

## Student Induction – Code of Conduct and Memo of Understanding

This document is provided to each new student at Flight One. It sets out our mutual obligations which are tailored to engender a quality learning environment and outcomes.

### Risks

Flight Training involves the management of risks and the constant focus of all parties to the critical issue of safety. Flight One seeks to maximize the delivery of safe services to all of our clients. However, there is no avoiding the fact that flight, as a concept, can involve risk to persons and property. By executing this agreement to undertake flight training with Flight One, you accept this risk and hold innocent any of Flight One's staff or officers except where the law places strict liability upon the Company or where negligence can be proven by law.

Acknowledged by the student: \_\_\_\_\_ Date / /20\_\_\_\_

### Behaviours

Our beliefs unite us to do the right thing, help others and realize potential and are supported by a set of behaviours that ask us to always be authentic and respectful, work together and create value through excellence.

We anticipate acceptance of these behaviours by our students. To that end, you agree to:

- Not use discriminatory language that may offend a person, group or organization based on race, religion, sexuality, social status, occupation or any sort of type-casting whatsoever.
- Use offensive language or act in a manner contrary to the interests of community harmony.
- Be considerate of others in connection with your personal hygiene, smoking habits or other lifestyle choices.
- Not engage in activities within Flight One premises that might contribute to safety or personal welfare concerns of staff or other clients or guests.
- Always adhere to the legal instructions given by Flight One staff.
- Always operate equipment in a responsible manner and, in the case of aircraft, strictly in accordance with the Pilot Operating Handbook.
- Be accountable for your actions, and take responsibility for your progression and your interactions with our Company.

### Communication & Responsibilities

Students are Responsible for:

- Updating of Student Training Records and Pilot Logbooks.

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- Reviewing your performance after each flight and writing these thoughts in records under 'student comments'.
- Questioning Flight Instructors on any aspect of training on the ground and in flight phase.
- Preparing in advance for flights with the knowledge that progress is continually observed and monitored.

Instructors are responsible for:

- Maintaining Student Training Records
- Recording students as Competent or Not Yet Competent at the end of each flight sequence to the required standard.
- Informing the Head of Operations through a formal written process of 'overflying' in any aspect of flight training.
- Encouraging students to ask questions and discuss their progress
- Reflecting upon personal instructional techniques.
- Seeking advice from the Head of Operations and senior staff.

The management team at Flight One have an 'open door' policy, inviting students and instructors to discuss progress at any time. Disputes will be handled locally, with professional decorum. In the event that a major matter cannot be handled on site, the matter may be referred in writing to the full Board of Directors at PO Box 3713 South Brisbane Q 4101 for further deliberation. At all times, such interactions will be guided by Flights One's CATS principles, further set out in this documentation below.

## Accounts

Student Acknowledgement:

I am enrolling in Flight One as a PPL / CPL / Other Candidate (Circle One) and acknowledge my responsibility to comply with the statutory requirement for GST provisions applicable to this enrolment.

\_\_\_\_\_ / \_\_\_\_ /20 (Student Signature & Date)

Our services are delivered to you in good faith. We expect to be recompensed in the same spirit.

You must execute an Agreement for Charges at the outset of your enrolment, and accept the Terms and Conditions of Trade found at <http://www.flightone.net.au/flight-training/terms-and-conditions-trade-training-airwork>

Payment is accepted in the form of credit cards or via electronic deposit. Internet access is available in house to permit onsite funds transfer if required. Cash is only accepted by prior arrangement and for the exact amount. Change may not be available.

The following credit cards are acceptable - Visa, MasterCard and AMEX (surcharge may apply).

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Credit: No credit will be provided. Your account must be kept at \$0\* or at a positive balance at the conclusion of each day's activity.

## Payment Terms

Option A: Payment in full for our estimate of costs prior to commencement of the phase or course. This does not dilute the requirement for the accounts to always remain at a positive balance as set out above.

Option B: Progressive payment with payment required after each flight or day of training if more than one flight\*.

(\* ) Flight One reserves the right to amend the minimum balance requirement held in escrow on behalf of a student at any time.

## Cancellation Fees

It is with reluctance that we have had to introduce a late cancellation fee as without sufficient notice, an Instructor, an aircraft or both, are subsequently left idle. The ultimate result is an increase in our flying fees, which of course then affects all of our students.

Should you have to cancel a Flight or Simulator session please do so by no later than 24 hours prior to the session, otherwise a fee of \$132 (subject to change from time to time) may be charged to your account. Naturally, this fee does not apply to a cancellation for an accepted weather conditions or equipment failure on our part.

## Rights Reserved

Students must note that the course cost indicated on our course information material is NOT a guaranteed course completion price. The indicated course cost is simply the cost for the syllabus content as indicated on the Course Information document.

As all students learn at a different rate, Flight One cannot guarantee that a student will complete the course in the duration or flying hours indicated on the course information sheet. If additional tuition is required to achieve the required CASA competency, the cost of such additional tuition and all associated costs such as but not limited to landing fees will be charged at our standard rates.

While every effort is made to complete the course in the nominated duration, no liability will be accepted by Flight One in regard to courses that for whatever reason are not completed in the nominated duration.

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Flight One reserves the right to:

- Cancel your enrolment at anytime there is a material breach of our regulations and requirements (with a full refund of any unutilized pre-payments to you).
- Pursue legal recovery action against you for any outstanding monies that may become owed by you. This may include transferring collection activities to a debt collection agent, listing your default with the Credit Reference Association of Australia (which may have implications for your ability to raise credit in the future) or pursue legal action directly against you.
- Any costs associated with recovering any outstanding monies from a student or customer shall be the responsibility of the student or customer and shall be added to the amount owing to Flight One.

## Client Service Charter

At Flight One, our approach to the delivery of exceptional customer service is built around the CATS model. As such, we will always endeavour to be:

### Client Focused

More than just a catch phrase, we understand that our business is built on the satisfied smiles of our clients and students. Our starting point is what we call "The Rule". It is never the traveller or student's responsibility to know anything about charter travel or CASA curriculums – ever. This thinking puts the onus on us to deliver you a seamless service where we carry the obligation to achieve a desirable outcome. You concentrate on the reason for your travel or the quality of your study, and let us take care of the rest.

### Accountable

At Flight One, it is all about "we, us & I". We don't play the "they, them, you" blame game. We exist to provide a service, and our belief is that our customer is the one who ultimately dictates the future viability of our business. With that in mind, within the boundaries of operational safety and statutory requirements, we will always do what we can to ensure that what we commit to, we deliver.

Furthermore, our accountability to the regulatory authorities is something we take most seriously. We will diligently adhere to the standards set by them to ensure you both a safe and comfortable journey and a quality learning experience.

### Team Oriented

The history of the general aviation industry is not replete with stellar examples of staff engagement and development. At Flight One, we'd like to change that. Our commitment to our staff includes a rewarding remuneration structure that was designed to attract the best candidates who can both work with your business to develop effective transport solutions, and satisfy the enquiring mind of the avid student. The Directors have a passion to overlay a customer focused, commercially sound operating environment that encourages initiative, engagement and delivers job satisfaction. A well rounded team of ambassadors is one way we look to ensure your ongoing patronage.

### Success Driven

Our ultimate success is achieved by realizing our vision - to be the general aviation services provider of first choice for both our commuting clients and our students. We won't be happy with ourselves

until we have delivered world class performance. We will recognize and celebrate your success as you achieve your milestone goals in business and in learning, and invite you to be a stakeholder in our success by providing us with regular feedback, notes for improvement and positive publicity where we have delivered an exceptional result.

## AGREEMENT FOR CHARGES - CREDIT / DEBIT CARD CHARGE AUTHORIZATION

I hereby authorize Flight One (Services) Pty Ltd, as the administrative manager of Flight Two Pty Ltd trading as Flight One, to charge my credit card for any valid invoice that I incur.

I have read this agreement, the Terms and Conditions published online and the Student Induction materials and understand that I will be held fully responsible for its terms and charges and agree not to chargeback Flight One (Services) Pty Ltd as long as I have received the services that are defined within the terms of the associated invoice.

Cardholder Name:	
Signature:	
Company:	
Date:	

My details are provided below, noting that Flight One does not hold Credit / Debit card details after initial processing and that these details are destroyed in line with the Flight One Privacy Statement found at <http://www.flightone.net.au/about-us/privacy-statement>

*(Office Note: Detach the bottom part of this form and destroy after input to secure payments portal. Scan the above Authorisation to the Client Records.)*

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### PLEASE PRINT CLEARLY

Card Type: (Circle)	<input type="checkbox"/> Visa <input type="checkbox"/> MC <input type="checkbox"/> Amex
Card Number:	
Expiry Date:	/
CCV:	

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