation.

All fees received in advance are placed in a separate bank account (training account) and not accessed until the course commences. A relevant proportion of the fees paid will be retained in the account to cover any emerging contingency.





RHO Aviation will identify a financial auditor who has direct reporting access to Chief Executive Officer who has defined responsibility and authority to:

- > ensure that the organisation complies with its financial management policies
- > monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement

RHO Aviation will provide the Regulator with a formal assurance that it has sound financial management standards for matters related to its scope of registration and scale of operation.

A qualified accountant who has membership of either the Certified Practising Accountants Australia or the Institute of Chartered Accountants of Australia will certify RHO Aviation financial accounts at least annually.

If requested by the Regulator, RHO Aviation must make available a full audit report from an independent qualified accountant who has membership of either of the organisations mentioned above.

## **Management & Administration – Financial Management**

RHO Aviation has in place policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards trainees/clients fees until used for training and assessment.

The organisation has a refund policy which is fair and equitable. Policies and practices for managing the integrity of trainee records are in existence. These ensure that records are managed with security and confidentially. Trainees may peruse their individual records upon request. The organisation has adequate public liability insurance.



## **Employee Service Policy**

RHO Aviation Staff will be treated with respect be free from sexual or racial harassment, and other abusive behaviour.

It is every employee's responsibility to represent RHO Aviation in a professional manner at all times and maintains the confidentiality agreement outlined in the contract of employment.

Employees should at all times maintain professional and ethical contacts with all external clients, agencies and competitors.

As the employer, RHO Aviation can expect that employees complete work to a required standard on time.

Employees have the right to expect fair treatment at all times and receive adequate remuneration for services rendered.

## **Monitoring of Education Training & Assessment Standards**

RHO Aviation will adopt policies and management practices which maintain high professional standards in the delivery of education and training services and which maintain the interests and welfare of trainees/clients. Assessment will meet the AQTF requirements (including Recognition of Prior Learning and Credit Transfer).

RHO Aviation will maintain a learning environment that is conducive to the success of trainees/clients. Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees/clients.

RHO Aviation will ensure that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of trainees/clients. The organisation will also provide training for its entire staff as and when required.

As a learning organisation, RHO Aviation can demonstrate its ability to identify the learning needs of diverse clients and to plan/implement appropriate learning



strategies. This will include the ability to design and/or adapt training products so that the outcomes of the endorsed components of training packages or accredited courses can be achieved. In order to meet this standard RHO Aviation will employ Instructors with recognised skills and experience in interpreting competency standards for training and assessment purposes.

In order to meet the Australian Quality Training Framework Standards RHO Aviation will ensure:

- > trainees are informed of the context and purpose of the assessment and the assessment process,
- > trainees are provided with feedback about the outcomes of the assessment process,
- > assessments are equitable for all persons taking account of cultural and linguistic needs, and
- > assessments provide for assessment on appeal.

RHO Aviation will ensure that assessments will comply with the principles of validity, reliability fairness and flexibility and wherever relevant focus on the application of knowledge and skills to the standard of competence in the workplace.

## **Professional Development**

RHO Aviation as an organisation is committed to the professional development of all of its employees and opportunities are provided for staff to upgrade their skills and knowledge to conform to and exceed industry standards. This is done through giving staff the opportunity to attend industry seminars, product training courses and AQTF workshops.

## **Information to Clients**

RHO Aviation will supply accurate and current information to prospective trainees/clients covering but not limited to information contained in this Code of Practice. RHO Aviation will supply this information to trainees/clients before enrolment or entering into written agreements with them and will regularly review all information to ensure its accuracy and relevance.

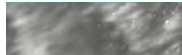


## Recognition of Prior Learning – Recognition of Current Competencies

As a training organisation RHO Aviation recognises the AQF Qualifications and Statements of Attainment issued by other RTO's. However, the objective of Recognition of Prior Learning (RPL) is to ensure that a person's prior learning achieved through formal or informal education, training, work experience or other life experiences is appropriately recognised. RHO Aviation encourages trainees/clients to apply for RPL wherever it is considered appropriate. The principles governing the recognition of prior learning are outlined below:

- > assessment processes shall provide for the recognition of current competencies regardless of where they had been acquired,
- > RPL focuses on identifying the endorsed industry/enterprise competency standards currently held by individuals as a result of formal or informal training, not how, when or where the learning occurred,
- > RPL underpins any system of competency-based training. RHO Aviation has a demonstrable commitment to recognising the prior learning of individuals,
- > RHO Aviation ensures that RPL shall be available to all potential applicants, the processes shall be fair to all parties and that RPL shall involve the provision of support to potential applicants, and
- > assessors must be confident that the person applying for RPL or RCC is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in AQF accredited courses. The assessor must also be confident that the evidence is authentic, valid, reliable, and current and covers the exemption being sought.

After outlining the steps involved in the RPL process to trainees/clients, RHO Aviation will provide a counselling session with an RPL assessor. Charges for this process may be applicable. In every case the RPL assessor will advise the trainee/client of their responsibilities and any charges that may be applicable. Applicants have 12 months from the date of RPL application acceptance to submit their RPL evidence for assessment.







The RPL/RCC process shall cover the following steps:

- > Information,
- > Initial support and counselling,
- > Application,
- > Assessment,
- > Post-assessment guidance, and/or
- > Certification.

## **Recognition of other RTO's Qualifications & Statements of Attainment**

RHO Aviation recognises the AQF Qualifications and Statements of Attainment issued by other RTO's.

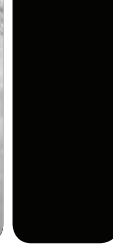
If you were previously enrolled in the same qualification with another training provider you should provide us with a copy of your results. If you were deemed competent in any units you will not have to repeat them. RHO Aviation will credit transfer your results.

## **Rights & Responsibilities of an RTO**

RTO's are governed by legislation regarding the quality of training delivered to trainees. RHO Aviation is committed to the ongoing continual improvement of its organisation and the quality of education and training services to its trainees/clients.

RHO Aviation will ensure the following level of service to its trainees/clients:

- > support for its trainees/clients as outlined in the section rights and responsibilities (trainees/clients);
- > provide quality of education and training by ensuring that the qualification and experience of educators and instructors is commensurate with the content and level of course being conducted;
- > provide accredited training and an assessment procedure that is competency based; and



- > provide a comprehensive, fair and equitable RPL process and policy. Rights and Responsibilities (Trainees/Clients)

RHO Aviation will ensure that its trainees/clients:

- > receive Competency Based Training and Assessment at a level equal to the quality of training provision for courses as outlined in the Australian Quality Training Framework (AQTF) and Australian Qualifications Framework (AQF),
- > receive education and training in well appointed venues with appropriate resources and facilities that comply with the requirements of the training program and most importantly comply with Workplace Health and Safety Standards,
- > are afforded Equal Opportunity principles and practices, and
- > have access to suitable support services so that trainee learning disabilities may be identified and supported.

RHO Aviation is required under State legislation to provide for the health, welfare and safety of both its employees and trainees/clients (Duty of Care). RHO Aviation provides:

- > a complaint procedure for training and assessment as outlined in this code of practice,
- > assistance to trainees with literacy and numeracy problems. The trainee handbook outlines the procedures to be followed in this instance,
- > arrangements for trainees with legitimate reasons to defer training or cancel their enrolments, and
- > a refund and financial policy as outlined in this Code of Practice.



## Termination of Enrolment

Under its Quality Assurance procedures RHO Aviation reserves the right to terminate a student's enrolment should the trainee:

- > endanger the health and safety of another trainee or an instructor,
- > engage in the falsification of documents and/or assessments and training outcomes,
- > divulge personal or confidential information relating to another student's documents, assessment and training outcomes,
- > prevent other trainee/s from completing their course of study in reasonable peace and privacy, and
- > refuse to act in accordance with any rules and regulations prescribed by the RTO that are designed to protect the well being of others, eg. smoking policies.

Furthermore any instructor/s employed by RHO Aviation who violates student's rights or engages in any activity that causes stress or disadvantage to any student/client will be subject to disciplinary procedures that may involve termination of services. Instructors should be aware of Complaint procedures and when in doubt contact senior management to arrange a personal interview.

## Training Resources

RHO Aviation provides all trainees/clients with adequate print resources to successfully complete all training programs. In addition the organisation will provide information where additional resources can be obtained either from libraries or the internet.

## Sanctions

RHO Aviation will honour all guarantees outlined in this Code of Practice. The organisation understands that if it does not meet the obligations of this Code or supporting regulatory requirements, it may have its registration as a Registered Training Organisation withdrawn.



## **Records Management**

RHO Aviation will maintain accurate records of attendance and the progress of all trainees/clients throughout their courses. It will also maintain accurate financial records that can identify the financial status of all trainees/clients and also be able to provide copies of these records to individual trainees upon request. RHO Aviation will maintain current records of the verified qualifications and experience of all staff working on behalf of the RTO as Instructors and assessors.

The organisation will make individual records of trainees available for a period of seven years from the date of enrolment. After that time records will be archived and a small cost for retrieval will apply. Retrieval of records will be available for 30 years from the date of enrolment.

## **Trainee Access to Personal Records**

RHO Aviation has sound management practices to ensure effective trainee services. The RHO Aviation has operational standards to ensure timely issuance of training assessment, results and qualifications. These will be appropriate to competence achieved and issued in accordance with National Guidelines. All trainee records and documentation will be recorded, kept confidential and securely archived. Trainees can gain access to their files by request in writing allowing 14 days notice. All relevant organisational documentation will carry a version number and date. Records of updated version numbers are kept on file.

## **Privacy Policy**

We recognise the importance of your personal information. We appreciate that you may have concerns about your privacy and about the confidentiality and security of your personal information. The organisation only collects information we consider is necessary to deliver you with the best possible service. Privacy laws are designed to regulate the way organisations collect, use, disclose, keep secure, and give persons access to their personal information

With respect to this organisation's operation, it will observe the Australian Privacy Principles.



## Collection

The organisation will only collect information that is necessary for the purpose of providing a quality service to its trainees/clients. The organisation will only collect information that is lawful and this will be done in an unobtrusive manner.

Information on Defence personnel will only be collected in accordance with contractual requirements.

## Personal Information of a Sensitive Nature

The organisation does not collect personal information of a sensitive nature about you (eg. race, religion, political views). However, should it be necessary to collect information of this nature it will only be done with your consent.

## Use and Disclosure

The organisation will only use and disclose personal information about its trainees/clients for the purpose for which it is collected, unless consent has been given to use the information for additional purposes. Exceptions would be:

- > where information is required by law
- > considered necessary to assist a law enforcement agency

## Quality of Personal Information

The organisation's goal is to ensure that your personal information is accurate, current and complete. It would be appreciated if you could contact us if any of the personal details you have provide change. You are able to access and update your information at any time that is mutually convenient to both parties if you think we hold information about you that is incorrect or out of date. As an RTO, we are required to keep trainee/client records for 30 years. The organisation is open and ethical about the kind of personal information kept about its trainees/clients. At trainee induction this policy will be explained in more detail.



NATIONALLY RECOGNISED  
TRAINING

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