

PILOT TRAINING COURSES

Following is course information for the:

Private Pilot's Licence,
Commercial Pilot Licence,
Commercial Pilot Licence with Multi Engine Instrument Rating,
Multi Engine Command Instrument Rating,
Single Engine Command Instrument Rating,

If you wish to enrol with Moorabbin Aviation Services please complete the following steps:

ENROLMENT PROCEDURE

1. Read the Course Information and the Information for International Students contained within. If you have any questions ask Moorabbin Aviation Services.
2. When you are satisfied and have decided to enrol, fill out the Prospective Overseas Student Application Form.
3. When the school receives your application form it will be assessed to determine whether you are suitable for entry to the course of your choice.
4. If you are accepted, the school will send you a letter of offer, Letter of acceptance and an enrolment agreement. You will need to sign your enrolment agreement and forward it to the school. With this letter make your initial application to the nearest Australian Embassy/Consulate/High Commission for your Student Visa.
5. Once the Embassy/Consulate/High Commission indicates that your visa application will be successful, obtain a Bank Draft payable to Moorabbin Aviation Services Account or make payment by Electronic Funds Transfer (EFT) for an amount equal to 15% of the your tuition fee (the Course Deposit) and any other applicable charges

If you are transferring your Entrance Fee by EFT, please send to:

Name of account: Moorabbin Aviation Services Pty Ltd
Name of Bank: Commonwealth Bank
Branch: Cheltenham
Branch Number: 063119
Account Number: 10289665
Swift Code: ctbaau2s

** If you do send by EFT, please inform us so that we can check for the arrival of your deposit with our bank.

6. We will send you the "Confirmation of Enrolment Form" so that you can complete the student visa process.
7. Once your Student Visa has been issued you can commence your training.
8. Once you have been granted your student visa your tuition fees will need to be paid to the following schedule

College regulations require the tuition Fee's to be paid in advance by the following Payments:

1. 15% of the course tuition fee listed in the Letter of Offer. And other charges such as Homestay Placement, Airport Pick up and Overseas Student Health Insurance Fee (To be forwarded with letter of acceptance and signed Enrolment agreement)
2. The balance of the fees is payable by the following method:
 - A further 35% of the total course cost is payable **on the First Day** of commencement of

the course.

- The third 25% installment is payable after **3 months of course commencement**.
- The final 25% installment is payable **6 months after course commencement**.

For all courses with duration less than 12 months, the remainder of fees shall be paid on commencement.

Please note:

1. All of these courses are based on the student completing the course of training in the flying hours outlined in the course description. These hours slightly exceed the minimum hours set by the Australian Civil Aviation Safety Authority. A candidate will only be recommended for a flight test when he/she has reached the required level of competency. Any hours in excess of the minimum will be charged at the published rate current at the time of training.
2. For details regarding the Moorabbin Aviation Services refund policy, please see the Overseas Student Application Form and the information below
3. Landing charges (for “full stop” landings) and en-route navigation charges are applied by Airservices Australia and Access charges are imposed by the local airport operator. These are not included in your course fee these will be invoiced to you at the end of your course or every twelve weeks at the request of the student
4. **Course Hours**
The student acknowledges that the course fee quoted and the flying hours therein are based on the Australian National Airline College syllabus of training as outlined in the “Course Information for Overseas Students”. The syllabus slightly exceeds the minimum requirements of the Australian Civil Aviation Safety Authority for the issuance of the various licenses/ratings. Any further flying training required by the student to achieve the required standard will be charged at the Australian National Airline College International Student retail rate current at the time the flight/flights are undertaken. . Any additional Flight Training Required beyond the hours allowed for in your course will be invoiced to you after each Phase of Training
5. It is the responsibility of the student, in conjunction with his/her assigned instructor, to ensure that the hours and aircraft types outlined in the following course information are adhered to as closely as possible during the course of training

PILOT TRAINING COURSES

CRICOS CODE:
050131G

COURSE FEE:
\$21,890.00 AUD

COURSE DURATION:
17 weeks

Private Pilots Licence

Admission requirements

English Language Proficiency to IELTS 6.0 or TOEFL of at least 550 or TOEIC 700. Note: Applicants from some countries may be able to demonstrate English proficiency by other acceptable methods. Please see Detailed "Admission Requirements" section in this document.

- Applicant needs to be a minimum of 18 Years of Age.
- Refer to Application form for CASA English Requirements

CASA License Issuing Requirements:

Applicant Need to have Passed a class 2 Casa medical Examination prior to solo flight and Issue of Private Licence

Privileges of Licence

- On completion of your Private Pilot Licence (PPL) you can fly yourself and passengers, by day, anywhere in Australia in visual flight conditions.

Course

Please note: When you train for a PPL, you will conduct your GFPT Sequences as a preliminary step. This is included as part of this package and is included in the fee of AUD \$21,890.00

Course Includes

Flying:

Definitions:

- Dual - Flight training with an instructor.
- Solo - Flight training with the student acting as pilot in command - no instructor.
- 50 hours dual Piper Warrior (PA28)
- 13.5 hours solo Piper Warrior (PA28) (includes 3.5 Hours for PPL Flight Test
- 2 Hours ST2000 Synthetic Trainer

Flight tests

- Flight test for PPL

CASA PPL license issue fee

- Included in course fee

Theory

- Basic Aeronautical Knowledge (including books & exam) - 3 weeks full time
- PPL (including books & exam) - 4 weeks full time
- All flight briefings conducted by the instructors are included in the course fee.

Equipment & Materials

- Log Book
- Navigation computer
- Navigation ruler
- Protractor
- Civil Aviation Order's
- Planning Chart Australia
- Local World Aeronautical Chart's, Visual Terminal Chart's
- Ersa
- Anac Wings
- Student card



Note

The course fee includes all theory, textbooks, and exam and flight test for the first attempt only, navigation equipment, maps etc and initial issue of CASA documents. Should the student require additional training or have to re-sit any exam or flight test, the additional cost will be charged at current published international rates.

CRICOS CODE:
050123G

COURSE DURATION:
52 weeks

Commercial Pilots Licence

COURSE FEE:
\$53,300.00 AUD
(GST Free)

Admission requirements

English Language Proficiency to IELTS 6.0 or TOEFL of at least 550 or TOEIC 700. Note: Applicants from some countries may be able to Demonstrate English proficiency by other acceptable methods. Please see Detailed "Admission Requirements" section in this document.

- Applicant needs to be a minimum of 18 Years of Age.
- Refer to Application form for CASA English Requirements

CASA License Issuing Requirements (PPL)

- Applicant Need to have Passed a class 2 Casa medical Examination prior to solo flight and Issue of Private Licence
- Refer to Application form for CASA English Requirements
- General Standard of Education: The student is expected to have obtained qualifications or experience equivalent to the completion of Australian Year Eleven

CASA License Issuing Requirements (CPL)

Applicant Need to have Passed a class 1 Casa medical Examination prior to Issue of Commercial Pilot Licence

Privileges of Licence

- On completion of your Commercial Pilot Licence (CPL) you can be paid to work as a pilot under Visual Flight Rules (VFR). This means that you could conduct such work as VFR charter, VFR tourist flights, Crop Dusting, Fish Spotting etc.

Course

Please note: When you train for a CPL, you will conduct your PPL as a preliminary step. This is included as part of this package and is included in the fee of AUD \$53,300.00 (GST FREE)

Course Includes:

Flying:

Definitions:

- Dual - Flight training with an instructor.
- Solo - Flight training with the student acting as pilot in command - no instructor.

PPL & CPL component:

- 68.5 hours solo Piper Warrior (PA28)
(includes 3.5 hours for PPL Flight Test)
- 8.5 hours solo Piper Arrow (PA28R)
(includes 3.5 hours for PPL Flight Test)
- 69 hours dual Piper Warrior (PA28)
- 14 hours dual Piper Arrow (PA28R)
- 4 hours EliteST2000 Synthetic Trainer

Flight tests

- Flight test for PPL
- Flight test for CPL

CASA PPL / CPL license issue fee

- Included in course fee

Theory

- Basic Aeronautical Knowledge (including books & exam) - 2 weeks full time
- PPL (including books & exam) - 4 weeks full time
- CPL (including books & exam) - 6 weeks full time
- All Casa Cyber exams are included for one attempt only.
- All flight briefings conducted by the instructors are included in the course fee.

Equipment & Materials

- Log Book
- Navigation computer
- Navigation ruler
- Protractor
- Civil Aviation Order's
- Planning Chart Australia
- Local World Aeronautical Chart's, Visual Terminal Chart's
- Ersa
- Anac Wings
- Student Card

Uniform

- 1 pair navy blue trousers
- 2 white shirts
- 1 navy jumper



Note

The course fee includes all theory, textbooks, and exam and flight test for the first attempt only, navigation equipment, maps etc and initial issue of CASA documents. Should the student require additional training or have to re-sit any exam or flight test, the additional cost will be charged at current published rates.

CRICOS CODE:
050124G

COURSE DURATION:
72 weeks

Commercial Pilots Licence

With Multi-Engine Instrument Rating

COURSE FEE:
\$71,900.00 AUD

Admission requirements

English Language Proficiency to IELTS 6.0 or TOEFL of at least 550 or TOEIC 700. Note: Applicants from some countries may be able to demonstrate English proficiency by other acceptable methods. Please see Detailed "Admission Requirements" section in this document.

- Applicant needs to be a minimum of 18 Years of Age.
- Refer to Application form for CASA English Requirements

CASA License Issuing Requirements (PPL)

- Applicant Need to have Passed a class 2 Casa medical Examination prior to solo flight and Issue of Private Licence
- Refer to Application form for CASA English Requirements
- General Standard of Education: The student is expected to have obtained qualifications or experience equivalent to the completion of Australian Year Eleven

CASA License Issuing Requirements (CPL)

Applicant Need to have Passed a class 1 Casa medical Examination prior to Issue of Commercial Pilot Licence

Privileges of Licence

- On completion of your Commercial Pilot Licence (CPL) you can be paid to work as a pilot under Visual Flight Rules (VFR). This means that you could conduct such work as VFR charter, VFR tourist flights, Crop Dusting, Fish Spotting etc.
- If you undertake and pass the ATPL course you will have what is termed a "Frozen ATPL". You cannot be granted an ATPL until you have passed the theory exam and accumulated 1500 hours flying experience (including 100 hours at night). You will only have approximately 212 hours by the time you have finished this course. Thus you must gain employment (as stated, airlines will employ you after this course and do not expect you to have 1500 hours before being eligible for employment) build the necessary experience and once you have the minimum requirement you will automatically be granted your ATPL.

Course

Please note: 1. When you train for a CPL, Multi-engine Instrument Rating, you will conduct your PPL as a preliminary step. This is included as part of this package and is included in the fee of AUD \$71,900.00

Course Includes:

Flying:

Definitions:

- Dual - Flight training with an instructor.
- Solo - Flight training with the student acting as pilot in command - no instructor.

PPL & CPL component

68.5 hours solo Piper Warrior (PA28) (3.5 Hours for PPL Test)
8.5 hours solo Piper Arrow (PA28R) (3.5 Hours For CPL Test)
69 hours dual Piper Warrior (PA28)
14 hours dual Piper Arrow (PA28R)
4 hours EliteST2000 Synthetic Trainer

Multi Engine Endorsement

6 hours dual Piper Seminole PA44

Instrument Rating

20 Hours Dual PA44 Seminole
3.5 hours Solo PA44 for IR flight test
15 Hours Dual Elite ST2000 Synthetic trainer

Flight tests

- Flight test for PPL
- Flight test for CPL
- Flight Test for Instrument Rating

CASA PPL / CPL / Instrument Issue Fee

- Included in course fee



Note

The course fee includes all theory, textbooks, and exam and flight test for the first attempt only, navigation equipment, maps etc and initial issue of Jeppesen and CASA documents. Should the student require additional training or have to re-sit any exam or flight test, the additional cost will be charged at current published rates.

Theory

- Basic Aeronautical Knowledge (including books & exam) - 2 weeks full time
- PPL (including books & exam) - 4 weeks full time
- CPL (including books & exam) - 6 weeks full time
- All flight briefings conducted by the instructors are included in the course fee.
- Instrument Rating (Including books and Exam) – 1 week full time

Equipment & Materials

- Log Book
- Navigation computer
- Navigation ruler
- Protractor
- Civil Aviation Order's
- Planning Chart Australia
- Local World Aeronautical Chart's, Visual Terminal Chart's
- Ersa
- Anac Wings
- Student Card
- Airservices Australia DAP East
- Airservices Australia Enroute Charts

Uniform

- 1 pair navy blue trousers
- 2 white shirts
- 1 navy jumper

CRICOS CODE:
050132G

COURSE DURATION:
16 weeks

COURSE FEE:
\$14,750.00 AUD

Single-Engine Command Instrument Rating

Admission requirements

- Private Pilot's Licence & Night VFR rating
- English Language Proficiency to IELTS 6.0 or TOEFL of at least 550 or TOEIC 700
- 10 Hours of Night Time with 5 hours Pilot in command
- 50 Hours Cross Country Flight Time as Pilot In command
- Applicant needs to be a minimum of 18 years of age.

CASA License Issuing Requirements:

- Applicant Needs to have Passed a class 2 CASA medical Examination prior to solo flight and Issue of Single Engine Instrument rating

Privileges of Licence

- The Command Instrument Rating is the most demanding and challenging to obtain. It requires the development of good hand-eye co-ordination skills, procedural proficiency and the ability to make command decisions. Without a Command Instrument Rating a pilot must operate in visual meteorological conditions (VMC) at all times.
- Successful completion of this rating will enable you to operate in nearly all weather conditions. As a charter or airline pilot your employment opportunities are much higher if you are able to fly in all types of weather. Once you have attained it you will be a pilot with abilities shared by only a few at the very top of aviation tree.

Course

Your training commences in the increasingly popular Elite ST2000 Synthetic Trainer. This trainer is set up in its single engine mode. The system is fully computerised with all types of nav aids, including DME and GPS, and can simulate all sorts of procedures including Air Traffic Control, weather, and the most important emergency procedures that cannot be practiced in real flight. The trainer is also used for recency requirements.

Your training will consist of 15 Hours in the Synthetic Trainer and the remaining hours in the aircraft. This cuts down the cost of the IFR Rating. The flight training component is conducted in the Piper PA28R Arrow.

Course Includes:

Flying:

Definitions:

- Dual - Flight training with an instructor.
- Solo - Flight training with the student acting as pilot in command - no instructor.
- Mutual - Flight training with another instructor rating student. Practising your instructional skills.

Flying component:

- 25 hours dual Piper Arrow PA28R
- 15 hours dual Flight Simulator
- 3.5 Hours solo For CIR Flight Test

Flight tests

- Flight test for Command Single Engine Instrument Rating

CASA Instrument Rating Issue Fee

- Included in course fee

Theory

- Instrument rating (including books & exam) -2 weeks full time
- All flight briefings conducted by the instructors are included in the course fee.

Equipment & Materials

- Airservices Australia AIP
- Airservices Australia DAP East
- TAC and Enroute Charts



Note

The course fee includes all theory, textbooks, and exam and flight test for the first attempt only, navigation equipment, maps etc and initial issue of Jeppesen and CASA documents. Should the student require additional training or have to re-sit any exam or flight test, the additional cost will be charged at current published rates.

CRICOS CODE:
050128C

COURSE DURATION:
16 weeks

Multi-Engine Command Instrument Rating

COURSE FEE:
\$18,300.00 AUD

Admission requirements

- Private Pilot's Licence & Night VFR rating
- English Language Proficiency to IELTS 6.0 or TOEFL of at least 550 or TOEIC 700
- 10 Hours of Night Time with 5 hours Pilot in command
- 50 Hours Cross Country Flight Time as Pilot In command
- Applicant needs to be a minimum of 18 years of age.

CASA License Issuing Requirements:

- Applicant Needs to have Passed a class 2 CASA medical Examination prior to solo flight and Issue of Single Engine Instrument rating

Privileges of Licence

- The Command Instrument Rating is the most demanding and challenging to obtain. It requires the development of good hand-eye co-ordination skills, procedural proficiency and the ability to make command decisions. Without a Command Instrument Rating a pilot must operate in visual meteorological conditions (VMC) at all times.
- Successful completion of this rating will enable you to operate in nearly all weather conditions. As a charter or airline pilot your employment opportunities are much higher if you are able to fly in all types of weather. Once you have attained it you will be a pilot with abilities shared by only a few at the very top of aviation tree.

Course

Your training commences in the increasingly popular Elite ST2000 Synthetic Trainer. This trainer is set up in its twin engine mode. The system is fully computerised with all types of nav aids, including DME and GPS, and can simulate all sorts of procedures including Air Traffic Control, weather, and the most important emergency procedures that cannot be practiced in real flight. The trainer is also used for recency requirements.

Your training will consist of 15 Hours in the synthetic trainer and the remaining hours in the aircraft. This cuts down the cost of the IFR Rating. The flight training component is conducted in the Piper PA44 Seminole

Course Includes:

Flying:

Definitions:

- Dual - Flight training with an instructor.
- Solo - Flight training with the student acting as pilot in command - no instructor.
- Mutual - Flight training with another instructor rating student. Practising your instructional skills.

Flying component:

- 25 hours dual Piper Seminole PA44
- 15 hours dual Flight Simulator
- 3.5 Hours Solo PA44 for CIR Flight Test

Flight tests

- Flight test for Command Multi Engine Instrument Rating

CASA Instrument Rating Issue Fee

- Included in course fee

Theory

- Instrument rating (including books & exam) -2 weeks full time
- All flight briefings conducted by the instructors are included in the course fee.

Equipment & Materials

- Airservices Australia AIP
- Airservices Australia DAP East
- TAC and Enroute Charts



Note

The course fee includes all theory, textbooks, and exam and flight test for the first attempt only, navigation equipment, maps etc and initial issue of CASA documents. Should the student require additional training or have to re-sit any exam or flight test, the additional cost will be charged at current published rates.

COURSE INFORMATION

For

OVERSEAS STUDENTS

Training as

PILOTS

At

MOORABBIN AVIATION SERVICES

INTRODUCTION

Your decision to become a professional pilot may be one of the most important decisions you ever make. Most pilots would agree that once having taken the step to learn to fly, it is a decision they never regret. Moorabbin Aviation Services provides flight training to a level of excellence, which will give you every opportunity to fulfil your ambitions in your aviation career.

We hope that the information provided in this manual helps you to come to an informed decision in regard to your plans to enter the exciting world of Aviation.

If there is any information at all which you feel would assist you in making your decision or if you are unclear about any part of this “Course Information” please do not hesitate to contact us at any time by email at masmb@iinet.net.au or call us on 61 3 9587 5159.

PROFESSIONAL PILOT TRAINING FOR OVERSEAS STUDENTS

As a specialist in professional pilot training, **Moorabbin Aviation Services** has earned a worldwide reputation for excellence.

Moorabbin Aviation Services’ reputation is enhanced by its Moorabbin Airport location, which provides an unparalleled training environment for career pilots. Students are exposed to virtually every facet of professional aviation with year round conditions to ensure course completion.

Features of Moorabbin Aviation Services are:

Moorabbin Aviation Services is approved by the Civil Aviation Safety Authority and the Federal Department of Employment, Science and Training, to train overseas students.

Moorabbin Aviation Services has been training pilots for over ten years and several of our graduates have gone on to work for some of the major airlines.

- Moorabbin Aviation Services has access to a well equipped and well maintained fleet of over 26 aircraft, ranging from the popular Cessna 152 for initial training up to the Piper Seminole and Piper Turbo Seneca for the more advanced training.
- Our staff includes a number of experienced flight instructors with varied backgrounds from

major airlines to outback charter pilots, including a specialist ground theory instructor and Administration staff.

- Moorabbin Aviation Services has a very warm and professional atmosphere which helps the student achieve their full potential as a Commercial Pilot.

Moorabbin Aviation Services has trained students from Oman, Bahrain, Malaysia, India, Indonesia, Singapore, Korea, Japan, Germany, Pakistan, United Kingdom, Ireland, Sri Lanka, Kenya, and Sweden.

ACADEMIC EXCELLENCE

It is important for a professional pilot to have knowledge of more than just flying an aircraft. The qualified instructional staff at Moorabbin Aviation Services will help the student gain a thorough knowledge of all the academic subjects required for the issue of the licence.

The classrooms are bright and comfortable and fitted for the training environment. All students are issued with comprehensive text books for each subject taught.

QUALITY FLIGHT TRAINING

Moorabbin Aviation Services' commercial flight training programs produce qualified graduates who are ready to begin careers as professional pilots. Comprehensive training programs give students the confidence, skill, and good judgement to operate safely and efficiently in all flying conditions.

Students attend the school for a minimum of 20 contact hours per week. They will be flying most days so they will advance quickly to a professional level of competency. The instructors at Moorabbin Aviation Services take pride in teaching their students and monitoring their progress. Special care is taken to ensure that each student progresses at a pace tailored to his or her individual abilities.

Academic training standards are high a pass mark is a minimum of 70% in all theory subject areas. Periodic proficiency checks are performed to monitor student progress and ensure a consistent level of quality throughout each phase of training.

Moorabbin Aviation Services has an Approved Test Officer on staff. This ensures the testing of students for licences and ratings is conducted when the student reaches the desired level of competency.

Electronic intercom systems are fitted to all aircraft, and headsets are included as part of the equipment list.

Moorabbin Aviation Services has a detailed resource centre of Library Books and facilities including internet access to appropriate training sites. The City Of Kingston Library is only a few minutes away by public transport.

MOORABBIN AIRPORT: THE ULTIMATE TRAINING ENVIRONMENT

A professionally trained commercial pilot should feel comfortable in all flying conditions. Whether operating from major international airports, or a country grass strip.

Moorabbin Aviation Services utilise Moorabbin Airport as well as several other types of airport environments Moorabbin Aviation Services will give the professional pilot the valuable experience and skills which make the foundation for a successful career in aviation

Moorabbin Airport is Melbourne's main General Aviation Airport. It offers the following benefits:

- * Four long, well maintained bitumen runways with lighting for night training

- * Minimum traffic delays
- * Close proximity to a variety of classes of airspace
- * A large training area adjacent to the airport.
- * Fully manned Control Tower (daytime hours).
- * Close proximity to a full variety of navigation and approach aids.
- * Close to public transport



Aerial view of Moorabbin Airport

RECOGNITION OF AUSTRALIAN QUALIFICATIONS

Qualifications gained by trainees at Moorabbin Aviation Services are all issued by or on behalf of the Australian Civil Aviation Safety Authority (CASA).

Australian Pilot Licence qualifications are recognised worldwide and particularly by member countries of the International Civil Aviation Organisation (ICAO). Under an agreement the Australian CASA has structured the pilot training syllabus for the professional licences and ratings to ensure that Australian standards meet International standards.

It is important for students to understand the requirements for conversion of their Australian licence to your own national licence. To find these details you should check with your local Aviation Authority to ensure that you have the most up to date information.

PREVIOUS FLYING EXPERIENCE

If you have already gained some flying experience prior to you commencing this course you are eligible to apply for Recognition of Current Competency (RCC). If you are granted RCC you will be given a revised schedule and cost of training with your Letter of offer.

RECOGNITION OF CURRENT COMPETENCY

Any student wishing to enrol in a course at Moorabbin Aviation Services who had previous aeronautical experience must submit all relevant licence details as well as log book statements to the Chief Flying Instructor of Moorabbin Aviation Services on the RCC application form (please request this with your application form. He/she will then assess the student according to the following guidelines and send the student the RCC acceptance or RCC recommendations).

Overseas Licence

- Original or certified copy of Licence and Log book (last 5 pages) to be given to the CFI
- CFI to check validity of licence with respect to Australian licence with CASA
- Student to be issued with the relevant conversion licence as appropriate or given recommendations on how to achieve the conversion of the licence.
- Following the response from CASA on what is required the CFI is to perform an assessment flight including oral theory questions to ensure that the student is at the appropriate skill and theoretical knowledge standard to commence the course from the particular licence issue point.
- If the student meets the standard for entry into the course at the appropriate level sought, the CFI will recommend that is where he/she will commence the course.
- If the student does not meet the required skill and theoretical knowledge standard to enter the course, the CFI will give a recommendation as to the course of training required to reach the standard for entry into the course.

Australian Licence

- Original or certified copy of licence and log book to be given to the Chief Flying Instructor.
- The student is granted credit for training as recognised by the Civil Aviation Regulations.
- The student performs an assessment flight including oral theory questions to ensure that the student is at the appropriate skill and theoretical knowledge standard to commence that course from the particular licence issue point.
- If the student meets the standard for entry into the course at the appropriate level sought, the CFI will recommend that is where he/she will commence the course.
- If the student does not meet the required skill and theoretical knowledge standard to

enter the course, the CFI will give a recommendation as to the course of remedial training required to reach the standard for entry into the course.

Once the RCC process has been completed the student will be sent the RCC acceptance form along with a letter of offer or the RCC recommendation.

COURSE OBJECTIVES

- * To train students whose professionalism, attitude and skill level prepares them for their future aviation career.
- * To produce students who can demonstrate an ability to think and act in a manner expected of a professional pilot.
- * To provide students with the opportunity to travel and explore Australia using their new skills and to experience a positive cultural exchange where friendships are made and maintained.

ADMISSION REQUIREMENTS

The following prerequisites for entry to any of Moorabbin Aviation Services' professional pilot training course are:

AGE: Moorabbin Aviation Services will not accept an application from a student under 18 years of age.

ENGLISH REQUIREMENTS:

For direct entry to Australian National Airline College you **MUST** meet the following requirements

- A) If you are from an Assessment Level 3, 4 or 5 country (as per Department of Immigration guidelines) you **MUST** undertake an IELTS test and score a minimum overall band score of 6.0. Either the "General" or "Academic" IELTS tests are acceptable.

To ascertain which "Country Assessment" level applies to you visit:

<http://www.immi.gov.au/allforms/pdf/1219i.pdf>.

Note:

- i. Our course comes under visa subclass 575 "Non Award" Use the table to work out your Assessment Level.
- ii. If you don't have access to this document, contact us and we will advise you of your Assessment Level
- iii.

B) If you are from an Assessment Level 1 or 2 Country, the following English Language requirements apply to you:

In accordance with CASA regulations we need to be satisfied that you meet one of the specified criteria listed below, by showing us a suitable document that gives evidence that you have met one of the following requirements:

- i. The applicant has undertaken or completed his/her secondary education in an Australian or New Zealand educational institution, or the equivalent of an Australian secondary education in a country where one of the principal mediums of instruction had been in English.

The applicant is still receiving secondary education in Australia or New Zealand where the language of instruction at the school is English.

OR

ii. The applicant has spent at least three in the past five years of employment in Australia, New Zealand or a specified country (UK, USA, Republic of Ireland, Canada*), where the documented evidence may include a group certificate, a number of pay slips or a letter from your employer stating the period that you worked in that workplace

* For Canada, proof of English language proficiency may still be required

OR

The applicant meets or exceeds one of the [General English Test criteria](#) specified in Civil Aviation Order (CAO) 40.0, Appendix 3. Documented evidence will be a hard copy of your test scores. These are provided from the general English testing centre after you have completed the test.

If you are required to undertake an English test, we will need you to have one of the following minimum test scores:

- a. IELTS (International English Language Testing System) minimum test score 6.0
- b. TOEFL (Test of English as a foreign language) Paper based minimum test score 550
- c. TOEFL Internet based minimum test score 79-80
- d. TOEFL Computer based minimum test score 213

e. TOEIC (Test of English for International Communication) minimum test score 690

C) If you do not meet our requirements for Direct Course entry, you have the option of undertaking a preliminary English course with our associate English College in Melbourne

GENERAL STANDARD OF EDUCATION: The student is expected to have obtained qualifications or experience equivalent to the completion of the Australian Year 11.

Note: All applicants will need to undertake either a Class 1 or 2 CASA Medical Examination when they arrive in Australia, If the Applicant is unsuccessful in their application for a class 1 or 2 medical then they will not meet the requirements for the issuing of the CASA Licence or Rating.

COURSE STRUCTURE

The commercial course is designed to take people who have little or no previous flying experience and prepare them for a career as a professional pilot.

The course is designed to be undertaken on a full time basis and students are expected to make themselves available at all times between Monday and Friday. The hours that you are required to attend the school will vary depending on which stage of the training you are undertaking with a minimum requirement of 20 contact hours per week.

The estimated course times assume that the student conscientiously completes all assigned tasks as directed by the school and that he/she passes theory examinations/flight tests on the first attempt. Failure at any stage of the course will result in the course taking a little longer than the above estimate.

Training is conducted in accordance with Moorabbin Aviation Services Operations Manual, Civil Aviation Regulations and the Day VFR Syllabus - Aeroplanes. The courses are structured to meet CASA requirements and include a little more than the minimum required hours. Experience has shown that factors such as ability and continuity lead to marked differences in the flight time needed for individuals to reach the standard required.

Every effort is made to minimise additional training costs.

STARTING YOUR COURSE

Moorabbin Aviation Services has fixed and non fixed start dates. We are completely flexible and can start a course at any time that suits you. Please inform us of your intended arrival date and we will tailor the course to meet your requirements.

THEORY EXAMINATIONS

The school will set examination dates. Students who fail their first sitting will only be allowed to re-sit after the Chief Flying Instructor is satisfied that sufficient revision has been undertaken.

AVIATION MEDICAL EXAMINATION

Students are required to have passed a medical examination by an approved CASA designated aviation medical examiner (DAME) prior to their first solo flight. This can be completed in Australia but it is advisable to have this completed if possible prior to arrival in Australia. The CASA web site www.casa.gov.au has lists of approved DAMEs who operate in other countries so that the medical examination can be completed by the student before their arrival to Australia.

UNIFORM

The student is to be issued with a uniform to wear at all times when attending classes and flying. A uniform is part of the development process and discipline in becoming a professional pilot.

DISCIPLINE

Students are expected to maintain a high level of discipline throughout their training. Students who fail to meet the standard set by the school may have their training suspended following discussions by the Chief Flying Instructor. Further breaches may result in training being discontinued. Where training is discontinued due to breaches of rules, the refund policy applicable to a student withdrawing from a course will apply.

Refund Policy / Procedure

1. Policy

This policy/procedure supports 'Standard 3' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007' which states:

'Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.'

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refund applications are to be submitted to the Student Operations Manager and the following procedures followed in assessing the application.

All 'refunds' are to be signed off by the Managing Director and applications processed within 14 days of the application being placed.

Please note the below refund policy in relation to 'Tuition Fees' and should not be confused with 'application' fees which are non-refundable.

2. Procedure

2.1 All refund information is made available to students through the enrolment process and is included on the 'Enrolment Agreement' which the student signs prior to acceptance into a course of study with the Moorabbin Aviation Services and money accepted from a student.

2.2 *Refunds due to non delivery of course by* **Moorabbin Aviation Services**

Please note that Government Legislation requires tuition fees and application fees to be refunded in full if:

- The course does not start of the agreed starting date which is notified in the Offer Letter
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because the college has a sanction imposed by a government regulator
- If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001

Refunds under the above conditions will be paid in full to the student within 14 days.

Moorabbin Aviation Services may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, Moorabbin Aviation Services will not be liable to refund the money owed for the original enrolment.

2.3 ****Refunds based upon student application***

Please note: Where the student withdraws from the course without notification or breaches their Visa conditions, no refund is payable

All applications for refund must be made in writing by way of the 'Application for Refund' form (Appendix A) and submitted to the Student Operations Manager

Applications for refunds are to be processed by the Student Operations Manager within 7 days from the date of application and will be refunded to the applicant within 30 day's form the Application

The assessment of refund applications shall be granted as indicated below:

- a) Australian National Airline College agrees to refund all prepaid fees (including any non tuition fee's) without deduction within 14 working days where the student's application for enrolment is refused by Australian National Airline College.
- b) Australian National Airline College agrees to refund all pre-paid course fees without deduction within two weeks where Australian National Airline College cancels the course or where the commencement of the course is postponed for more than four weeks.
- c) Where the student decides to withdraw from the course and provides written advice to Australian National Airline College at least 10 weeks before the commencement date (as stated on the Confirmation of Enrolment form), all pre-paid fees less an administration fee of \$600 will be refunded.
- d) Where a student withdraws from the course within 10 weeks of the commencement date stated on the Confirmation of Enrolment form, a cancellation fee equal to 10% of the course fee shall be retained by Australian National Airline College. The balance of any pre paid fees shall be refunded within 30 days of receipt of written request for such refund.
- e) Australian National Airline College agrees to refund within 30 days all fees paid, less a \$600 administration charge, where the student produces evidence that the application made by the student for a visa was rejected by the Australian Department of Immigration or where the student conducts an aviation medical examination outside of Australia and produces evidence that the aviation medical examination was failed.
- f) Where the student decides to withdraw from a course after arrival in Australia, Moorabbin Aviation Services T/as Australian National Airline College policy is as follows:

1. The student will be refunded all paid course fee's minus the cost of the following:

The orientation program

Equipment and uniform purchased and distributed to the student

Flight Test fees and Theory Exam fees where these Exams or Tests have been attempted

Used aircraft flight and ground simulator time at the current International Rate

Used in-flight instructor time at the current International Rate

Cost of Theory courses which have commenced, whether completed or not at the current International Rate

Any cancellation and late fee's that the student has occurred.

Any outstanding Tower and Landing Fees
And the Following Cancellation / Withdrawal Fees below

2. A Cancellation / Withdrawal fee equal to 25% of the Total Course fee for which the student is enrolled, which is indicated on the COE and the enrolment agreement shall be retained by Moorabbin Aviation Services T/as Australian National Airline College.

3. An additional cancellation fee equal to 10% of any unpaid portion of the course fee, where applicable. A refund under the above clause (f) will be made within 30 days upon receipt of a written application from the student.

Please note: *Where the student withdraws from the course without notification or breaches their Visa conditions, no refund is payable.*

Refunds will only be made in accordance with the details above. Applicants are asked to carefully read to refund provisions set out in this Contract of Enrolment before signing the application form

Student Requirements

Satisfactory Attendance

Students are required to maintain a full time study load as part of the student Visa requirements. The attendance of the student is monitored by Moorabbin Aviation Services and where a student is at risk of falling below the required 80% attendance the Moorabbin Aviation Services will council and provide support to prevent an unsatisfactory attendance record. Where there is an unsatisfactory record of attendance Moorabbin Aviation Services is obliged to notify the Department of Immigration and Citizenship (DIAC). This may affect a student's visa status.

Academic Progress

Students are also required to maintain satisfactory academic progress as a condition of their visa. This progress is also monitored by the Moorabbin Aviation Services and support and guidance will be given where progress is not being achieved. Where a student is unable to maintain the required satisfactory progress as per the college's policy for monitoring student progress, Moorabbin Aviation Services is obliged to notify DIAC. Where this occurs a student's visa status may be affected.

Student Conduct

Students are required to follow all rules of the Moorabbin Aviation Services and the instructions from staff representing the Moorabbin Aviation Services . Students are required to act in a non discriminatory manner at all times and respect the rights of others.

Students are also required to adhere to academic rules and regulations as directed by Moorabbin Aviation Services or its representatives. Where a student is found to have acted in a way that the Moorabbin Aviation Services deems to be misconduct, Moorabbin Aviation Services may implement disciplinary action in the form of suspension or cancellation of a student's enrolment.

Complaints / Grievances and Appeals

1. Policy

This policy/procedure supports 'Standard 8 – Complaints and Appeals' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007'.

Despite all efforts for Moorabbin Aviation Services to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. The following procedures provide students the opportunity to have grievances resolved and resolutions reached.

2.Procedure

Informal process

Where possible all non-formal attempts shall be made to resolve the grievance. This may include advice, discussions, and general mediation in relation to the issue and the student's grievance. Any staff can be involved in this informal process to resolve issues but once a student has placed a formal complaint / appeal the following procedures must be followed.

2.1 General Complaints

- All complaints or appeals are submitted to the Student Operations Manager. It is their responsibility to deal with the complaint in the first instance. Complaints are to include the following information:
 - Submission date of complaint
 - Name of complainant;
 - Nature of complaint ;
 - Date of the event which lead to the complaint
 - Attachments (if applicable);
- Once a complaint is received it is to be entered into the Complaints and Appeals Register which is monitored by the Deputy Chief Flying Instructor regularly. The information to be contained and updated within the register is as follows:
 - Submission date of complaint
 - Name of complainant;
 - Description of complaint / appeal
 - Determined Resolution; and
 - Date of Resolution.
- A student may be assisted or accompanied by a support person regardless of the nature of the grievance or complaint.
- Once a complaint has been filed and logged in the 'complaints and appeals register' the Student Operations Manager shall notify the Deputy Chief Flying Instructor of the complaint and provide any further documentation related to the matter.
- The Deputy Chief Flying Instructor shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint at hand within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.
- Once a decision has been reached the Chief Flying Instructor shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing.
- Copies of all documentation, outcomes and further action required will be placed into the 'complaints and appeals register' by the Student operations Manager and on the students file.
- Within the notification of the outcome of the formal complaint the students shall also be notified that they have the right of appeal. To appeal a decision the Moorabbin Aviation Services must receive, in writing, grounds of the appeal. Students are referred to the appeals procedure.

2.2 Internal Appeals

All students have the right to appeal decisions made by Moorabbin Aviation Services where reasonable grounds can be established. The areas in which a student may appeal a decision made by Moorabbin Aviation Services may include:

- Assessments conducted
 - Reported breaches of academic performance or attendance requirements
 - Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
 - Or any other conclusion that is made after a complaint has been dealt with by the Moorabbin Aviation Services in the first instance.
- To activate the appeals process the student is to complete an 'appeal' application which is to include a

summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from Student Operations Manager

- The Deputy Chief Flying Instructor shall organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- The student shall have the right to attend the appeal and put forward his/her case. The student may elect to have a support person at the appeal who may at the request of the student represent the student through this appeals process
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:
- Student successful outcome of an appeal must be acted on immediately

General appeals

- Where a student has appealed a decision or outcome of a formal complaint they are required to notify the Moorabbin Aviation Services in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- The appeal shall be lodged through Student operations Manager and he or she shall ensure the details of the appeal are added to the 'complaints and appeals register'.
- The Deputy Chief Flying Instructor shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.
- The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.
- Student successful outcome of an appeal must be acted on immediately

Assessment appeals

- Where a student wishes to appeal an assessment they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.
- If this is still not to the student's satisfaction the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with student administrations department and the appeal shall be entered into the 'complaints and appeals register'.
- The Deputy Chief Flying Instructor shall be notified and shall seek details from the assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another assessor appointed by Moorabbin Aviation Services Pty Ltd.
- The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.

Appealing decisions to report breach of academic or attendance requirements

- Where a student wishes to appeal the decision of Moorabbin Aviation Services to notify DIAC of a breach of academic or attendance requirements the student shall lodge, in writing, a letter outlining the details of their appeal. The student should have extenuating circumstances as to why they have breached their requirements and must be able to provide evidence of these circumstances.
- The appeal shall be lodged through the Student Operations Manager and the appeal shall be

entered into the 'complaints and appeals register'.

- The Deputy Chief Flying Instructor shall be notified and shall seek details regarding the initial documentation of the breach and shall make a decision based on the grounds of the appeal.
- The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.
- Where a student has decided to access the appeals process in relation to a reportable breach, Moorabbin Aviation Services will not report the breach until the appeals process has been undertaken. Moorabbin Aviation Services is required to maintain all relevant responsibilities until the breach has been reported to DIAC via PRISMS.

Appealing deferrals, suspension or cancellation of enrolment decisions

- Where a student wishes to appeal a decision relating to deferment, suspension, or cancellation of their enrolment they are required to lodge, in writing, a letter outlining the details of their appeal. The student should have extenuating circumstances as to why the decision should be reviewed and any supporting documentation supporting their appeal.
- The appeal shall be lodged this with the Student Operations Manager and the appeal shall be entered into the 'complaints and appeals register'.
- The Deputy Chief Flying Instructor shall be notified and shall seek details regarding the initial documentation of the decision and shall make a decision based on the grounds of the appeal.
- The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.
- Where a student has decided to access the appeals process in relation to deferment, suspension or cancellation of their enrolment, Moorabbin Aviation Services will not update the student's status via PRISMS until the appeals process is completed. Moorabbin Aviation Services is required to maintain all relevant responsibilities until the change in enrolment status has been reported to DIAC via PRISMS.

2.3 External Appeals

- If the matter is still unresolved after the above procedures have been implemented and the internal appeals process exhausted, it may require an external independent / third party mediator. Where this is the case, the matter shall be referred to the following person / organisation at no cost to the student:
 - ACPET Australian Council for Private Education and Training
 - Toll Free 1800 657 644 or 03 9416 1355
- If the third party mediator requests the attendance of the student at any external appeal to discuss or put forward his or her case the student shall have the right to elect to have a support person at the appeal who may at the request of the student represent the student through this appeals process.
- The decision of this independent mediator is final and any further action the student wishes to take is outside the Moorabbin Aviation Services' policies and procedures. The student shall be referred to the government agencies such as DEEWR and DIAC and this information can be gained from the Deputy Chief Flying Instructor.
- Where a decision or outcome is in favour of the student Moorabbin Aviation Services shall follow the required action to satisfy the students grievance immediately.

Deferring, suspending or cancelling an enrolment

Students are able to initiate deferral, suspension or cancellation of their studies during their stay in Australia only in certain limited circumstances as described below.

Students may also have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by Moorabbin Aviation Services to defer, suspend or cancel their studies and the Moorabbin Aviation Services will not notify DEEWR of a change to the enrolment status until the internal complains and appeals process is completed.

Student Initiated Deferral

- A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete an 'Application to defer, suspend or cancel enrolment' and submit to the Student Administrations Department.

Student Initiated Suspension

- Moorabbin Aviation Services is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to:
 - Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
 - Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
 - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - A traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
 - Where Moorabbin Aviation Services is unable to offer a pre-requisite unit
 - Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- Students will be required to complete an 'Application to defer, suspend or cancel enrolment' in and submit to the Student Administrations Department. Students will also be required to provide evidence of the compassionate or compelling circumstances in their application. (I.e. a medical certificate or police report, etc.)

Student Initiated Cancellation

- Students wishing to cancel their enrolment must complete an 'Application to defer, suspend or cancel enrolment' and submit to the Student Administrations Department.
- Students wishing to cancel their enrolment prior to completing 6 months of study in their principle course must provide a letter of offer from an alternative provider. This is required under Standard 7 of the National Code and further information can be gained from the 'Transfer between Providers Policy / Procedure

Provider Initiated Deferral,

- Moorabbin Aviation Services may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason Moorabbin Aviation Services deems necessary to cancel the course.

Provider Initiated Suspension

The Moorabbin Aviation Services has the ability to suspend a student's enrolment on the grounds of misbehaviour. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, and vilification or bullying as well as acts of cheating or plagiarism. Such acts of misbehaviour

will be classified into one of two categories.

- Academic Misconduct
- General Misconduct

Provider Initiated Cancellation

In some cases where the student's misconduct is severe, Moorabbin Aviation Service has the right to cancel the enrolment.

All students are to be given 20 working days to access the complaints and appeals procedure before reporting any provider initiated suspensions or cancellations of enrolments to the Department of Immigration and Citizenship.

STUDENT WELFARE

ORIENTATION

We recognise the fact that on your arrival to Australia there will be many things you wish to know. Following your pick-up from Melbourne International Airport our staff will ensure that you are settled in to your accommodation and that all initial queries are answered. You will be required to attend a three day orientation course. The staff of Moorabbin Aviation Services is available to advise and assist you as you orientate yourself to the City of Melbourne.

STUDENT SUPPORT SERVICES

The following support services are to be available and accessible for all students studying with Moorabbin Aviation Services. Moorabbin Aviation Services will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by the school at no cost to the student but an external service may charge fees when their service is used by the student and this should be clarified by the student prior to using such services outside of Moorabbin Aviation Services. Moorabbin Aviation Services has no control over these external services and their charges.

- ***Academic issues***
Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

All students' progress and attendance is monitored and guidance and support provided where non satisfactory results are identified.

A student is able to access the student support officer to discuss any academic, attendance, or other related issues to studying Moorabbin Aviation Services at any time. The student support officer will be able to provide advice and guidance, or referral, where required.

Referral Services Available	Name & Location	Contact Phone
Deputy Chief Flying Instructor	Darron Hurley, Moorabbin	0425717900

- ***Personal / Social issues***

There are many issues that may affect a student's social or personal life and Students have access to the Support officer through normal College hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised. Moorabbin Aviation Services does not charge any fees for a referral

Referral Services Available	Name & Location	Contact Phone
Counselling service	Yvonne Sleeman	Ph 9853 4615 Fax 9853 3943

- ***Accommodation***

While Moorabbin Aviation Services does not offer accommodation services or take any responsibility for accommodation arrangements Moorabbin Aviation Services is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Officer can refer students to appropriate accommodation services. Moorabbin Aviation Services does not charge any fees for a referral

Referral Services Available	Name & Location	Contact Phone
Hotel	Tudor Inn Hotel	9584 7966
Homestay Organisation	Margaret Vella	9574 7473
Hostel	Bayside Hostel	9587 8933
Real Estate (Rental)	Ray White Real Estate	9584 8288

- ***Medical Issues***

Student Administration will always have an up to date list of medical professionals within access from the college location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional. Moorabbin Aviation Services does not charge any fees for a referral

Local medical services are as follows:

Referral Services Available	Name & Location	Contact Phone
Hospital (Emergency)	Sandringham Hospital	9076 1000
Doctor	Cheltenham Park Medical	9583 1630
Dentist	Dr R Barber	9583 8676
Optometrist	Cheltenham Optical Centre	9585 0477

The emergency phone number for an ambulance in Australia is '000'. (This number should only be dialled in an emergency and you require ambulance, police, or fire attendance.)

- ***Legal Services***

Moorabbin Aviation Services is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional. Moorabbin Aviation Services does not charge any fees for a referral

Referral Services Available	Name & Location	Contact Phone
Free legal advice	Ivan P Smith & Ass	9585 1300
	Portelli & Co	9544 5322
Lawyer	Leeds & Partners P/L	9583 1977

- **Social Programs**

Apart from the Student Orientation Program the Student Support Officer will occasionally organise social events that allow all students enrolled with the school to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer

Transfer of Students between Providers

1. Policy

This policy/procedure supports ‘Standard 7 – Transfer between registered providers’ of the ‘National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007’.

From July 2007, providers are restricted from enrolling transferring students prior to the student completing 6 months of their principal course. This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal and no letters of release need to be sighted or produced.

The policy Moorabbin Aviation Services is to ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer and the below procedures will be implemented.

The following procedures have been separated into ‘Incoming students’ and ‘Outgoing students’

2. Procedure

Incoming students

The following procedure is relevant to any student who applies for a course within Moorabbin Aviation Services and is currently studying on-shore with another registered provider.

- i. For this procedure to be completed the applicant must provide a copy of their current Confirmation of Enrolment (CoE) to the Admissions Officer to ascertain if the length of studies completed in their current principal course of study is greater than 6 months. The Admissions Officer may also request a copy of the student’s visa to ascertain what the principal course is and when the student arrived in Australia.
- ii. If they have completed more than 6 months of their principal course of study, the application process proceeds as for all off-shore students.
- iii. Where a student has **NOT** completed 6 months of their principal course of study, they are asked to provide an appropriate letter of release in support of their application to the Admissions Officer. Any government sponsor of the student must also provide a letter confirming that the sponsor supports the proposed transfer.
- iv. To support the application students can be provided with a ‘Conditional’ Letter of Offer (Appendix A) which clearly states that an offer of a place is contingent on their obtaining a letter of release.
- v. If such a letter of release is received and there are no outstanding matters of concern, the application proceeds as for all off-shore applicants.
- vi. If no satisfactory letter of release is obtained from such students, the application process is

halted and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6 month period has passed.

- vii. Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required. Evidence of this occurrence would need to be placed in the student file.

Outgoing students

The following procedure is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principal course of study.

- i. The only reason a “release letter” shall be issued is where the student can show exceptional circumstances, assessed on a case by case basis by the provider. Such circumstances may include the student experiencing personal difficulties or educational problems that cannot be addressed by the provider’s resources. These circumstances would also include where the provider has ceased to offer a particular program. Grounds for refusing a transfer request include circumstances where the transfer may jeopardise the student’s progression through the course or courses for which the student is enrolled, or where a student is attempting to avoid being reported to DIAC for breach of visa conditions
- ii. Any student wishing to transfer should forward their request in writing to the Deputy Chief Flying Instructor, together with documentary evidence to support their request, and a valid letter of offer from the new provider. In circumstances where the provider has ceased to offer a particular program, the affected students do not need to make a specific transfer request, but will instead receive a letter outlining the transfer arrangements. The new provider will then issue the students with a letter of offer
- iii. In assessing the application to transfer, the Deputy Chief Flying Instructor will check the following points:
 - Ensure any outstanding fees are paid
 - Ensure the student is fully aware of all issues relating the transferring of providers.
 - Check student records to ensure the student is not trying to avoid being reported to DEEWR due to lack of course progress or poor attendance records.
- iv. Once the above points have been addressed by the Deputy Chief Flying Instructor, a ‘Letter of Release’ (Appendix B) will be granted at no charge to the student. The student will also be advised of the need to contact DIAC for advice on the transfer’s impact on visa arrangements.
- v. The Chief Flying Instructor must report the student’s termination of studies via PRISMS

NOTES

- The above process should not take more than 3 working days once the student has provided the necessary documentation.
- All requests, considerations, decisions and copies of letters of release should be placed on student’s file
- The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy

TRANSPORT

Moorabbin Airport is close to major public transport routes and therefore easily accessible. For those students wishing to purchase or rent a car we can provide advice and assistance in organising this. It is possible

to purchase a second hand car if you wish to drive yourself.

RECREATION

Melbourne and its surrounds provide numerous recreational and sporting opportunities including surfing, snow skiing, sailing, rollerblading, bushwalking and just about every sporting club you can think of. The school encourages your participation in such activities and can advise you as to the best places to visit and/or how to go about becoming involved in local sporting competitions.

CHILDREN

If you have school age children accompanying you, they must be included in a family Overseas Student Health Charge coverage and it should be noted that whether at a Government or non-Government school, they would be required to pay full fees.

MELBOURNE

Melbourne is the capital city of Victoria and has a population of approximately 3.5 million. The city is situated on Port Philip Bay on the south eastern coast of Australia. Melbourne is clean, safe city with a lot of beautiful parks and gardens. It is cosmopolitan, multicultural city-famous for its wide variety of restaurants, shopping centres, entertainment venues and sporting facilities. It is comfortable, easy city in which to live.

ACCOMMODATION

The majority of student's who study at our college organise living arrangements with "Homestay" Homestay means that you live with a local family who provide all meals, your own room and laundry facilities. This gives you a chance to settle in to Australia and get to know more about the Australian way of life. The details for Homestay can be found at www.homestay-australia.com.

For Prospective students who choose not to use Homestay, Moorabbin Aviation Services has a comprehensive list local real estate agents who have rental properties available in the local area and this list can made available on application.

CLIMATE

Melbourne has a comfortable temperate climate with 4 seasons. Summer is generally hot and dry, and winter is cool with occasional rain. It is a good idea to bring a woollen sweater or windproof jacket for the winter months. In summer, light cotton clothing is best.

DRIVING IN AUSTRALIA

Cars are most common form of transport. In Australia, cars drive on the left hand side of the road and seatbelts must be worn by everyone in the car.

The driver must have either an Australian driver's licence or must bring an international driving permit from your country. Drink driving (driving when under the influence of alcohol) is strictly prohibited. Failure to obey drink-driving laws may result in loss of licence and a heavy fine.

Traffic in Melbourne is not as heavy as in most other major cities. This is not an excuse to speed. Speeding incurs heavy fines and loss of licence. Always stick to the speed limit and keep your passengers safe. As a passenger, ask your driver to slow down if you feel uncomfortable.

Car insurance is essential if you are thinking of owning a car in Australia. A student who buys a car is very strongly advised to purchase third party and comprehensive insurance to cover you and other drivers in the event of an accident. We do not recommend that you consider buying a car if you are unable to meet these costs.

TAXIS

Taxis may seem expensive to students. Why not share the cost with friends and arrive home quickly and safely. Taxis are metered, so you can see the cost in front of you. There is minimum "flag fall" charge, and then a charge per kilometre travelled. Taxi drivers do not expect to be tipped.

CURRENCY

Australia uses the decimal system- with 100 cents to the dollar. The bank notes in use are \$5.00 (pink), \$10.00 (blue), \$20.00 (orange), \$50.00 (yellow), \$100.00 (green). Silver colored coins are 5, 10, 20,50 cents and the \$1 and \$2 dollar coins are gold-colored.

It should never be necessary for you carry large amounts of cash around.

COST OF LIVING

Living in Australia is not expensive. You would require approximately AUD\$250-\$300 per week for food, transport, rent and entertainment.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well. Fruit, vegetables and meat are available fresh at reasonable prices, particularly when shopping at the market. Clothing and personal effects are usually good quality, available at a wide variety of prices.

When thinking about your budget, remember that you are responsible paying for :

- Accommodation costs
- Living expenses including food, power, telephone, transport and entertainment
- Emergency expenses
- Airfare

PART – TIME WORK

International students may work up to 20 hours per week during term time. Your visa states ‘Student Visa’ and this should remain your main priority while you are in Australia.

Students generally find work in the following areas – restaurants, shops, distribution of newspapers and catalogues, telemarketing, cleaning and tutoring. Working part time can help you to improve your English, make friends and earn some pocket money. It is not good idea to rely on this income to pay your expenses.

DIAC work permit application forms for obtaining a work visa can be found in the information bag distributed during commencement week. Complete the form, and hand to it to our staff who must sign and stamp the form, thereby confirming your commencement at Moorabbin Aviation Services. Applications will only be processed once the course has commenced.

DIAC (client service) will action your application after sighting your passport, your Moorabbin Aviation Services ID card, and payment of \$50. DIAC offices can be found at:
City: Casselden Place, 1st floor, 2 Lonsdale Street, Melbourne 3001

Dandenong: 51 Princess Highway, Dandenong 3175.

You are reminded that as international student you are not permitted to work more than 20 hours per week or you risk visa cancellation by DIAC.

TAX FILE NUMBER (TFN)

Normally an overseas student who comes to Australia to pursue a course of study for longer than 6 months will be treated as a resident of Australia for taxation purposes only.

Note: Residency for taxation purposes may be different to residency for immigration purpose. If you are student, you may be a resident for taxation purposes, but NOT for immigration purposes.

Students can earn up to A\$6,000 a year before being required to pay tax. However, students are advised to obtain a Tax File Number (TFN). It is particularly advisable to have one so that you are not taxed on

interest or on the income you earn over \$6,000 p.a.. It's advisable to give your bank your TFN.

Applications for a TFN can be processed at the Australian Tax Office (ATO), located in DIAC's building at Casselden Place, Melbourne. You will require your passport with the work permit stamped in it and your current ID card. Allow 28 days for the TFN to be forwarded to your Melbourne address.

ATO personal Tax info line is 132861 or visit ATO assist on www.ato.gov.au.

BANKING

Banking hours are generally from 9.30am to 4.00pm five days a week- Monday to Friday. You will need your passport and your Confirmation of Enrolment as proof of identification when you open a bank account.

There are 2 basic types of accounts:

1. An everyday Savings Account. You get a cash card for use Automatic Teller Machines (ATMs)- open 24 hours a day. You also get a cheque facility.
2. An Investment Account. This is for large amounts of money. The interest rates are higher, but you may not be able to access the money as quickly.

Your bank can assist you with international money transfers too.

Credits cards and charge cards are widely accepted in Australia. The most common are: Visa, American Express, Dinners Club, Master Card, and Bank Card.

ATM cards can be used in Australia both at Automatic Teller Machines and most retail locations as long as they have been validated for international access. Cardholders are required to use their Personal Identification Number (PIN) when obtaining cash or services. It is advisable never to reveal your PIN to another person.

TELECOMMUNICATIONS

Australian has a modern Telephone system. Public telephones where you can call overseas are available at all Post Offices and shopping centres.

Credit card telephones take most major credit cards and can be found at international and domestic airports, central city locations, hotels, large post offices and most railway stations. Phone cards are pre-paid for use in public payphones and can be bought at a large number of retail outlets in denominations of \$5, \$10, \$30 and \$50

If you are rent a private telephone from one of the telephone companies in Australia, you will receive for a fee an itemised account showing each call at the end of every 3 months. The cost of local calls in Melbourne is 40 cents from a public telephone and 25 cents from a private telephone.

International calls range from 90 cents to \$2.50 per minute depending on the country that you call. Check for country codes, area codes and time difference in you telephone book. The international direct dialling code from Australia is 0011. Calls are cheaper after 9.00pm and at the weekends. If you buy a telephone card for international phone calls, you'll save even more and be able to speak to your family even longer.

Mobile phones are also readily available for purchase although it is advisable to shop around as there are may different payment plans available.

ELECTRICITY

Domestic electricity in Australia is 240/250 Volts (AC50Hz). The Australian three pin outlet is different from most countries so you will need an adapter plug. Adapters and plugs are readily available at large department stores.

WATER

The water in Melbourne is probably the cleanest in Australia. It is safe to drink water from the tap-there is need to boil water or buy bottled water.

FOOD

Australia is a multicultural society, so it is very easy to buy foods from different countries. Asian food is very popular in Australia. There is a Chinatown in all major cities and Asian restaurants in the city and all suburbs. Enjoy the many cuisines Melbourne has to offer! Or cook for your friends at home!

Suburbs close to Moorabbin Aviation Services where students can shop for multicultural food include Box Hill, Clayton, and Springvale a short bus ride away. You should have no trouble finding your favourite fruit and vegetables, and more at supermarkets or produce markets. Meat is cheap and plentiful.

Restaurants may be “fully licensed” to sell alcohol or may be ‘BYO’ (bring your own drinks/alcohol to the restaurant). Most restaurants open six or seven days a week often closing on Mondays.

It is not compulsory to tip at restaurants. If you feel that the service and food has been very good, you may leave a tip- it will be appreciated.

SHOPPING

Australia’s major cities and suburbs have excellent shopping facilities. Shopping hours are usually 9.00 am to 5.30 pm Monday to Wednesday, and 9.00 am to 9.00 pm on Thursday and Friday. However larger shopping centres are also open 9.30 am to 5.00 pm on Saturdays and Sundays. Most large Supermarkets open 24 hours a day, seven days a week.

Southland Shopping Centre, a modern, indoor shopping centre, is 5-10 minutes by bus from Moorabbin Airport. Southland has everything from food, clothes, restaurants, a cinema complex other entertainment venues to doctors, dentist and gymnasium. The centre is open seven days a week.

It is not customary to bargain in Australia except in some markets and second-hand shops.

CHANGING ADDRESS

If your Melbourne or overseas address changes, please inform Moorabbin Aviation Services immediately.

You are legally obliged by the Australian Government to have your current contact details listed with your education provider. DIAC regulations state that your contact details in Melbourne must be known to the provider at all the times. Should DIAC require your details, they will first check with Moorabbin Aviation Services, as the education provider, and if contact details are no longer current this could result in your student visa being immediately cancelled.

Department of Immigration and Citizenship (DIAC)

In order to satisfy Australian Government regulations for remaining on a student visa, you need to:

- Attend 80% of all classes; and
- Maintain satisfactory progress in your studies.

At Moorabbin Aviation Services, a student is further required to:

- Be punctual to all classes;
- Submit all works requirements;
- Be covered by Overseas Student Health Cover;
- Make appropriate arrangements for payment of tuition fees;
- Work no more than 20 hours per week; and
- Give the CFI a doctor’s medical certificate when absent for more than 1 day.

FULL TIME STUDIES

As an international student, you are required to study full time, with a minimum of 20 contact hours per week

Students are hereby notified that whilst living in Australia, student details may be provided to Australian Commonwealth and State agencies.

Notification to DIAC

There will be situations where the Moorabbin Aviation Services is obliged to notify DIAC with information about a student. An example might be if a student:

- Does not commence the course on time;
- Leaves or withdraw from the course and the student visa when RPL or credit transfer has been granted. DIAC will be notified at the time that RPL is approved;
- Has unsatisfactory attendance; or
- Makes unsatisfactory progress in the course of study.

Likewise, DIAC will be notified if there is:

- Any change in the identity of the course;
- Any change in the duration the course e.g. where the student has deferred or postponed their studies.
- Any change in duration of the visa e.g. Where a student must undertake more English language training.

RENEWING YOUR STUDENT VISA

Almost all students have to extend or renew their visa at some stage. To renew your student visa whilst in Australia can be a scary process, particularly if your results are not commendable and your attendance is in question. Only DIAC can decide if you will be permitted to continue in Australia. A change of educational provider is not always the answer!

On your student visa, you will have a multiple entry student visa, which allows you to travel home for holidays and return to Australia without needing to get special re-entry visas.

If you have work permit attached to your previous student visa, then the same will be transferred to your new visa if applied for in Australia. You will find that if you apply to renew your student visa whilst on a holiday in your home country the work permit will not automatically transfer.

Remember: plan ahead. Renew your student visa before it expires! Start planning at least one month before.

DIAC offices are located at:

City: Casselden Place, 1st floor, 2 Lonsdale Street, Melbourne 3001

Dandenong: 51 Princess Highway, Dandenong 3175

Office hours are:

Monday, Tuesday, Thursday & Friday: 9.00am to 4.00pm

Wednesday: 9.00am to 1.30pm

At the appointment you should have the following with you:

- Your passport
- Your application fee
- Your medical documents
- Proof of current Overseas Student Health Cover (OSHC)
- An eCoE for the new course
- A certificate of completion and attendance (if you have finished an ELICOS program and intend to study a mainstream course)
- A letter from Moorabbin Aviation Services stating satisfactory attendance.
- Any supporting paperwork from the school should your attendance or results be in question
- A completed application for a student (temporary) visa form (157A)

Students from risk assessment level 3 or 4 continues have additional requirements to present DIAC. These include financial statements confirming sufficient funds for the duration of the course and evidence of recent (within the past two years) IELTS exam sitting with a score over 6.5.

If you have dependents (husband, wife or children) attached to your visa, ensure that you bring along their paperwork to the appointment.

Visa decisions are made on basis of the information you provide at the initial interview. Any missing paperwork may see your visa application delayed unnecessarily.

HEALTH MATTERS

Overseas Student Health Cover – OSHC

As an International student on a student visa, you are required to have Overseas Student Health Cover (OSHC) for the duration of your studies. OSHC is medical and hospital insurance that you need while studying in Australia. It is a government requirement and OSHC is compulsory.

It is your responsibility to ensure that OSHC is always paid up cover the student visa period. You would be in serious breach of your student visa if you let this health cover lapse. It is suggested that you pay yearly, in advance.

OSHC covers you when you need to visit a doctor or go to hospital. You may be required to pay a fee at the time of your visit however most of this is refundable by completing a claim form.

What does it cost ?

OSHC premium for 2003

Period of stay	Student only	Student & family
Up to 6 months	A\$154.00	A\$315.00
Up to 12 months	A\$315.00	A\$630.00

What am I covered for?

What am I covered for?

- DOCTORS – any doctor (including specialist) who treats you in hospital, at home or in the doctor’s surgery.
- Pathology services such as blood test
- Emergency Ambulance transport
- Some prescription drugs after the payment of the PBS patient contribution (currently \$20 per drug) up to annual limit of \$150 (single membership)
- X-rays
- Hospitals

Public hospital: OSHC gives you full cover in a shared ward in any public hospital, including treatment by your doctor.

Private Hospitals: part payment for treatment in Private Hospital.

What is not included?

- Dental services
- Optical services
- Ambulance (non-emergency)
- Physiotherapy
- Allergy treatment
- Alternate therapies i.e. Acupuncture, or Chinese herbal medicine
- Treatment for medical conditions or disabilities you had before you came to Australia
- Pregnancy-related services, including terminations
- Treatment you need while travelling to or from Australia

Extending OSHC

You must have OSHC for the full period you plan to stay in Australia and must provide evidence of this to the school (we will assist you to make your payment). Make sure your OSHC is always valid.

Pre – Departure Checklist

Once you have been accepted to study at Moorabbin Aviation Services and have received the ECOE (Confirmation of Enrolment), which enables you to obtain your student visa, please consider the following. To ensure smooth travel to Australia, here is a checklist to help you with your pre-departure preparations. Tick the following when you have completed them.

- I have passport with appropriate student visa or a visa, which enables me to study in Australia.
- I have paid all outstanding tuition fees and charges associated with my accommodation request.
- I have organised my flight to arrive in Australia before the course commences.
- I have requested accommodation assistance and received notification from Moorabbin Aviation Services
- I have informed Moorabbin Aviation Services of my arrival details.
- I have had final medical and dental check up before leaving for Australia.
- In addition to my Overseas Student Health Cover, I have taken out private health insurance for dental, physiotherapy and optical needs.
- I have checked with The Australian High Commission or Embassy to see if any medication I need is permitted entry into Australia.
- I have a credit card facility, which I can use in Australia.
- I have arranged with the bank to obtain some Australia money just in case I need some upon my arrival in Australia.
- I have arranged with my parents that extra money be available for living expenses.
- I have made sure that all electrical appliances that I am taking to Australia comply with the Australian 240 volt system.
- I have packed my International driver's licence if I intend driving in Australia.
- I have packed clothes appropriate for all seasons, especially a thin jacket for summer and warm jacket for winter.
- I have packed photos of family and friends, my favourite music and a special reminder of home.
- I have packed certified copies of my school/university transcript and left the originals with my parents.
- I have packed any documentation I have received from Moorabbin Aviation Services, as I require for my course commencement.
- I have my passport and my ticket in hand.
- Finally, I have checked that my hand luggage and suitcase complies with the weight limit for International travel.

Arrival in Australia

Immigration and Customs Checks

Australia has strict rules about what you can, and cannot, bring into this country. During your flight to Australia you will receive a custom declaration form. This is a legal document, which carries a fine if completed incorrectly.

All animal and plant products, including food items, must be declared for inspection and in most cases are returned.

Strict laws prohibit or restrict to entry of drugs, steroids, firearms, protected wildlife and certain other products such as fruit and meat products. There is no limit on the amount of Australia and/or foreign cash that may be brought into or taken out of Australia; however, amounts over A\$5,000 must be declared.

If you are in doubt, check with Australian Embassy in your country before you leave home about what you can and cannot bring into Australia.

Airport Reception

Welcome to Australia and to Melbourne!

Please indicate on your enrolment form if you wish Moorabbin Aviation Services to provide this service.

Melbourne's international airport is approximately 20 kilometers north-west of the city centre. Depending on the time of day you arrive it can take 40-60 minutes to travel to Moorabbin Aviation Services.

Now that you have arrived safely, DON'T FORGET to contact your family and friends back home to let them know your contact details.

Time Difference

Most areas of Australia are 2-3 hours ahead of Asia, 4-5 hours ahead of Indian subcontinent, 9-10 hours ahead of Europe and 16-20 hours ahead of the USA. Daylight saving (summer time) operates in most Australian states from late October to late March.

Adjusting to life in Australia

Culture shock

Moving to new country and culture different from your own can be difficult. Although a change in culture is exciting, you may experience some "culture shock". The people, customs and language are unfamiliar and not always easy to understand and it is very common to feel homesick. Remember it is only temporary.

What is culture shock? It is a feeling of nervousness, fear, unhappiness or any unpleasantness that comes to us when we live in a culture very different from our own. It happens to everyone but in different ways. For most people it is mild and doesn't last long. For some it is stronger and makes them want to go straight home and miss the great opportunity to learn lots of new things about the world and develop as an individual.

Try to make friends in Australia and do as many "new" activities as you can. Be positive about your activities, joining a local sports club or church group can help introduce you to people.

Social Activities and Customs

Australia is clean and safe country that welcomes international students and visitors. There are some different customs in Australia that may seem strange. If you understand a little about the Australia life style, you will find it easier to meet Australians and feel comfortable living there.

Here are few points.

- Most Australians are relaxed and friendly.
- Men and woman are equal in Australian society. So, too, are people from all levels of wealth, authority and occupation.
- Australian do not have servant.
- Most Australian do their own housework-men women share jobs in the house.
- Australian are "outdoors" people. They like going to the beach, the park, the mountains and to

the country for picnics and barbecues.

- Australians love playing and watching sports. Sport is often the topic conversation.
- In every city, you will also find many forms of entertainment. Australians enjoy going to theatre, cinema, clubs and restaurants.
- Punctuality is important. Australians may think it rude if you don't keep appointment. It is polite to telephone and let the person know if you are going to be late.
- People stand in queues when waiting for bank teller, to get on a train or bus or buying tickets. It is not polite to push a head of someone else waiting in the queue.
- Most Australians are Christian, but there are also Buddhists, Moslems and Jews. Australians are free to follow the religion they choose. Churches, mosques, synagogues and temples are located in most major cities.
- Smoking is not permitted in all public places, such as restaurants, airports, and shopping centres.
- Eating with your fingers at informal meal such as a BBQ or a picnic is fine. Meals served at home, or in a restaurant, are eaten with knife, fork, and spoon. If unsure, watch other people and follow their lead.
- Generally you can call an Australian home up until 9.30pm. It is not usual to call after this time.

Emergency Number in Australia

In **extreme** emergency for the Fire Brigade or Ambulance or Police, dial **000**

Local Police Station Moorabbin
1011-1013 Nepean Hwy
Moorabbin
Telephone: 9556 6565

Useful Addresses

Diplomatic Representatives in Melbourne

Country	Address	Telephone
India	15 Munro Street, Coburg	9384 0141
Sri Lanka	8 Sutton Parade, Box Hill North	9898 6760
Malaysia	492 St Kilda Road, Melbourne	9867 5339
Japan	360 Elizabeth Street, Melbourne	9639 3244
Thailand	566 St Kilda Road, Melbourne	9533 9100
Pakistan(Honorary)	4/492 St Kilda Road, Melbourne	9866 4975
Indonesia	72 Queen's Road, Melbourne	9525 2755
Britain	Level 17/90 Collins Street, Melbourne	9650 4155

Places of Worship

There are places of worship for most of the major religions close to Moorabbin Aviation Services. Local churches include:

Melbourne Chinese Christian Church
29 Summerhill Road, Glen Iris
Tel: 9889 5945 Melway Ref 60 C6

Sri Lanka Buddhist Vihara
66 Regent Avenue, Springvale
Tel: 9547 0872 Melway Ref 79 H9

Clayton Chinese Christian Church
4 Surrey Crescent, Clayton
Tel: 9540 0522 Melway Ref 70 B10

Indonesian Language Church
500 Burwood Road, Hawthorn
Tel: 9818 7880 Melway Ref 45 E11

Mt. Waverley Holy Family
236 Stephenson's Road, Mt Waverley

Buddhist Society of Victoria
71 Darling Road, East Malvern

Tel: 9807 9494 Melway Ref 61 E1

Tel: 9571 6409 Melway Ref 69 B3

Buddhist Temple Wat Dhammarangsee
389 Springvale Road, Forest Hill
Tel: 9878 6162 Melway Ref 62 E3

Buddhist Vihara Victoria
21 Rich Street, Noble Park
Tel: 9548 4525 Melway Ref 89 E3

Sikh Temple Melbourne
127 White House Road, Black Burn
Tel: 9894 1800 Melway Ref 47 K9

Korean Church of Melbourne
23-27 Glendearg Grove, Malvern
Melway Ref 59 C10

Emir Soltan Islamic Centre
141 Cleeland Street, Dandenong
Tel: 9793 5830 Melway Ref 90 E4