



STUDENT HANDBOOK

Policies and Procedures for Students

DRONEIT STUDENT HANDBOOK – POLICIES AND PROCEDURES FOR STUDENTS

DRONEIT GROUP CASA REOC 0024

1/27 Birubi Street, Coorparoo QLD 4151

RIGHTS AND RESPONSIBILITIES

Please read this handbook carefully, as it contains the policies and procedures that will apply to courses provided by Droneit Group Pty Ltd CAN 600 504 201 (“Droneit”). By enrolling or participating in any of our courses, you agree that you will be bound by and must comply with our policies and procedures at all times.

The adult learning environment within Droneit encourages and supports the participation of people from diverse backgrounds. Droneit’s aim is for each student to have an equal opportunity to learn in a supportive environment.

If you have any questions about your rights and obligations, please contact us.

STUDENTS' RIGHTS

Droneit recognises that students have the right to:

- Expect Droneit to provide training of a high quality that recognises and appreciates their individual learning styles and needs;
- Have access to all the Droneit’s services regardless of educational background, gender, marital status, sexual orientation, race, colour, pregnancy, national origin, ethnic or socio-economic background, age, physical or intellectual impairment, and religious or political affiliation;
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment;
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement;
- Appeal for a review of the results of an assessment;
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it;
- Learn from fully qualified, competent and diligent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly;
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination;
- Be treated with dignity and fairness;
- Expect Droneit to be ethical and open in their dealings, their communications and their advertising;
- Expect Droneit to observe their duty of care to them;
- Efficient handling of administrative matters including the processing of fees, concessions, refunds etc.;
- Privacy and confidentiality, and secure storage of student records in accordance with Droneit’s policies, to the extent permitted by law

STUDENTS' RESPONSIBILITIES

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake;
- Providing accurate information about themselves at the time of enrolment;
- Advising Droneit of any changes to their personal information, including to their address or phone numbers within seven days;
- Payment of all fees and charges associated with their course;
- Signing in and out when attending training;
- Abiding by any dress code stipulated by Droneit;
- Not cheating or plagiarising in course work and assessments submitted for assessment;
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them;
- Regular and punctual attendance;
- Ensuring they attend classes sober and drug free, and only smoking in designated areas;
- The security of their personal possessions while attending a course;
- Promptly reporting all incidents of harassment or injury to the CEO;
- Respecting Droneit's property and observing policy guidelines and instructions for the use of equipment;
- Seeking clarification of their rights and responsibilities when in doubt;
- Asking for assistance and / or support when needed. Prior to enrolment, individuals are advised to check their eligibility for a licence or registration certificate with the Civil Aviation Safety Authority ("CASA").

CASA's suitability requirements address issues of age, criminal history, and previous cancellations of licenses or registrations held.

Students are solely responsible for determining if a licence or registration category intended will be appropriate for their planned employment or business.

ACCESS AND EQUITY

Access and Equity policies are incorporated into operational procedures. Droneit prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender;
- Pregnancy;
- Race, colour, nationality, or ethnicity;
- Religious or political background;
- Marital status;
- Physical, intellectual or psychiatric disability;
- Educational background;
- Sexual orientation; and
- Age

Droneit encourages Students with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.

Programs are designed and wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people.

INTERNATIONAL STUDENTS

Droneit can accept any international students that hold a student visa to study in Australia. If you are an international student, it is your sole responsibility to procure an appropriate visa and then maintain and abide by the conditions of that visa during your studies.

TRAINING THAT MEETS YOUR NEEDS

Droneit is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.

If at any point throughout your course, you experience difficulty or require any assistance or support please discuss these needs with Droneit staff and we will do our best to help. If you have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing please notify staff as soon as possible, preferably at the start of your course, to allow us to cater for any of your needs. Should any additional support attract an additional cost this will be payable by the student. If you do not tell us about any condition that may affect your learning, we will not be able to assist you if the need arises. Any information you tell us in relation to your needs will remain confidential and only used to support you.

COURSE AVAILABILITY AND CHANGES TO AGREED SERVICES

Droneit will use its best endeavours to provide you with training and assessment so that you may complete the course. You acknowledge that Droneit is not liable for any failure to provide training or assessment that is due to circumstances outside of its reasonable control.

Where there are any changes to agreed services, Droneit will advise the learner, in writing as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

COVID-19

Droneit will use its best efforts to continue to provide training and assessment despite COVID-19. However, circumstances and government responses may change rapidly. Droneit is working hard to comply with all government regulations and CASA guidelines.

Students acknowledge that due to COVID-19, Droneit may be required to:

- Limit the number of students who may trained or assessed at one time;
- Delay training or assessment;
- Alter the course, training and forms of assessment to minimize personal contact; or
- As a last resort, cancel a course.

If we cancel a course, we will either provide refunds or transfer students to another course pursuant to our refund policy below. Otherwise, Droneit shall not be liable for any loss that you may incur or sustain that in any way relates to COVID-19. Without limiting the above, you agree that Droneit will not be responsible for, and will not provide refunds, in the event of;

- Any delays or missed deadlines for certification;
- Students being unable to complete training due to their personal circumstances; or
- Students being unable to attend in-person assessment due to border closures or government directives.

COURSE DURATION

The course start date is from when the student activates their login and accesses the course. The time required to complete all assessments will vary student to student, this will depend on individual experience and learning style. All courses must be completed within the below mentioned timeframes from the start date of the course:

- Sub 2Kg Course: 6 months
- Remote Pilot Licence: 6 months
- Aeronautical Radio Operator Certificate: 6 months
- Remote Operator Certificate: 12 months

COURSE EXTENSION POLICY

If you are unable to complete your course in the timeframe allocated, you can apply for an extension to Droneit for an additional 6 months. Extensions are subject to Droneit's discretion.

- To extend a Sub 2Kg Course, Remote Pilot Licence, Aeronautical Radio Operator Certificate there will be a charge of \$99 for an additional 6 months access to your course.
- To extend a Remote Operator Certificate there will be a charge of \$199 for an additional 6 months access to your course.

REQUIREMENTS TO COMPLETE THIS COURSE

You will need the following to complete the course;

- A computer (Mac or Windows based);
- Internet access;
- An Aviation Reference Number (ARN); and
- A drone capable of flying without GPS assistance e.g. ATTI Mode

It is your sole responsibility to obtain and maintain the above requirements for the duration of the course.

COMPLAINTS POLICY

These policies and procedures are intended to provide clear and practical guidelines to ensure that complaints and appeals lodged with Droneit can be resolved, equitably and efficiently, in accordance with the principles of natural justice. The Complaints Policy is there to manage and respond to allegations involving the conduct of Droneit, its trainers, assessors or other staff, a third party providing services on Droneit's behalf, its trainers, assessors or other staff or students of Droneit. Droneit acknowledges that a student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint or appeal orally as well as in writing, pursuant to the procedure below.

Droneit will manage all complaints and appeals fairly, equitably and efficiently as possible.

Droneit will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, Droneit acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. Droneit seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

Additional copies of this Complaints Policy are available to all students and staff upon request.

Where complaints or appeals have been received, Droneit will keep evidence of how the matter was dealt with and the outcome (including the timeframes). If a complaint is substantiated, Droneit

will use the information received to review Droneit's processes and practices to ensure the issue doesn't happen again.

COMPLAINTS POLICY - PROCEDURE

Should a student have a complaint or appeal, the following steps are to be followed:

1. The Student should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the student should discuss the issue / complaint with his / her trainer to see if it can be resolved.
3. If still no resolution can be reached, or the issue is not related to a fellow student or a trainer, the student must put the following information relating to the complaint or appeal in writing:
 - Whether they wish to formally present their case;
 - Steps taken thus far to deal with issue / complaint; and
 - What outcomes they would like to fix the problem & prevent it from happening again.
4. If appropriate, the person making the complaint should bring the complaint or appeal to the attention of the trainer within seven (7) days of the issue taking place.
5. If the person making the complaint is not a student, but a staff member or a member of the public, or if the complaint or appeal has not dealt with to the student's satisfaction within a seven (7) day period, they may bring it to the attention of the CEO.
6. The CEO will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within forty-eight (48) hours from the time the CEO, or their delegate, receives written notification from the person making the complaint. A response / acknowledgment must be presented within seven (7) days.
7. The CEO / their representative must review the complaint and arrange a time for all parties to formally present their side / version of events. This should be arranged at separate times, ensuring neither party faces prejudice or fear of reprisal or victimization
8. Once all parties have had a chance to present their information, the CEO or their representative will provide a written response to all parties confirming the outcome of the complaint within the 14-day period.
9. Should the issue still not be resolved to the satisfaction of the person making the complaint, Droneit will make arrangements for an independent external person to resolve the issue. All parties will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than fourteen (14) days.
10. If any party is still not happy with external mediation, they may lodge a complaint via the relevant body such as the relevant State or Territory Department or Fair Trading.

Where Droneit considers more than sixty (60) calendar days are required to process and finalise the complaint or appeal, Droneit will inform the complainant or appellant in writing, including reasons why more than sixty (60) calendar days are required, and regularly update the complainant or appellant on the progress of the matter.

All documentation relating to complaints or appeals will be securely archived either with the student file or in Droneit's document management system for audit purposes.

Droneit's CEO will be responsible for the implementation and maintenance of the policy.

REVIEWS

Students must not publish any negative review of Droneit, its employees or any related party (including but not limited to reviews on Google, Facebook or Bing), without first following the Complaints Policy procedure above.

Any negative review published contrary to the above must be removed on demand and the relevant student shall be liable for Droneit's costs of taking action to procure the removal.

APPEALS AGAINST ASSESSMENT GRADES

Students may appeal against a result shown on their student record / assessment and may lodge their appeal as outlined above.

FLEXIBLE FORMS OF ASSESSMENT

Droneit has facilities to provide flexible forms of assessment as required for Students in proven extenuating circumstances. The student must apply in writing to the CEO with details of the circumstances. The CEO will assess the application and notify the student in writing.

ACCESS TO STUDENTS RECORDS AND PARTICIPATION

Droneit is committed to providing you with accurate and current records of your participation and progress. If at any point you wish to view your student file or discuss your progress in the course, please arrange at time with your trainer or the CEO and they will be more the willing to help you.

FEES

All fees must be paid at the specified time, as per the course information and can be paid by credit card. Tax invoices will be issued as required.

Droneit:

- has appropriate safeguards and fair options in place for any monies paid in advance;
- will use its best efforts to ensure that once you have commenced your training / assessment, you are provided with every opportunity to complete the course.
- will, if a course is cancelled, whilst in progress, due to circumstances beyond its control, provide the student with a refund of fees on hold or offer to transfer the student to another course.
- will refund a pro rata proportion of any money paid by you and not yet used for the delivery and assessment of the course, in the event we cancel or discontinue a course.

Students who have any queries regarding eligibility for refunds should contact the CEO in the first instance.

FEES IN ADVANCE

Following course commencement, Droneit may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

Droneit has appropriate safeguards and fair options in place for any monies paid in advance. These funds will not be used until courses and or units have commenced.

REFUND/CANCELLATION POLICY

1. Students must make any request to cancel course enrolments in writing (letter, fax or email) at least fourteen (14) days prior to commencement of training and/or being given access to the online course. In all cases a Droneit will be entitled to charge a \$250 administration fee. Failure to give notice per the above will result in the full course fee being charged.
2. There will be no refunds given for course cancellations less than twenty-four (24) hours prior to commencement of the course.
3. Students must make any request to cancel online course enrolment in writing (letter, fax or email) prior to the student accessing the online course. In all circumstances, Droneit will be entitled to charge a \$250 administration fee. No refunds will be issued once the course has been accessed by the student.
4. No refunds or cancelations will be provided for discounted courses.

ADMINISTRATIVE CONTACTS

This Student Handbook contains answers to many common questions. If after reviewing this Handbook, you have any comments, questions, suggestions or other matters, we suggest that you speak with your trainer, or the CEO.

The trainer can often assist with any individual subject problems you may encounter. Please note that the trainer can only comment on his/her subject.

CHANGE OF NAME/ADDRESS/TELEPHONE NUMBER

If you change your name, address or telephone number, you must notify Droneit in writing with the details of the previous information and new information soon as possible.

Droneit will not accept responsibility for failure to follow the above procedure.

ASSESSMENT RESULTS

Students will be notified of assessment results by the Assessor at the end of each unit. Assessment results will not be given to anybody other than, you, the trainer and or CEO without your prior permission. No assessment results will be issued or discussed over the telephone.

ACADEMIC MISCONDUCT AND PLAGIARISM POLICY

Academic misconduct or plagiarism occurs when a student reproduces someone else's words, ideas, or findings and present them as their own without proper acknowledgment. It includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

There are many forms of academic misconduct or plagiarism, including the following:

- Direct copying of sentences, paragraphs or other extracts from someone else's work (including on the Internet and in software) without acknowledging the source;
- Paraphrasing someone else's words without acknowledging the source;
- Using facts and information derived from a source without acknowledging the source;
- Using ideas directly derived from an identifiable author without acknowledging the source;

- Producing assignments that should be their own independent work in collaboration with and/or using the work of other people (e.g. a student or tutor);
- Using the work of other members of a group project without acknowledging who contributed the work;
- Copying from another student's work;
- Submitting someone else's work as their own;
- Using a diagram from another text or the Internet as a basis for your diagram without acknowledging the source;
- Taking statistics from another source and using them in a new table or figure without acknowledgement;
- Buying an essay from the Internet or another student and submitting it as your own work; and
- Making up fake quotes, information, or sources.

Students who are found guilty of academic misconduct in any form of assessment will be deemed **Not Yet Competent** for the relevant Unit of Competency on confirmation of the breach. All confirmed cases of academic misconduct will be recorded on the student's file. Students will be disciplined as per the Student Disciplinary Policy below.

Students found to have breached this policy will receive a formal written warning from the CEO. A second breach will result in the student being expelled from the course with no refund.

STUDENT DISCIPLINARY POLICY

This student disciplinary policy exists for the proper management of disciplinary issues.

The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour.

Droneit seeks to promote an environment in which students develop a positive and responsible attitude towards fellow students, staff and the general work / learning environment.

When a student's behaviour conflicts with their responsibilities under this Student Handbook, disciplinary action will be taken according to the following process:

- Initially, the trainer will discuss the behaviour in question with the student and add a note to the student's file.
- If the behaviour continues to be unacceptable the trainer arranges a meeting with the CEO, or their delegate to discuss the issue.
- Details of all disciplinary warnings and/or interviews will be recorded using the communication log of the Learning Management System.
- The CEO, or their delegate, will counsel the student on possible consequences of breaching their responsibilities under this Student Handbook.
- If necessary, an action plan may be implemented for the student to abide by in cases deemed necessary by the CEO, or their delegate.
- Further disciplinary problems will be addressed by the CEO, or their delegate, in consultation with the trainer.

- An official warning letter will be issued by the CEO, or their delegate.
- If disciplinary problems continue after the official warning, Droneit may expel the student without a refund.

NOTE: Droneit reserves the right to expel students immediately depending upon the seriousness of the misconduct.

WORK HEALTH AND SAFETY PROCEDURES

Droneit recognizes its responsibilities to Students to ensure a safe and healthy academic and working environment. Droneit operates according to appropriate Work Health and Safety standards and procedures. First aid kits are in the offices of Droneit. If you ever have any concerns about the safety of you or any other person, please immediately contact your Trainer or the CEO.

LEGISLATION IN RELATION TO YOUR STUDY

As a student at Droneit you are required to know about your rights and responsibilities in relation to the various Act and Regulations that may impact on your study.

A Legislative Summary document is available upon request from the CEO. This is called the Part 101 (Unmanned Aircraft and Rockets) Manuals of Standards 2019.

We also recommend that you familiarize yourself with the following legislation:

- Privacy Act 1988 (Cth);
- Sex Discrimination Act 1984 (Cth);
- Racial Discrimination Act 1975 (Cth);
- Age Discrimination Act 2004 (Cth);
- Disability Discrimination Act 1992 (Cth); and
- Anti-discrimination legislation of each State and Territory of Australia.

Copies of all legislation may be viewed and download at www.austlii.edu.au