



Student Support and Wellbeing Policy and Procedure

Purpose

To ensure that students accessing training through the Royal Victorian Aero Club are provided with a supportive and safe environment to learn in, and that they are provided with suitable and appropriate support throughout their learning journey.

Policy

The Royal Victorian Aero Club is committed to providing educational services in a safe, secure and supportive environment to all students. This support includes both academic and personal support, diversity and inclusion and wellbeing of all students.

Procedure

Student support and wellbeing is considered from the commencement of the Student Selection and Enrolment process, where prospective students undertake a Pre-Training Review and selection interview. At this point, students are encouraged to self-identify any barriers and/or support they anticipate needing during their training.

Student Orientation

Royal Victorian Aero Club has an established orientation program for all new students. Orientation is conducted by the Compliance and Student Administration Manager and the nominated Instructor for the course. To ensure that all requirements are covered, an Orientation Checklist is used and students are required to sign off that each of the items is covered.

Where a student is returning to Royal Victorian Aero Club for subsequent training courses, an Orientation email is sent to them in place of attending a face-to-face orientation session with required information including an Orientation Presentation.

Academic Support

The Head of Operations is ultimately responsible for Flight Training, and all Instructors are available for academic support. The Compliance and Student Administration Manager in conjunction with the instructor team will monitor the attendance and progress of each student and determine the need for and the nature of corrective action, if required.

Software is available to assist in identifying student progress. Because of the one-on-one nature of practical flight training, the student's personal instructor is ideally placed to observe student progress and must notify the Head of Operations or Head of Flying Operations at the earliest opportunity of any adverse progress. Pre-flight briefings and post-flight de-briefings for every flight between the instructor and student are standard and students will be made aware of how they are progressing at this time. In addition, student performance is formally monitored regularly at the completion of each study period.



Where the student is concerned with their progress at any time, they are advised to raise the matter with their instructor and/or the Head of Operations or Head of Flying Operations.

In addition, Royal Victorian Aero Club has a formal intervention strategy which notes when a student is failing to meet benchmarks and, in discussion with the instructor and the Head of Operations or Head of Flying Operations, a remedial strategy will be developed to support the student with their training. Additional flight time and extra classroom tuition/tutoring are available at the normal published rates.

International students studying with Royal Victorian Aero Club who are on Student Visas are monitored for course progress and attendance. Where visa conditions are not being met in relation to attendance and progress, this will be discussed with the student and the discussion documented. The discussion will determine reasons for attendance and progress issues, and any support that the student may require to assist them to meet their requirements. Continued breaches by International students may result in the student being reported to the Department of Home Affairs.

Some students may require reasonable adjustments to be made to successfully participate in and complete their training program. Where reasonable adjustments are required and are practicable, these will be implemented but will not compromise the integrity of the learning outcome or licencing requirements. Where reasonable adjustments cannot be made, the reasons why will be communicated to the student and documented on the Student Support and Wellbeing form.

Personal Support

Royal Victorian Aero Club does not have a separate 'student support' structure; the various services are integrated into our normal day-to-day operation. All employees of Royal Victorian Aero Club have the responsibility to provide support to all students. Students will have regular contact with their nominated flight instructor and student administration. If a student has a concern or query, they are advised to discuss it with their nominated flight instructor or student administration and appropriate guidance can be provided.

All students have access to the Student Support and Wellbeing Form which provides a formal record of any self-identified support a student may require whilst they are studying. This form is available from the Operations Building and the Royal Victorian Aero Club website.

Information regarding a range of support and wellbeing services can be accessed from the Royal Victorian Aero Club website or from student administration.

RVAC has a formal Critical Incident Policy, which provides for a Critical Incident Committee to ensure that incidents which cause or may cause trauma to students are appropriately handled and ongoing trauma is minimised. A formal Complaints and Appeals Policy exists providing access to both internal and external (independent) resolution.

Royal Victorian Aero Club provides many opportunities for students to have social contact and contact with other flight trainees and established pilots, providing a supportive environment



for them. These social networks are an integral part of student support and wellbeing by allowing students to develop their own support networks.

Diversity and Inclusion

As a provider of training services to International Students, Royal Victorian Aero Club is aware of the need to provide learning environments that are free from racism, discrimination, vilification including antisemitism and any other form of harassment. We value highly the cultural diversity of all of our students, including First Nations people, International Students and people with a disability.

All employees and students of Royal Victorian Aero Club are aware of their responsibility to ensure they do not breach these requirements, as outlined in the Access and Equity Policy and Student Handbooks.

To support the understanding of cultural awareness, Royal Victorian Aero Club will participate in cultural diversity programs and ensure the dissemination of information to all employees.

In addition, we will demonstrate our commitment to inclusivity by (but not limited to):

- Providing flexibility in our training and assessment to allow students to meet their cultural obligations.
- Where required and practicable, provide reasonable adjustments that do not compromise the integrity of the specified learning outcomes or licencing requirements.
- Ensuring our marketing materials are inclusive of student cohorts.
- Providing information about wellbeing services in the local area.
- Engaging respectfully with all students.
- Being sensitive to world events and the impacts to both employees and students.

Wellbeing

As with Personal Support, Royal Victorian Aero Club do not have specialised staff on hand to assist with student wellbeing. A list of wellbeing services is located on the Royal Victorian Aero Club website and includes information on mental health services, support services, medical services, accommodation and literacy. This is not an infinite list, and students are encouraged to discuss their specific needs with their instructor or student administration for further support and information.

Hours of Operation

Instructors and Royal Victorian Aero Club staff are available during normal business hours and are contactable for support. Support requests outside of normal business hours may be responded to on the next business day.

Normal Business Hours for the RVAC are as follows:

- Monday- Friday (9am to 5pm)

All training and assessment services that are conducted by the RTO will be scheduled within the following hours of operation:

- Monday - Saturday (8.00am - 10.00pm)



Class Timetabling

Each course that is delivered by Royal Victorian Aero Club in a classroom environment is required to have a detailed timetable developed to identify to the student the required hours of attendance to complete the course. This allows the students to plan their travel and attendance requirements to and from the training premises.

Royal Victorian Aero Club must not require or permit students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day. This is to ensure that students are well rested for both classroom based studies and any flight lessons they are required to complete. Attendance Guidelines exist to inform students of attendance expectations.

Identification and Security

Student Identification

Each student is issued with an Australian Security Identification Card (ASIC) by designated issuing bodies approved by the Department of Home Affairs. Students accessing airspace operations must have their ASIC with them and visible.

Instructors Identification

Each instructor is issued with an Australian Security Identification Card (ASIC). In addition, instructors must hold a current and clear Working with Children Check.

Building Security

The Royal Victorian Aero Club has a manned reception area between 9.00am – 5.00pm, seven (7) days a week. Outside of these times doors are on a security timer only accessible by a management issued security card.

Special Provisions Following Night Operations

Night operations are an essential component of some courses (N-VFR, CIR) and may extend, depending on the time of year, to after midnight.

Following all night operations, the following procedures will apply:

- Where the student has personal transport, the student will be escorted by their instructor to the car park and seen safely away.
- Where the student would otherwise use public transport and resides in excess of 10 km from the airport, the instructor will offer to arrange a taxi for the student at student expense. The student, of course, being over the age of 18, may refuse this offer and make independent arrangements.

References

Student Selection and Enrolment
Checklist – Student Orientation
Student Orientation Presentation
Student Support and Wellbeing Form
Critical Incident Policy
Attendance Guidelines



Access and Equity Policy
Domestic Student Handbook
International Student Handbook