



STUDENT INFORMATION HANDOUT

WELCOME TO HELIPRO AVIATION TRAINING

The Complete Guide for International 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.

Read on to find out more about New Zealand, Helipro, and our courses.



Winching from the BK 117

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A Helipro BK 117 stringing a cable



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 rotary wing training divisions for helicopter students located at the busy Christchurch International Airport, Palmerston North and Taupo, students are spoilt for choice in regards to where they can learn to fly helicopters. In Christchurch students will find themselves learning the intricacies of navigating within airspace alongside large commercial carriers from around the world; yet within twenty minutes flight time, they can discover the beauty and tranquillity of the majestic Southern Alps. Palmerston North and Taupo are in the North Island; Palmerston is the company's busy main base where much of the engineering and commercial work is done and Taupo is a vibrant, beautiful, but smaller, city situated on the edge of a large lake. Water and adventure sports are plentiful and not surprisingly, Taupo is a popular tourist destination.

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 throughout New Zealand 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 its students.

Helipro has been operating in the helicopter industry for over 23 years. As well as holding an Airline Air Operation Certificate, Helipro is certified to the ISO 9001:2008 and Qualmark Quality Standards. These are testament to our dedication to exceed expectation and offer a safe, unique, and unforgettable level of service far beyond the normal industry standard. Helipro is also a signatory to the Code of Practice for the Pastoral Care of International Students. This means that we adhere to the highest standards in our care of our students.

Eight bases (Rotorua, Taupo, Palmerston North, Paraparaumu, Wellington, Nelson, Christchurch and Greymouth), 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 five Robinson R22, two Robinson R44 and three Hughes 300 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*

Our training base at Paraparaumu is well set up for your convenience. To start with, we are situated right on the airport so you are always a part of the action. We have a large hangar where our fleet is stored and serviced with plenty of room for engineers and crew to go about their duties. The staff members here are highly trained and our Chief Instructor has thousands of hours of flight time. There are several well equipped, comfortable classrooms available for your lessons, study rooms and also computers available for your use. For your relaxation, we have a great student lounge complete with a kitchen, pool tables and couches for you to relax on in between your lessons.

Please check out our website: www.helipro.co.nz

- Note: Aircraft numbers and staff can be fluid and are likely to change at times. At the time of printing, these details were correct.

STUDYING AND LIVING IN NEW ZEALAND

New Zealand has a lot to offer, every year many people come here from all over the world to study and there are plenty of opportunities for you to reach your goals whilst enjoying our way of life. Imagine balancing hard work with your choice of sport and recreation, it's easy to do in New Zealand.

With many attractions, New Zealand is a modern, developed nation with influences from Europe, the Pacific and Asia. Its two official languages are English and Maori but English is the main language in daily use.

Our educational standards are high and our qualifications are internationally recognized (although some countries require additional license conversions prior to gaining employment as a commercial pilot). You can study in a clean, healthy, safe environment amongst a growing number of international students, so you won't be alone.

Climate...

New Zealand is surrounded by sea keeping our climate from getting too hot or too cold. Located in the Southern Hemisphere the seasons are opposite to northern countries, summer is between December and March and winter is June to August.

On average summer temperatures reach between 15-25°C and in winter between 8-12°C. Winds often blow here, keeping the air clean, and the weather is constantly changing. Even in summer you may need additional clothing, and a light waterproof jacket.

Geography...

There are few countries in the world with as much contrast and as many different landscapes so close to each other. New Zealand has wild windswept coastlines and gentle green pastureland, spectacular mountain peaks and cool green rainforest. You can experience vibrant towns and cities and quiet shanty towns, steaming volcanic areas and ancient glacial tracks, abundant orchards and vineyards for every palate.

New Zealand has many wilderness areas, including 13 national parks which attract visitors from all over the world; most are protected so that future generations can all enjoy them.

Environment...

New Zealand's environment is healthy and clean. The population is small and the land is isolated geographically from other countries – which means there is less pollution here than in many other places. We value our environment and try to look after it. If you're keen on nature and outdoor activities you'll really enjoy New Zealand. With just 4 million people in a country roughly the size of Great Britain in New Zealand you can enjoy some space for yourself.

Global Communication...

When you're a long way from home it's important to be able to keep in touch with friends and family easily, New Zealand has advanced banking systems and telecommunications networks which often provide special cheaper rates for phone calls overseas. Many people have internet access at home and use computers enthusiastically. We like to be connected and it's easy to do with standard of broadband connections available. Our advanced telecommunications helps to keep you in touch with the world and with home while enjoying the Kiwi lifestyle.

Relaxation...

New Zealand has so many activities to choose from that deciding how to relax can be exhausting. Walking in native forest (locally known as 'bush'), sailing on the Hauraki Gulf, skiing in Queenstown, jet-boating down the Shot-Over River, seeing active volcanic regions, going on wildlife tours, enjoying Maori cultural performances, sampling wine at a vineyard, dining in a sophisticated cafe, attending an outdoor concert – these are just a few ideas.



Lifestyle...

You may be wondering what sort of lifestyle you can expect while you're studying in New Zealand; where you'll live, what you'll eat, how you'll keep fit, and what you'll do if you become ill? Our cities are not crowded, but plan ahead so that you'll be able to find good accommodation. You'll be able to eat well but inexpensively and maybe have some of the food that you're used to. You'll have access to good health care when you need it.

Of course you can't study all the time - and New Zealand offers many leisure activities for you to enjoy in your free time; including sports, extreme sports like bungee jumping and white water rafting, traveling, and cultural events. Getting out there and enjoying what's on offer will give you plenty of opportunities to meet Kiwis and experience the New Zealand way of life.

Safety...

Our police force does not carry firearms and has an excellent reputation for helpfulness and friendliness. Compared to many countries, you can feel very safe in New Zealand. We have low levels of corruption in political and public life and laws to protect the human rights of all residents and visitors. New Zealand laws also forbid anyone from discriminating against another person because of their race, their religion, their gender, or their sexuality.

Cost of Living...

This is a really important question for you now that you're seriously thinking about coming to New Zealand for study. Kiwis enjoy a more casual lifestyle than many other countries, and it doesn't have to be too expensive either.

In a world-wide survey conducted in 2002, New Zealand ranked amongst the lowest 50 for cost of living but the highest 30 for quality of life!

For a student we're cheaper than Britain and about the same as Australia, and you can have a great time while you're here.

Paraparaumu (the location of Helipro Aviation Training). . .

Paraparaumu (typically pronounced "Para-para-oo-moo", although the correct pronunciation is "Para-pa-raow-moo") is the main town on the Kapiti Coast. Once a holiday destination for Wellingtonians, it is now a thriving residential area and dormitory town for many who work in Wellington. The town is situated in the south-west of the North Island of New Zealand. By road, it is 50 kilometres north, or just under 1 hours drive away, from of the nation's capital city, Wellington. Like other towns in the area, it has a partner settlement at the coast called Paraparaumu Beach, which lies directly opposite Kapiti Island. The two towns form part of the Kapiti Coast District. Together with the nearby Raumati Beach and Raumati South they are among the fastest-growing urban areas in New Zealand. The four towns between them have a population of over 38,000 people.

Paraparaumu is well known for its stunning natural beach promenade, some great cafes, and its airport located in the middle of the town. The town boasts great shopping with a mall that has over 50 shops and a bustling shopping area down by the beach. The golf course in Paraparaumu Beach Links Golf Course is world-class. It is the only course in New Zealand to be played by Tiger Woods and is regarded by many as New Zealand's best. The course is rated number 72 by US Golf Magazine in their world's Top 100.

Other attractions include superb lawn bowling, Kapiti Cheeses and Icecream, Southward's Car Museum, Nikau Gardens Butterfly House, and the statue of Our Lady of Lourdes with its illuminated halo.

Kapiti Island is world renowned as a bird sanctuary. The famous island landmark is home to some of New Zealand's most endangered native birds, yet it is one of the few relatively accessible island nature reserves in New Zealand.

Paraparaumu is also handy to the the beautiful wilderness areas of the Tararua Ranges and Kapiti Island. Canoeing, kayaking and whitewater rafting are available on the Otaki River to the north, and for the adventurous, there is river rafting, bushwalking, hiking and farm-biking

Paraparaumu means "scraps from an earth oven" in Māori, the language of New Zealand's indigenous people.^[3] It is commonly abbreviated to "Para-Param", particularly by longer-term residents of European ethnicity, and simply "Pram" or 'The Umu' by local youth.

Accommodation...

If you apply for enrolment from overseas, you'll need a written guarantee of suitable accommodation before a student visa can be granted. You must also be able to show that you have enough funds to support yourself during your stay in New Zealand, and the NZ immigration service now asks for evidence of a minimum of NZ\$10,000.00 for students intending to study in NZ for 12 months.

There are several choices of housing for students:

- **Boarding House** - There is a boarding house 5 minutes walk from Helipro Flight Training School. Many of our students choose to stay here. Here you will live with fellow students, have a single room with a desk for study purposes. The kitchen and cooking facilities are shared, as are the bathroom facilities. You are responsible for your own grocery shopping and food preparation. Power, gas, telephone/internet are Included, and rice and onions are provided. Students pay weekly, on a Thursday,

and prices vary from \$100 to \$160 dependant upon the room. This facility has been assessed by HAT and found to be clean and adequate and convenient. Students staying here often form food groups and take turns cooking. They also support each other in their studies

- **Homestays** – this is a room of your own in a private home, usually with a family. Breakfast and your evening meal are usually provided. We can help you to organize a homestay if this is your preferred option.
- **Flatting** – you can rent a house or flat (apartment) on your own or with other people. Most flats are unfurnished and you have to do your own cooking and cleaning.
- **Backpackers** – many low-cost accommodation providers will give substantial incentives for long-stay residents with cheaper rates and room up-grades.

Accommodation prices can vary from approximately NZ\$100/week for self catering, with phone and power being additional. Most students would spend approximately NZ\$80/week on food. Buying and running a vehicle costs vary depending on the type of vehicle however accommodation is readily available within walking distance of the airfield.

Please contact the Student Welfare Officer (swo@helipro.co.nz) who will arrange pre-assessed temporary or permanent accommodation for students arriving from overseas. He or she will supply a written guarantee of suitable accommodation to the student applying for a student visa.

Once in New Zealand most students choose an accommodation type most suited to themselves and often move accommodation once they have settled into the New Zealand lifestyle. For this reason, it is recommended that only temporary accommodation is booked initially.

On course enrollment the Student Welfare Officer will collect details of your accommodation for /her records. It is important that this information is up-dated in the event that you change accommodation.

Health. . .

New Zealand has publicly funded health services like subsidized prescription medication and hospital treatment, but you are entitled to these services only if you are a British or Australian citizen. You need to have good health insurance.

Free information relating to numerous health issues can be found on the following web-site:

<http://www.healthed.govt.nz>



A Helipro squirrel fire fighting

Eligibility for Health Services...

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly-funded health services are available through the Ministry of Health, and can be viewed on their website at <http://www.moh.govt.nz> .

Smoking: Smoking is prohibited in many public places in New Zealand. You are not allowed to smoke in restaurants, bars, or shops. You can buy cigarettes in New Zealand from the age of 18. Smoking is prohibited at the flying school except for in the designated smoking areas, which are away from the buildings, doorways and classrooms.

Drinking: The legal drinking age in New Zealand is 18. At 18 you can buy alcohol from bottle stores and supermarkets and go to bars that are licensed to sell alcohol. To buy alcohol and get into bars however, it is likely that you will need identification, such as a driver's license or passport, to confirm your age.



Getting Around...

New Zealand is an easy place to travel around, both in the cities and out in the countryside. This is mainly because New Zealand is small and un-crowded. Cars are not expensive and many people own one. There are public transport networks throughout the country. All the bigger towns and cities have public transport systems. Public transport is less available in rural areas and it's more necessary to own your own car. There are plenty of firms that hire rental vehicles, and there's a wide choice of new and used cars for sale.

If you're planning to drive in New Zealand, you'll need to have a valid driver's license and know the rules of our roads. The most important rule to remember is that in New Zealand you must drive on the LEFT.

Drivers must have a current and valid New Zealand Driver's licence, International Driving Permit, or overseas license to drive a car in New Zealand. An international visitor can drive on an overseas license for 12 months. After that they must apply for a New Zealand Driver's license. To ride a motorbike in New Zealand you must get a motorbike license.

New Zealand has a graduated Driver License System. There are three stages: learner; restricted; and full. Drivers must pass an official test for each license stage.

If you choose to drive here, and many of our students do, we recommend that you get insurance. The Student Welfare officer can advise you on this once you are here. Below is some information that you might find useful about driving in New Zealand:

- As mentioned, we drive on the LEFT
- We give way to traffic on our right when we are turning left. This is peculiar to New Zealand so needs to be understood.
- Our roads are sometimes considered to be dangerous compared to other countries. This is primarily due to the conditions; sometimes roads can be icy, unsealed, unsealed on the shoulder, windy and/or hilly.
- Drivers must carry their license whenever they are driving
- Drivers under 20 cannot drink any alcohol before driving. Drivers over 20 are limited to a small amount. Driving over the legal alcohol limit is a criminal offence in New Zealand. There are severe penalties including license disqualification and suspension, and prison terms for driving while over the legal alcohol limit.
- The maximum speed in New Zealand is 100km/h. Most urban streets have 50km/h limits. Speed limits are well sign posted and can vary on the same stretch of road, so watch out for them. You do not have to go as fast as the limit however, if visibility is poor or the weather is bad, it may be more appropriate to drive slower than the speed limit.
- Seat belts are compulsory for all people in the car, including those in the back seat. You can be fined for not wearing your seat belt.
- Cycling is popular in New Zealand. All cyclists are required to wear a standards-approved bicycle helmet when riding a bike on the road. Cyclists should ride on the far left of the road and not on the footpath.
- It is illegal to talk on your cell phone while you are driving, unless you have a 'hands free' kit in your car.

More information about driving in New Zealand will be included in the handbook you will receive on arrival

COURSES

Acceptance into courses...

Students must provide evidence of 'prior learning' before being accepted into the aviation courses (NZ 5th form certificate or overseas equivalent or post secondary education course certificates or diplomas), copies of certificates may be scanned and e-mailed, faxed or posted to the Student Welfare Officer prior to the applicant leaving their home country (preferable) and copies must be handed in on arrival in NZ (failure to produce these copies may result in students not being enrolled on their preferred course). For students who did not excel academically whilst at college but who have proved themselves in the following years, an assessment may be made on their post academic achievements.

The Student Welfare Officer must ensure that each student is able to support themselves for their entire stay in New Zealand, in addition to sighting relevant medical and travel insurance, evidence of sufficient funds for the students stay must be provided prior to leaving for New Zealand.

Once assessed as satisfactory an 'Offer of Placement' letter will be forwarded to the student for their review, acceptance and signature. This letter is required to be returned to the Student Welfare Officer prior to the student travelling to New Zealand.

Please note that only candidates over the age of 18 will be considered for enrolment in any flight training program.

Please refer to page 62 of this handbook for a step by step guide to enrolling.

Assessment of English ability in International Students...

Prior to course acceptance and enrolment all international students will be assessed to ensure they have the language skills required in order to increase the likelihood of successfully completing the course.

Communicating in English is an essential skill required by commercial pilots worldwide; the applicant must be able to communicate clearly, using both oral and written forms of English. Students who are not native speakers of English, and/or who have not done their schooling in

English are required to have sat an internationally recognised English language proficiency test: a minimum score of either

- 5.5 in IELTS (general), with **no one single score below 5**; <http://www.ielts.org/>
- 650 in TOEIC;
- 530 in TOEFL (paper test); <http://www.ets.org/toefl/>
- 197 in TOEFL (computer test)
- in TOEFL (internet based test)

Is a pre-requisite for admission into Helipro's Pilot Licence programmes.

Once students have started their aviation studies, their speaking/listening and comprehension skills are assessed by ICAO (International Civil Aviation Organisation) by way of a phone interview. This is a compulsory test. To pass this test, students have to achieve a rating of 4 on the ICAO scale, which establishes that a student's level of English is 'operational', or in other words, proficient for piloting an aircraft.

To be considered proficient to level 4 in English, speakers must be able to:

- communicate effectively in voice-only (telephone/radiotelephone) and in face-to-face situations;
- communicate on common, concrete and work-related topics with accuracy and clarity;
- use appropriate communicative strategies to exchange messages and to recognize and resolve misunderstandings (e.g. to check, confirm, or clarify information) in a general or work-related context;
- handle successfully and with relative ease the linguistic challenges presented by a complication or unexpected turn of events that occurs within the context of a routine work situation or communicative task with which they are otherwise familiar; and
- use a dialect or accent which is intelligible to the aeronautical community.

English language courses....

To enhance the experience of international students at the Paraparaumu base, we offer on-site English language tuition and support with a qualified English language teacher. We understand

that studying in a foreign language is difficult and we aim to support you, as much as we can, in your studies.

Before beginning the theory courses, all international students at Helipro study Aviation English for two weeks. This course is NZQA (New Zealand Qualifications Authority) approved and provides the ideal introduction to your future in aviation. Not only do you get the chance to adjust to both our kiwi accent and a new field of study, but this course also prepares you for the ICAO English language test. You will learn about things such as the ICAO alphabet, English for various areas of aviation (for example meteorology and navigation), and terminology for radio talk. You will also receive an introduction to local place names and their pronunciation; we find it helps if you can actually pronounce the local place names, like Pauatahanui and Paekakariki for example, before you go flying!

For those of you who do not quite meet the English language entry criteria for aviation study at Helipro, you have a few basic options:

- You can brush up on your English skills in your own country and then sit or resit a recognised international English exam (IELTS, TOEFL or TOEIC). You can go to <http://www.britishcouncil.org> to find out where the closest IELTS testing centre is to you.
- You can enrol in a language school in New Zealand
- If your English is close to the acceptable level, you can begin your study at Helipro and, before you go solo, sit your IELTS at the closest testing centre. **No one** can fly solo without meeting the required English Language criteria. This option is only available to students who have sat a recognised English Language test and been close to passing, and who we feel are likely to succeed in their ground theory courses with their present level of English. It is important to note that **this option is available purely at the discretion of the Base Manager.**

Course Costs...

Please refer to the course fee schedule for information about our course structures, time frames and costs.

International Student Application Forms...

An application form is attached for you to fill in. Please contact us if you have any problems filling it in. Don't forget to attach photocopies of your academic record and your passport photograph.

Please fill the forms out and send them to us at

Helipro Aviation Training

P.O. Box 147

Paraparaumu 5254

New Zealand



A Helipro Squirrel flying above Wellington

Travelling to New Zealand...

GETTING A VISA TO STUDY IN NEW ZEALAND

Student Visa...

All international students travelling to New Zealand for longer than 3 months will require a valid Student's Visa or permit in their Passport to allow entry into New Zealand and allow for un-interrupted completion of the course chosen by the student.

This website will give you information about our visa requirements and provide links to further information, including to all the forms you will need to fill out

<http://www.immigration.govt.nz/migrant/stream/study/canistudyinnewzealand/>

Ready to apply?

This is a checklist for you to complete before you submit your application through to immigration. You need to include all of the documents and information stated in the application form and the guide.

Task	Completed
I have read the guide Student Visa/Permit Guide (INZ 1013) PDF .	
I have read the list of requirements in the Student Visa/Permit Application (INZ 1012) PDF .	Yes
I have a recent passport size photograph of myself.	Yes
I have a valid passport.	Yes
I have the correct application fee .	Yes

I have evidence of financial support while in New Zealand.	Yes
I have evidence of enrolment and of payment of course fees.	Yes
I have completed a TB clearance or medical and X-ray forms and police certificates (if required).	Yes

You are now ready to fill out the application form:

Application form completed?	
Task	Completed
I have signed the form.	Yes
If I have used an agent or consultant, they have signed the form.	Yes
I have ticked off the requirements at the front of the form.	Yes

You are now ready to submit your application to the [nearest Immigration New Zealand office](#)

Working in New Zealand...

If you want to work part-time when you are in New Zealand, you need to apply for a 'Student Permit'. This can be done in two ways; when you initially apply for your visa, or you can change your status once you are here.

- There are two types of visas you can apply for **before** you come to NZ:
 1. **Student Visa** (form number INZ 1012): You **cannot** work on this visa. This visa costs you \$200
 2. **Student Permit**: You can work for up to 20 hours a week on this visa, and full-time during holiday periods, such as over Christmas. You can apply for this when you initially apply for your visa by ticking the 'student permit' box in section E1 on the application

form. The reason you are applying for the permit will be so that you can work part time when you are here. If you apply for this with your initial application, the cost will be \$200 (the same as the cost for a standard student visa)

- How to change your status **once you are here:**

If you arrive in NZ on a student visa and then decide you want to work, you will need to fill out a 'Variation of Conditions' form (form number INZ 1020). This will change your status and give you a student permit, which will enable you to work part-time. This application will cost you \$120 (over and above the \$200 you have already paid for the student visa).

Getting your Class 1 Medical...



It is generally easier for you to do this in your own country **before** you come here. Follow this link to find out where the closest medical examiner is to you.

http://www.caa.govt.nz/Script/AMA_DME_OS.asp

Immigration...

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at <http://www.immigration.govt.nz>.

Eligibility for Health Services. . .

Most International Students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at www.moh.govt.nz

INSURANCE

Prior to travelling to New Zealand it is essential that applicants have secured appropriate medical and travel insurance covering the duration of their stay in New Zealand. Insurance must be in place **BEFORE** a student begins a course. Helipro recommends Southern Cross Travel Insurance's 'Student Essentials Plan'; many of our students have used this plan and we have found it covers all the essentials. Please see www.SCTI.co.nz

Proof of cover is required as part of the enrolment process. HAT (Helipro Aviation Training) will retain a record of the insurer and policy number of all their students, which may be used in the event of an emergency. We keep a record of which insurance policy each student has and what the expiry date of that insurance is.

Students are required to have medical and travel insurance. Generally, **students should have combined travel and medical insurance on one policy**, but separate policies are permitted.

What we require in your policy:

Travel insurance policy components...

If you have separate travel and medical insurance policies, the travel insurance policy should cover:

- Loss of baggage and other personal effects
- Accident and injury
- Disruption to travel plans
- Cost of medical care in any "stopover" countries.

Medical insurance . . .

This can be provided by New Zealand insurance companies such as Unicare for approximately NZ\$418 per annum for those students under 30 years of age and NZ\$615 if over 30.

Start of cover. . .

Your policy should:

- Commence the minute you leave home for the airport on your way to New Zealand

- Apply while in transit
- Apply while you are in New Zealand
- Cover you for any trips to other countries during the period of study
- Cover you for any holidays back to your home country during the period of study.

When we enrol students who are already in New Zealand, we require proof of insurance prior to confirmation of enrolment.

High sums insured and medical benefits . . .

“Sums insured” is the money available in the event of a claim. It is imperative that the sums insured are very high so they will not be exceeded in any possible claim. Current policies range from \$600,000 to “unlimited cover”. In order to “future proof” policies, sums insured of one million dollars plus are suggested. Medical benefits generally range from general practitioner visits and prescriptions through to major hospitalisation (both public and private), optical cover and emergency dental cover. It is preferable that no excess is applied to medical claims as this could deter you from seeking treatment.

Emergency evacuation/repatriation. . .

Repatriation represents the cost of getting you home.

The benefit works two ways:

- If you become seriously ill or injured and need to be accompanied home with medical professionals these costs are met by the insurance.
- If members of your immediate family living overseas become critically ill or die, the policy will fly you home, and then back to New Zealand to complete your studies.

Ideally the policy should have “unlimited cover” as very large sums can be incurred in these situations.

Accompanying relative cover. . .

If, while in New Zealand, you become seriously ill or die, the policy should pay for your parents to fly to New Zealand on the first available flight. The day-to-day accommodation and reasonable living costs in New Zealand for parents should be met, as should the cost of their airfares home.

Personal effects. . .

Insurance should cover your personal effects, including items like expensive musical instruments, lap top computers, and sporting equipment. Limits should be realistic but able to be increased to represent the actual value of particular items.

Personal liability cover. . .

This benefit applies if you cause accidental damage to property at an education provider or homestay (e.g. damaging a helicopter, spilling paint on the carpet). While persons affected could claim on their insurance, their insurance company should be provided with details of the your insurance policy to recover costs from your insurer.

Continuation option. . .

It is prudent to ask if a continuation is available for on-going treatment for the period when you have returned home until the policy has expired.

Implementation. . .

If purchasing cover through a New Zealand insurer you should purchase this cover at the same time as you pay your fees and before you leave home, to cover you for unforeseen medical emergencies that could prevent you from coming to New Zealand.

Students already in New Zealand and enrolling for new courses are required to have insurance cover. Insurance arrangements for students on short courses and group students must be checked prior to enrolment.

Ensuring that insurance is appropriate and current. . .

Helipro Aviation Training checks insurance policies, ensuring that:

- The insurer/re-insurer is a reputable and established company with substantial experience in the travel insurance business, and has an excellent credit rating. AAA is the highest credit rating. The credit rating should be no lower than A from Standard and Poors, or B+ from A M Best.
- The insurer is able to provide emergency 24-hour, 7 day per week cover.
- You have a “certificate of currency” and policy wording from the insurance company stating that you have purchased the cover for the duration of the planned period of study. The

certificate and policy wording must also detail medical sums insured, repatriation benefits etc. This is standard insurance practice to validate cover.

- If the insurer is an overseas company, HAT will request that you provide policy details in English in advance to allow HAT to ensure that the policy meets our requirements.

Accident Insurance...

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at <http://www.acc.co.nz> .



Flight training over Paraparaumu

ON ARRIVAL



Welcome to New Zealand!

Before arriving in New Zealand, you will have had contact with either the Student Welfare Officer or another delegated person. Arrangements will have been made in advance to have someone meet you at the airport. We hope you will feel relaxed after your journey and excited about studying aviation with us.

Upon arrival at your accommodation you will be shown around and advised of what will be happening. It is likely that you will have a few days to acclimatise before you begin your course so this may be a good chance for you to meet the other students and to have a look around the town. Within the first few days of you being here, you should begin the orientation program which will help familiarise you with the facilities in the town and our flight training centre at the airport. From this point, it's not long until your study begins. . .

Orientation...

It is recommended that international students arrive in New Zealand a few days prior to their course commencement to ensure they acclimatise to the new time zone prior to starting their studies. Before commencing studies, students will partake in our orientation program. This program will introduce you to our country and culture, Helipro Aviation Training's (HAT's) programs and facilities and help to familiarise you with the local area and amenities, for example the banks and post offices. The Student Welfare Officer will be available to offer any guidance and help make your transition into the community as smooth as possible.

The orientation program will include, but is not limited to;

- Advice on living environments and what you can expect from your accommodation
- Information about routine activities of daily living
- Familiarisation with surrounding rural and urban environments

- Banking information and how to open a bank account
- Information about cultural, recreational, and sporting activities
- Transport arrangements
- Information about student rights
- Information about how to make a complaint, about our internal grievance procedures and the International Education Appeal Authority.
- Information about how to access support services
- Information about management of finances
- Information about culturally appropriate behaviour in New Zealand
- Information about health and medical treatment
- “Keeping safe” information
- 24-hour contact name and number for use in case of emergency

Students will be given a Student Handbook that contains key information from their orientation.



A Helipro Robinson 44

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/her 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 24 hour 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
- Courses
- The International Student Code of Pastoral Care
- Accommodation
- New Zealand Laws, including laws on the sale of alcohol and tobacco
- Safety
- Welfare facilities, including personal health services, mental health services and counseling
- Harassment & Discrimination
- Advocacy procedures
- Difficulties adapting to the new cultural environment
- Driving in New Zealand

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 –

- English-language ability
- 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 for International Students . . .

- NZCAA class 1 medical certificate (for all aviation courses),
- Be over 18 years of age,
- Have sufficient standard of English to complete the program (IELTS (general) 5.5, with no one score lower than 5, TOEIC 650 or TOEFL 530) or equivalent for applicants who speak English as a second language)
- Hold a student study visa,
- Produce a character reference and two referees.
- Paid the applicable course fee, or have funds in place to meet course costs.
- Have provided evidence of acceptable prior learning

Students will be interviewed prior to acceptance onto any HAT course. The assessor will determine student suitability and make recommendations relating to English language ability and suitable career pathways 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.

Recognition of Prior Learning in Aviation . . .

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

- 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 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 any student funds remaining in the trust account will be quarantined until the appropriate authorities have determined what action is to be taken.

Attendance, Termination, Withdrawal & Refund Procedures and Policies. . .

Attendance:

- The courses provided are conducted on a full-time basis from 8.30am until 4.30pm.
- Course attendance is compulsory due to the obvious safety factors involved in aviation.
- A minimum of 80% attendance is required on each course in order to be eligible to sit the course exam.
- Students not attending courses for any reason other than medical or valid personal reasons will be interviewed by the Student Welfare Officer who will decide on the appropriate course of action.
- HAT has a student At Risk policy in place that has detailed procedures for dealing with students who need to improve their attendance and/or performance.
- Details of any meetings, remedial action, verbal or written warnings etc. are recorded in the student's personal file.
- If the lack of attendance is an ongoing problem, the student will be withdrawn from the course and the NZ immigration office informed.

Termination:

We have support structures and policy and procedure in place designed to help students overcome any difficulties they may face. In the event that the support given does not ensure likely completion of their course, students may be extracted from their course.

HAT reserves the right to terminate tuition in other circumstances, including but not limited to;

- Continued and unexplained absenteeism
- Providing false or misleading information

- Inadequate progress
- Failure to pay his/her fees
- If HAT is unable to guarantee accommodation due to the student's behaviour
- Criminal behaviour by the student (including such behaviour outside of HAT's premises)

Any student found to be knowingly acting in a reckless or inappropriate 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.

Any criminal, drug or alcohol offence or medical related problem which may result in the suspension of a Class 1 medical prior to or during the course will require notification to the Training Organisation and the Civil Aviation Authority without delay.

Course Withdrawal and Company Refunds.

Withdrawal from the aviation 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.
- The Department of Labour (immigration) will be notified when a student withdraws.

Student complaint procedure...

It is company policy to resolve complaints and disputes at the earliest point in time in the fairest way possible.

Our procedure is as follows:

Problems with your course (material or tutor),

- Firstly, we advise you approach the staff member closest to the problem, with a support person if you wish. Alternatively, you could talk to the Student Welfare Officer or delegated staff member.
- A resolution must be attempted but if the issue is not resolved, you can request that the Base Manager become involved.
- If resolution is not achieved with the Base Manager, the next stage is to involve the CEO or the Business Manager.

Problems with other students:

- If it involves student(s) who are in your class, discuss it with your tutor
- If it involves another student(s), you can discuss it with the Student Welfare Officer or delegated staff member

Accommodation problems

- See the Student Welfare Officer or delegated staff member

If, after following these steps, you are still unsatisfied and no resolution is achieved, you can contact the International Education Appeal Authority. The address is:

International Education Appeal Authority
Tribunals Unit
Private Bag 32001
Panama Street
Wellington



Two of our flight training Cessna 172's

Step by Step guide to enrolling at Helipro Aviation Training

Option A:

1. Contact us by email at training@helipro.co.nz to register your interest. We will contact you back to answer any of your questions, to tell you when our next intake is and/or help you to enrol. You can then start the enrolment procedure by completing an application form, scanning it and emailing it to training@helipro.co.nz, or faxing or posting it to us at:

Helipro Aviation Training

P.O. Box 147

Paraparaumu 5254

New Zealand

Ph. +64-4-2982984

Fax: +64-4-2970910

2. You also need to provide us with:
 - A photocopy of your passport showing your picture and personal details
 - A passport photo
 - Certified evidence of your school results and any further training you have done
 - A certified copy of your IELTS certificate or comparable other English Language exam, or other proof of English proficiency.
 - A police certificatePlease send these to us **with** your application form by email or fax. Please bring the paper copies of these with you when come to New Zealand for us to check upon your arrival.
3. Once we have seen the abovementioned items, and established that you meet our entry criteria, we will send you
 - An offer of place

- An accommodation letter
 - Our bank account number
4. Once the payment has come through, you will be emailed a confirmation of payment letter.
 5. You then submit everything to Immigration and wait for your visa. This can take between one and three months (see the getting a visa for studying in New Zealand section).
 6. Book your flight and email the flight details to whoever you have been in contact with at Helipro. They will arrange to have someone meet you at the airport.

Option B:

1. Contact us by email at training@helipro.co.nz to register your interest. We will contact you back to answer any of your questions, to tell you when our next intake is and/or help you to enrol. You can then start the enrolment procedure by completing an application form, scanning it and emailing it to training@helipro.co.nz, or faxing or posting it to us at:

Helipro Aviation Training

P.O. Box 147

Paraparaumu 5254

New Zealand

Ph. +64-4-2982984

Fax: +64-4-2970910

2. **If your application is approved**, you can arrange your flight and enter the country on a visitor's visa, which is valid for 3 months. Make sure you bring certified evidence of your education, police check and your IELTS or similar English Language exam certificate.

3. Come and see us at Helipro, bringing your documentation. You can enrol on the course depending on start dates, when you arrive here. You can apply for a student visa once you are here.

Summary Code of Practice for the Pastoral Care of International Students

Helipro Aviation Training has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at www.minedu.govt.nz

Introduction

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for.

New Zealand educational providers have an important responsibility for international students' welfare. This pamphlet provides an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

What is the Code?

The Code is a document that provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them.

What is an "international student"?

An "international student" is a foreign student studying in New Zealand.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand education provider. The Code is also available online from www.minedu.govt.nz/goto/international .

How do I know if an education provider has signed the Code?

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from www.minedu.govt.nz/goto/international . If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who

has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

For course related complaints that cannot be resolved by internal grievance procedures, students should contact the **New Zealand Qualifications Authority (NZQA)**.

The NZQA Call Centre is open for business between 8.00am - 5.00pm, Monday to Friday.

NZQA Contact:

E-mail	helpdesk@nzqa.govt.nz
Phone	0064 4 802 3000
Fax	0064 4 802 3112

Address NZQA
Level 13
125 The Terrace
Wellington

If your concerns are not course related and cannot be resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

What is the International Education Appeal Authority (IEAA)?

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their education provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.

How can I contact the IEAA? You can write to the IEAA at:

International Education Appeal Authority:

(Auckland)
C/- Ministry of Education
Private Bag 47-911
Ponsonby
Auckland
Fax: (09) 374 5403
Phone: (09) 374 5481
Email: info.ieaa@minedu.govt.nz

(Wellington)
PO Box 12 083
Fax: (04) 918 8303
Phone: (04) 918 8300
Email:

What will the IEAA do?

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on education providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and / or requiring that remedial action be undertaken.

The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate. The education provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel.

The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

What can the Review Panel do?

The Review Panel can remove or suspend an education provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students. Only the IEAA can refer complaints to the Review Panel.

A summary of the Code of Practice for the Pastoral Care of International Students

The Code sets standards for education providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate, and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances

Full details of what is covered can be found in the Code itself.

Executive Statement:

Rick Lucas Helicopters Ltd trading as Helipro Aviation Training and Associated Aviation has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Ministry of Education. Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at:

<http://www.minedu.govt.nz/goto/international>

