



# STUDENT INFORMATION HANDOUT

## WELCOME TO HELIPRO AVIATION TRAINING

The Complete Guide for Domestic students...

With one of New Zealand's largest helicopter fleets and a growing fixed wing division, Helipro Aviation Training is much more than just a flight training school; it is a commitment to supplying highly trained professional pilots to the aviation industry. With bases in Christchurch, Wellington, Paraparaumu, Palmerston North, Taupo & Rotorua, Helipro's commercial divisions provide a vast pool of industry expertise offering students invaluable insights into their chosen profession.

Known for its variety of professional pilot programs for both helicopter and fixed-wing aircraft, the flight training divisions at Paraparaumu & Christchurch have highly experienced staff who are dedicated to providing quality flight instruction and preparing students to meet the demands of a successful career in aviation.

## Company Overview...

One of New Zealand's largest commercial helicopter companies invites you to learn how to fly either helicopters or fixed wing aircraft and gain the qualifications required for a fulfilling career within the aviation industry.

Situated on the beautiful Kapiti Coast just north of Wellington on New Zealand's north island, Paraparaumu airfield is ideally suited for flight training with beautiful coastal scenery being replaced by rugged mountainous terrain within just a few minutes flight time. Kapiti Island just west of the mainland produces a microclimate with substantially more flying days available than most other New Zealand airfields and along with topographical challenges, the varied airspace in the area will keep prospective pilots busy fine-tuning their piloting skills.

With a second rotary wing training division for helicopter students located at the busy Christchurch International Airport, students wishing to study on the stunning South Island of New Zealand will be spoilt with the choice of activities available in this vibrant city. Once in the air students will find themselves learning the intricacies of navigating within airspace alongside large commercial carriers from around the world, yet a mere twenty minutes flight time away, they can discover the beauty and tranquillity of the majestic Southern Alps.

Modern facilities and up-to-date equipment ensure the flight training division of this commercial operation is well abreast of technical advances employing GPS navigational tracking equipment on many of its aircraft to allow for speedy aircraft location at the touch of a mouse button. With its own maintenance facility, aircraft are rarely on the ground for long when any maintenance is required and engineers are never too far away to answer any technical queries posed by inquisitive students.

Other bases situated in Wellington, Palmerston North, Taupo & Rotorua provide excellent opportunities for our helicopter students to get around the country, often with students piloting more complex machinery (under the watchful eye of an instructor) from base to base as aircraft relocation requirements demand. Although Paraparaumu is the only base accommodating fixed wing training, regular inter-company transfers and component delivery needs provide for perfect commercial training for it's students.

Six bases, thirty two helicopters, fifteen fixed wing aircraft and over thirty five full time pilots mean that being a part of the Helipro team is never dull. With three Robinson R22

and one Robinson R44 aircraft covering the helicopter flight training and six Cessna 152's, 4 Cessna 172's, one Piper PA28 and one Piper PA34 Seneca Twin IFR training aircraft on the fixed wing side, the flight training school is rarely quiet.

## **Student Support Services...**

The Student Welfare Officer is the first point of call for all students experiencing difficulties or requiring help or support.

The Student Welfare Officer or his representative will be contactable by cell-phone during normal working hours (8am to 5pm – 7 days a week) for general enquiries and 24 hours a day for emergency calls (it is requested that the 24hour contact is only used for situations that will not wait until the following day).The Student Welfare Officer has the responsibility of ensuring the welfare of the student and will be able to provide information, support and advice covering, but not limited to the following: -

- Immigration/Visa requirements
- Course content
- International Student Code of Pastoral Care
- Accommodation
- New Zealand Law
- Health & Safety
- Welfare facilities
- Harassment & Discrimination

In the event that the issues are beyond the scope of the Student Welfare Officer, the student may approach the company Base Manager/Business Manager or CEO for further consultation or follow the company grievance procedure.

Further resolution may be obtained by contacting the International Education Appeal Authority (IEEA) (see summary of The Code of Practice for the Pastoral Care of International Students detailed at the end of the information pack).

# STUDENT POLICIES

## Student Entry

All potential students will be assessed with regards to suitability for course enrolment. Instructors will assess students using any methods they feel appropriate in order to ascertain the potential student's –

- Genuine interest in the aviation career (supported by candidate written statement).
- Previous experience (PPL/CPL/work/academic/life).
- Mental & physical suitability.
- Personal attributes.
- Likelihood of gainful employment into the industry following successful course completion.

Minimum prerequisites –

- NZCAA class 1 medical certificate,
- Be over 18 years of age,
- Have sufficient standard of English to complete the program (IELTS requirement 5.0 or equivalent for applicants who speak English as a second language or, from June 2007, the ICAO Aviation English Proficiency Test).
- Be a permanent NZ resident or hold a student study visa,
- Produce a character reference and two referees.
- Produce criminal record history record from the Ministry of Justice and Land Transport offence history from LTNZ (n/a for international students as immigration background checks apply) or sign the Company FPP waiver.
- Paid the applicable course fee, or have funds in place to meet course costs.
- 12 credits or better at level 2 NCEA in each of three subjects including maths, English and preferably a science subject (or demonstrate equivalency) or PPL credits. Or pass a series of aviation related pre-entry selection tests or 6 PPL or 3 CPL theory courses prior to enrolment.

Students will be interviewed prior to acceptance onto any HAT course and the assessor will determine student suitability and identify a suitable career pathway during the interview process, the student will be informed in writing of the outcome of the interview within 7 days of the interview.

All prospective student interviews along with agreed career pathways will be documented on the Helipro Student Application Form detailing the selection process and student suitability, when excessive students apply for positions those most-likely to succeed within the industry following course completion will be chosen.

Successful candidates will be informed in writing of all relevant course details, including course location, costs and start date. In addition to this any proposed course schedules and requirements will be passed on to the student to allow for course preparation.

Pre-Enrolment Checklist will be completed prior to students travelling to NZ.

## Recognition of Prior Learning

The following documents constitute evidence of prior learning acceptable to HAT & AAFT.

- Production of New Zealand Pilots License (PPL, CPL).
- Production of overseas pilots license (authentication at Base Managers discretion).
- Production of NZ Pilots Log-book.
- Production of overseas Pilots Log book (authentication at Base Managers discretion).
- Production of theory examination slips from ASL.

## Student Guidance and Support Systems

To ensure all students enrolled with Helipro receive appropriate guidance and support for the duration of their course, the following guidelines will be followed.

- All students will be treated in accordance with company policy with regards to all aspects of their well-being (Health & Safety, Equal Opportunities, Harassment, Privacy, Smoke-free Environment etc.).
- All students will undergo Helipro Crewman Training.
- Student Operating Procedures highlighting all procedures relevant to students will be handed out to students on arrival.
- All courses offered will follow the approved, tested CAA curriculum.
- Student performance will be regularly evaluated and reviewed; any identified issues will be monitored and where appropriate, addressed.
- Students can obtain support and or redress from the Civil Aviation Authority and the Ombudsman.
- Instructors will remain vigilant with respect to student performance and behavior, in the event that the instructors notice significant changes in the student, he will arrange a personal interview to identify and where possible, address any issues.
- In the event that a student approaches an instructor with any issues, all practical measures will be taken in order to resolve these issues.
- In the event that student issues are outside the confines of Helipro, advice may be given and any associated student support body may be contacted for further advice.
- Student support bodies may be contacted for further guidance.
- In the event that students have issues with instructors, the Base Manager and/or Business Manager may be approached directly by the student.

**Note- The first point of contact for all student related issues should be via the Student Welfare Officer.**

## Student Fee Protection Policy

To ensure that student fees are managed correctly and that systems are in place to protect these funds in the event that Helipro can no longer provide flight instruction courses.

- All student funds will be held in a trust account.
- All withdrawals from the trust account will be proportional to the training being undertaken by the student and invoiced on a fortnightly basis.
- The instructors will ensure all aircraft and administrative documentation is filled out accurately to ensure correct billing of accounts.
- Student accounts will be managed appropriately by the relevant base administrator and trust account administrator.
- On request students can be provided with account information either by the base administrator or trust administrator.
- In the event that Helipro can no longer provide flight instruction courses, any student funds remaining in the trust account will be quarantined until the appropriate authorities have determined what action is to be taken.

## Attendance, Withdrawal & Refund Policy

The courses provided are conducted on a full-time basis and students are required to attend as requested by their instructors in order to complete the course within the time-frames allocated. Students not attending courses for any reason other than medical or valid personal reasons will be interviewed by the Student Welfare Officer who will determine the likelihood of successful course completion with the Chief Flying Instructor. Any student whose lack of attendance results in a poor likelihood of completing the course will be given verbal and when appropriate written warnings which will be held in the student's personal file. If the lack of attendance continues the student will be withdrawn from the course and when appropriate the NZ immigration office informed.

The following policies govern course withdrawal and company refunds.

Withdrawal from the course prior to course commencement will result in the following refunds:-

- Withdrawal over 1 month prior to course commencement – full refund.
- Withdrawal 1 – 4 weeks prior to course commencement – full refund less \$500.
- Withdraw from the course within 7 days after the first day of the course will have a full refund less \$500.
- Withdrawal from the course after 8 days will have a full refund less a percentage of the course cost up to 1% helicopter or 1.5% fixed wing (or a \$1,000 administration fee whichever is more appropriate) plus any additional expenses incurred by HAT.
- In the event of course withdrawal after 8 days for personal reasons all cases will be reviewed on an individual basis by the Student Welfare Officer, CEO and/or Business Manager.
- Cancellation of a course by HELIPRO Aviation Training prior to course commencement will receive a full refund of all money paid. Cancellation during a course will receive a full refund less tuition and flying time expenses.
- All student requests for course withdrawal shall be in writing and accompanied by the original Offer of Placement letter.

*Note – Any student found to be knowingly acting in a reckless or in-appropriate manner, endangering themselves or others, risking damage to aircraft or equipment, bringing the company into disrepute, harassing or intimidating others, behaving in conduct likely to cause CAA fit & proper person issue or removal of their aviation document, conduct likely to result in the suspension of their Class 1 medical or where the CFI/CEO considers the student to be a significant safety risk will be subject to disciplinary action which may lead to them being removed from the course and consequently losing their student visa and right to live and study in New Zealand.*