



Student Handbook 2018



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Welcome

Welcome and thank you for choosing North Shore Helicopter Training (NSHT) and Orbit Helicopters Ltd where you will be completing a pilot training course and studying towards the issue of your helicopter pilot licences. We are proud to be an approved Private Training Establishment (PTE) by NZ Qualifications Authority and certified by the NZ Civil Aviation Authority.

NSHT is pleased that you have chosen to study and begin your career in aviation with us. Throughout your time at NSHT, our knowledgeable and friendly staff will assist you in any way possible, and ensure your time here is enjoyable.

We hope that you succeed in achieving your goals and wish you the very best during your pilot training course.

How to use your Student Handbook

Your Student Handbook provides you with the necessary information about your pilot training course, some policies and procedures and study required over the duration of your course.

You will be issued a copy of important information contained within this handbook during your period of study. You are encouraged to ask questions about your handbook especially any safety related issues, which are fully detailed in our Health and Safety and Emergency folder which you will need to read, so please ask if you don't understand.

Your instructors will provide you with further information throughout your pilot training course. It is also important that you are familiar with the appendices at the back of this handbook. You will be guided through the forms which you need to complete.

You should also read this handbook in-conjunction with our policies and procedures which can be found in our Standard Operating Procedures and Training Register manuals, a hard copy is stored in the main office.



Abbreviations

In addition to the definitions and abbreviations listed below, you must be familiar with the Civil Aviation Authority definitions and abbreviations contained in Part 1 of the Civil Aviation Rules.

AC	Advisory Circular
AIP	Aeronautical Information Publication
ASL	Aviation Services Limited
ATO	Aviation Training Organisation
CAA	Civil Aviation Authority of New Zealand
CAR	Civil Aviation Rule/s
CFI	Chief Flying Instructor
CPL (H)	Commercial Pilot Licence (Helicopter)
IFR	Instrument Flight Rules
IR	Instrument Rating
NSHT	North Shore Helicopter Training Ltd
NZAIP	New Zealand Aeronautical Information Publication
NZQA	New Zealand Qualifications Authority
PIC	Pilot In Command
PPL (H)	Private Pilot Licence (Helicopter)
PTE	Private Training Establishment
VFR	Visual Flight Rules
VNC	Visual Navigation Chart
VPC	Visual Planning Chart

Definitions

‘Student’ means any person who is studying for or in the process of completing a Civil Aviation Authority Licence or Prime Rating.

‘Pilot’ means all pilots, including students, operating at, into or out of North Shore Aerodrome (whether in a Club Aircraft or not), in any capacity of operation not limited to the Pilot In Command.

‘Instructor’ means any flying instructor employed by NSHT.

‘Chief Flying Instructor’ means the principle flying instructor employed by NSHT. The Chief Flying Instructor is directly responsible for all operations conducted at North Shore Aerodrome and by NSHT pilots.

‘Flight Office’ means the main office and reception area.

‘CAA’ means the government agency tasked with establishing civil aviation safety standards including rules and regulations in New Zealand.

‘NZQA’ means the New Zealand government agency tasked with providing leadership in assessments and qualifications, and is responsible for the certification and quality assurance of tertiary training providers.



NSHT Education Policy and Goals

NSHT has been conducting pilot training for more than 20 years and during that time has developed a well respected, educationally valid and robust training system. Our training syllabus is continually reviewed, updated and improved to ensure continued compliance with CAA requirements and, meet and exceed industry standards.

All pilot training conforms to the New Zealand Civil Aviation Authority Rules and Regulations and meets NZQA standard requirements. NSHT performs an annual review of its training systems and syllabuses to it ensure it continues to meet these standards.

The following documents are used to determine Syllabus and Course Content:-

NZCAA CAR Rule Part 61 – Pilot Licensing

NZCAA AC61-1	General Requirements
NZCAA AC61-2	Student Pilots Requirements
NZCAA AC61-3	Private Pilot Requirements
NZCAA AC61-5	Commercial Pilot Requirements
NZCAA AC61-10	Type Rating Requirements
NZCAA AC61-12	Aerobatic Requirements
NZCAA AC61-17	Instrument Rating Requirements
NZCAA AC61-18	Instructor Rating Requirements

Our Instructors are trained to a high level using CAA recommended procedures and documents, and Instructional Techniques Training is provided to all Instructors by a CAA CAR Part 141 ATO as part of their training and qualification process. Our Instructors are carefully selected to maintain NSHT's commitment to high training standards.

NSHT is committed to providing our students with the very best pilot training. **Our primary goal is the training of high calibre Private Pilots, Commercial Pilots and Instructors**, through advanced training systems and high standard instructional techniques. In addition to this, NSHT maintains a modern fleet of training aircraft to specifically cater for pilot training requirements.

Many examples of NSHT's successfully qualified pilots are flying for major companies around the world. Commencing the NSHT pilot training course is the first step to allowing your career to take off!



Private Pilots Licence – PPL (H)

Whether just for a challenge and fun or as the first step towards a career as a commercial pilot, the Private Pilot's Licence syllabus will ensure that each student is given the opportunity to reach the standard to pass the Private Pilots Flight Test and be able to fly themselves, their friends and family.

The course follows a well-established, tried and tested syllabus and sequence of instruction. Student progress at their own pace but are discouraged from taking longer than one year to complete the Private Pilot's Licence. It is envisaged that a minimum of about 3 months is needed to complete the Private Pilot's Licence, and a further 6 to 9 months to complete the Commercial Pilots Licence.

The course follows a well-established, tried and tested syllabus and sequence of instruction. It is envisaged that a minimum of about 3 month's full time or longer if only part time.

Prior to enrolling at NSHT there are certain requirements, prerequisites and pre-screening that has to be completed. This process is laid out in the following:

Entry Requirements

Minimum age:

All applicants must be 18 years of age or older to be considered for enrolment.

Medical licence:

We recommend you sit the Class 2 medical as soon as possible once you start to train to ensure you are medically fit for aviation. This involves a visit to one of the approved aviation doctors and will test your vision, hearing, lung, heart capacity and just your general fitness. You will be required to pay a fee to the CAA first as well as the fees to the doctor. You may find an approved doctor in your home country, please visit the link below to find out.

The class 2 medical is an essential requirement to hold a PPL licence. For further information you may visit: www.caa.govt.nz/medical/medical_home.htm

Educational Requirements:

You do not need to have specific qualifications to start but having a good all round education is useful and will help you through the theory exams. We can provide help and assistance if you have any individual needs.

English:

- A good understanding of English is required. You must be able to read, speak and write in English. This course is only conducted in English.
- Where English is a second language a minimum level is IELTS 5.5 or equivalent. IELTS & TOEFL are the core skills programmes that offer training in the areas of reading, writing, listening and speaking. They prepare students to take IELTS or TOEFL tests. Refer: <http://www.newzealandeducated.com> or
- www.scottsenGLISH.com or you can google other options for your area



- Prior to sitting the PPL Flight Test, pass the English Language Proficiency Test provided by ASL. <https://caanz.aspeqexams.com/>

Fit and Proper Person checks:

CAA requires all pilots meet certain standards. The criteria for the fit and proper person test are:

- The applicant's conviction record for transport safety offences.
- The applicant's experience in the transport industry.
- Produce criminal record history from the Ministry of Justice in the countries you have lived in the previous five years.
- The applicant's knowledge of aviation regulatory requirements.
- The applicant's history of compliance with transport safety regulatory requirements.
- The applicant's history of physical or mental health or behavioural problems.

Additional requirements:

- You must be a permanent NZ resident or hold a valid student study visa.
- We will need to establish your identity at the application stage.
- International students must have appropriate and current medical and travel insurance while in NZ. Evidence will be required and held on file

Course fees:

- Cleared funds must be in NSHT's account prior to the beginning of the course, so that we can transfer your fees to the Public Trust account. The Public Trust provides security of the student's fees for the duration of the course. We do not extend credit.
- Please refer to our website for a full list of fees and charges. www.helittraining.co.nz

Private Pilot Training Programme

Training details:

- ➔ Obtain the required knowledge of and obtain an examination credit with passes in all 6 of the following theory subjects as per AC61-3:
 - Air Law – PPL
 - Meteorology – PPL
 - Aircraft Technical Knowledge – PPL
 - Flight Navigation – PPL
 - Human Factors – PPL
 - Flight Radio Telephony Operator (required rating)
- ➔ Complete the practical course and syllabus of flight training for a PPL (H).
 - 20 hours dual Instruction
 - 15 hours solo
 - 5 hours Mountain Terrain Awareness
 - 10 hours Navigation
 - 5 hours advanced dual flying
 - Navigation Competency Test
 - CAA PPL Flight Test
- ➔ Complete ground and flight preparation for the PPL (H) Issue Flight Test, and meet all syllabus and eligibility requirements.
- ➔ Pass a PPL (H) Issue Flight Test.



Commercial Pilots Licence – CPL (H)

Once you have completed your Private license, we then move onto the Commercial Pilot's Licence syllabus where upon successful completion you can now fly and earn money as a commercial pilot!

The course follows a well-established, tried and tested syllabus and sequence of instruction. Student progress at their own pace. It is envisaged that a minimum of about 3-6 full time but will take longer if only part time.

Entry Requirements

Minimum age:

All applicants must be at least 18 years of age to sit the flight test

Medical licence:

We recommend you sit the Class 1 medical as soon as possible once you start to train to ensure you continue to be medically fit as a commercial pilot. You will be required to pay a fee to the CAA first as well as the fees to the doctor. You may find an approved doctor in your home country, please visit the link below to find out.

The class 2 medical is an essential requirement to hold a PPL licence. For further information you may visit: www.caa.govt.nz/medical/medical_home.htm

Educational Requirements:

You do not need to have any specific qualifications to start but having a good all round education is useful and will help you through the CPL theory exams. We can provide help and assistance if you have any individual needs.

English:

- A good understanding of English is required. You must be able to read, speak and write in English. This course is only conducted in English.
- Where English is a second language a minimum level is IELTS 5.5 or equivalent. IELTS & TOEFL are the core skills programmes that offer training in the areas of reading, writing, listening and speaking. They prepare students to take IELTS or TOEFL tests. Refer: <http://www.newzealandeducated.com> or www.scottsenGLISH.com or you can google other options for your area
- Pass the English Language Proficiency Test provided by ASL. <https://caanz.aspeqexams.com/>

Fit and Proper Person checks:

CAA requires all pilots meet certain standards. The criteria for the fit and proper person test are:

- The applicant's conviction record for transport safety offences.
- The applicant's experience in the transport industry.
- Produce criminal record history from the Ministry of Justice in the countries you have lived in the previous five years.



- The applicant's knowledge of aviation regulatory requirements.
- The applicant's history of compliance with transport safety regulatory requirements.
- The applicant's history of physical or mental health or behavioural problems.

Additional requirements:

- You must hold a valid student study visa.
- We will need to establish your identity at the application stage.
- International students must have appropriate and current medical and travel insurance while in NZ. Evidence will be required and held on file

Course fees:

- Cleared funds must be in NSHT's account prior to the beginning of the course, so that we can transfer your fees to a Public Trust account. The Public Trust provides security of the student's fees for the duration of the course. We do not extend credit.
- Please refer to our website for a full list of fees and charges. www.helittraining.co.nz

Commercial Pilot Training Programme

Training details:

- Obtain the required knowledge of and obtain an examination credit with passes in all 6 of the following theory subjects as per AC61-5:
 - Air Law – CPL
 - Meteorology – CPL
 - General Aircraft Technical Knowledge – CPL
 - Principles of Flight and Aircraft Performance – CPL
 - Flight Navigation – CPL
 - Human Factors – CPL
- Complete the practical course and syllabus of flight training for a CPL (H).
 - 35 hours dual Instruction
 - 35 hours Pilot in Command
 - 10 hours Mountain Terrain Awareness
 - 20 hours Navigation
 - 10 hours Sling Load
 - 10 hours Night Flight
 - 5 hours Instrument Flight (actual)
 - 5 hours Instrument Flight (simulator)
 - Trolley Take off and Landing
 - Frost Protection
 - CPL Navigation test
 - CAA PPL Flight Test
- Complete ground and flight preparation for the CPL (H) Issue Flight Test, and meet all syllabus and eligibility requirements.
- Pass a CPL (H) Issue Flight Test



Flight Instructor Licence – “C” Cat (H)

Introduction

Once you have completed your CPL, one of the most sought after routes to building hours and working in the industry is to study towards the C Cat Flight Instructor rating. You will need to be trained by either an A or B Cat instructor but they will support you through the required material to prepare you for one of the most rewarding job, by training new students.

Course Duration

The duration of the Flight Instructor Course is 6-8 weeks and is best completed in one continuous period. This time frame does not include the hour building phase, which is approximately 4-5 months.

The course comprises of flying hours for hour building (done on individual basis) and 25 hours dual training plus adequate ground instruction to meet the requirements of AC 61. The course is conducted with the aim of producing a C Category instructor who meets the requirements set out in AC 61 and CAR 61, and follows the oral and written examination syllabus and flight test syllabus of AC61.

Flight Instructor Training Programme

Pre-Course Requirements

You will need to have the minimum requirements below plus candidates should read as much relevant material as possible, prior to commencing the course, especially in the areas of current legislative requirements, helicopter principles of flight and technical topics. Candidates should possess, and be familiar with all reference material listed:

- Civil Aviation Act
- Civil aviation Rules
- Principles of Flight- W. Wagtendonk.
- General aircraft technical knowledge – pilot books.

Training details:

- Complete the practical course and syllabus of flight training for a CPL (H).
 - 150 hours PIC hours
 - 10 hours Mountain Terrain Awareness
 - 40 hours Navigation
 - 10 hours Sling Load
 - 10 hours Night Flight
 - 7 hours Instrument Flight (actual)
 - Hold a current NZ CPL
 - 25 hours dual Instructional Flying Course (A or B Cat instructor)
 - Complete the 4 day Instructional Techniques Course
- Complete ground and flight preparation for the Flight Test, and meet all syllabus and eligibility requirements.
- Pass a C Cat Flight Instructor (H) Issue Flight Test

Course Briefings and Flight Exercises



Written briefing sheets are provided for the majority of the exercises. Candidates are required to construct their own briefings, using written as the basis, and give exercise briefings suitable material. Facilities are producing this material are available and are included in the cost of the course.

Models and other training aids are available, but candidates should make their own. Candidates are to be taught that demonstration by the use of models and full-scale aircraft components is an essential ingredient to the process of imparting knowledge.

Exercise briefings for each particular exercise must include:

- Aim of the exercise.
- Principles of flight.
- Engine handling.
- Airmanship.
- Air exercise.
- Post-flight briefing.

Candidates will be given appropriate demonstrations, coached where necessary to achieve the required standard. Good briefings require practice and study; they cannot be effectively carried out without practice without adequate preparation.

Once the candidate has satisfactorily demonstrated the exercise briefing procedure, the air exercise will be flown. The instructor will demonstrate the requirement for the air exercise, and the candidate will be required to produce acceptable results.

Should the candidate be deficient in reaching the required standard in any area than the candidate is to be further briefed and the exercise flown again until the standard reached. This is to be recorded on the Assessment of progress form and retained in the candidates file.

Standard Required

To successfully complete the instructor rating course, and to satisfy the requirements of the Flight Examiner during and examination and flight test, the candidate is required to give accurate, correct, appropriate, objective instruction. Candidates are to be assessed on whether any pilot under their instruction would have learned what was intended, and whether the aim of the exercise was achieved.

Flying exercises involve at least elements, including: demonstration, delivery patter, and most importantly, teaching. Candidates are to be referred to the instructional techniques hand-out sheet for fuller detail of the requirements.

The candidates own flying must be of high standard – accurate and smooth. Airmanship must be impeccable. Students, to a large extent, imitate their instructor, and bad habits once learned, are hard to erase. The candidates all round performance must be faultless.

Whilst it is expected that candidates will have a good grasp of helicopter principles of flight prior to attending the course, and able to explain basic concepts, further aspects of principle of flight and aerodynamics are to be covered. It is expected that a candidate will have recently read the textbooks to be fully familiar with the subjects.

A flight instructor's course is very demanding, challenging and hard work, but is very rewarding for the candidate. The aviation industry requires instructors of high calibre who



have a professional approach to their task. The objective is to assist candidates in every way to achieve their aim of becoming flight instructors

NZ Diploma in Aviation Level 5, General Aviation CPL (H)

At North Shore Helicopter Training (NSHT), we provide a NZ Diploma in Aviation, Level 5, General Aviation (Helicopter) course. This course is broken up into various courses and modules but encompassed into one qualification. The broad outline of the three stages are:

Stage 1: Private Pilot Licence (PPL)

Stage 2: Commercial Pilot Licence (CPL)

Stage 3: Night, Maintenance Controller and Instrument rating exam.

NSHT provides helicopter pilot training to meet the requirements of the Private Pilot's Licence and Commercial Pilot's Licence syllabus contained in CAR 61 and AC 61 and will ensure that each student is given the opportunity to reach the standard to pass the applicable Flight Test's.

The course follows a well-established, tried and tested syllabus and sequence of instruction. It is envisaged that a minimum of about 6 months is needed to complete the Private Pilot's Licence, and a further 9 to 12 months to complete the Commercial Pilot's Licence.

Prior to enrolling at NSHT there are certain requirements, prerequisites and pre-screening that has to be completed. This process is laid out in the following:

Entry Requirements

Application Process

- Talk to training schools and ensure this is the right path.
- Sit the ADAPT Pilot Pre-screening Test at <http://www.nzskillsconnect.co.nz/>
- Start the medical, fit and proper person and PPL exam process if needed.
- Come in for a trial flight (if in NZ and at your cost) with an instructor, a one on one meeting with the CFI. Also needed on this day is PPL exam Results, medical, fit and proper person and C.V.
- Book in with NSHT for the pilot screening interview in person or skype (if appropriate).
- The pilot screening interview consists of meeting staff, seeing the facilities and also the NSHT screening test, which involves aviation related theory and practical aspects.
- Once confirmation is completed you will be formally inducted onto the course.

Minimum age:

All applicants for the Certificate in Aviation must be at least 18 years of age to be considered for enrolment and 18 years of age to hold a CPL.

Medical licence:



In order to apply for the Diploma in Aviation you must hold a Class 1 NZ Aviation Medical.

- The medical requirements for a professional pilot are set by the New Zealand Civil Aviation Authority.
- The class 1 medical is an essential requirement to hold a CPL licence. For further information you may visit:
www.caa.govt.nz/medical/medical_home.htm

Educational Requirements:

- Applicants must have achieved 12 credits or better at Level 2 NCEA (or equivalent) and have good passes in English, Maths and Science.
- Or prior to enrolment all PPL exams must have been completed.
- A pilot aptitude conducted by NSHT must have been completed.

English:

- A good understanding of English is required. You must be able to read, speak and write in English. This course is only conducted in English.
- Where English is a second language a minimum level is IELTS 5.5 or equivalent. IELTS & TOEFL are the core skills programmes that offer training in the areas of reading, writing, listening and speaking. They prepare students to take IELTS or TOEFL tests. Refer: <http://www.newzealandeducated.com/cn/course/400/3019>
- Prior to sitting the PPL Flight Test, pass the English Language Proficiency Test provided by ASL. <https://caanz.aspeqexams.com/>

Fit and Proper Person checks:

CAA requires all pilots meet certain standards. The criteria for the fit and proper person test are:

- The applicant's conviction record for transport safety offences.
- The applicant's experience in the transport industry.
- The applicant's knowledge of aviation regulatory requirements.
- The applicant's history of compliance with transport safety regulatory requirements.
- The applicant's history of physical or mental health or behavioural problems.

NSHT requires all applicants to provide information for this test and also a C.V and one personal reference. Repeated driving or criminal convictions may impact your ability to gain your license.

Additional requirements:

- Must hold a student study visa.
- Paid the applicable course fee, or have funds in place to meet course costs.
- Produce criminal record history from the Ministry of Justice.
- International students must have appropriate and current medical and travel insurance while in NZ. Evidence will be required and held on file



Pilot Training Programme

NSHT's pilot training programme (New Zealand Diplomas in Aviation Level 5) was developed by Service IQ in conjunction with the aviation industry and education authorities.

Our pilot training course is separated into three 'stages':

Stage 1: NZ CAA Private Pilot Licence

Stage 2: NZ Diploma in Aviation – NZ CAA Commercial Pilot Licence

Stage 3: Advanced Training – Night, Maintenance, IF

Duration: 68 weeks (inc 8 weeks holiday)

Total Credits: 240

Start Date: To be Advised

Stage 1 - NZ CAA Private Pilot Licence (Helicopter)

Training details:

- ➔ Obtain the required knowledge of and obtain an examination credit with passes in all 6 of the following theory subjects as per AC61-3:
 - Air Law – PPL
 - Meteorology – PPL
 - Aircraft Technical Knowledge – PPL
 - Flight Navigation – PPL
 - Human Factors – PPL
 - Flight Radio Telephony Operator (required rating)
- ➔ Complete the practical course and syllabus of flight training for a PPL (H).
 - 20 hours dual Instruction
 - 15 hours solo
 - 5 hours Mountain Terrain Awareness
 - 10 hours Navigation
 - 5 hours advanced dual flying
 - Navigation test
 - CAA PPL Flight Test
- ➔ Complete ground and flight preparation for the PPL (H) Issue Flight Test, and meet all syllabus and eligibility requirements.
- ➔ Pass a PPL (H) Issue Flight Test.



Duration: 24 weeks approx

Stage 2 - NZ Diploma in Aviation – NZ CAA Commercial Pilot Licence (Helicopter)

Training details:

- ➔ Obtain the required knowledge of and obtain an examination credit with passes in all 6 of the following theory subjects as per AC61-5:
 - Air Law – CPL
 - Meteorology – CPL
 - General Aircraft Technical Knowledge – CPL
 - Principles of Flight and Aircraft Performance – CPL
 - Flight Navigation – CPL
 - Human Factors – CPL
- ➔ Complete the practical course and syllabus of flight training for a CPL (H).
 - 35 hours dual Instruction
 - 35 hours Pilot in Command
 - 10 hours Mountain Terrain Awareness
 - 20 hours Navigation
 - 10 hours Sling Load
 - 10 hours Night Flight
 - 5 hours Instrument Flight (actual)
 - 5 hours Instrument Flight (simulator)
 - Trolley Take off and Landing
 - Frost Protection
 - CPL Navigation test
 - CAA PPL Flight Test
- ➔ Complete ground and flight preparation for the CPL (H) Issue Flight Test, and meet all syllabus and eligibility requirements.
- ➔ Pass a CPL (H) Issue Flight Test.

Duration: 40 weeks approx

Stage 3 - NZ Diploma in Aviation – Advanced Training (Helicopter)

Training details:

- ➔ Obtain the required knowledge of and obtain an examination credit with passes in the following theory subjects as per AC61
 - Basic Gas Turbine Exam
 - IFR Exams x 1
- ➔ Maintenance Controllers Course
- ➔ Dangerous Goods Course
- ➔ First Aid Course (additional cost)
- ➔ HUET Course (additional cost)



Duration: 4 weeks approx

Unit Code	Unit Description	Level 4	Level 5
Core and Compulsory			
26203	Demonstrate knowledge of air law for commercial aircraft operations		8
26204	Demonstrate knowledge of air navigation and flight planning for commercial aircraft operations		15
26205	Demonstrate knowledge of human factors for commercial aircraft operations		8
26206	Demonstrate knowledge of meteorology for commercial aircraft operations		
TOTAL CREDITS			46
Strand Electives			
26186	Demonstrate knowledge of helicopter principals of flight and performance for commercial aircraft operations		15
26187	Demonstrate general helicopter technical knowledge for commercial aircraft operations		15
26181	Demonstrate basic knowledge of turbine engines in accordance with Subject No 64		8
26191	Demonstrate cross-country navigation skills (day) for a commercial pilot licence (helicopter)		10
26190	Demonstrate knowledge of, and competencies for mountain flying for a commercial pilot licence (helicopter)		8
26200	Demonstrate flying skills for the carriage of sling loads for a commercial pilot licence (helicopter)		6
26188	Demonstrate type rating competency for single engine helicopters		5
27185	Demonstrate night flying to meet the commercial pilot test (helicopter) standard		5
26184	Demonstrate knowledge of, and skills for winter flying		5
21837	Demonstrate knowledge of the acceptance and carriage of dangerous goods by air		4
27184	Fly a helicopter as a pilot-in-command to show preparedness for a commercial pilot licence flight test		25
26185	Demonstrate flying skills for a commercial pilot licence (helicopter)		10
TOTAL CREDITS			116



Unit Code	Unit Description	Level 4	Level 5
	NSHT Mandatory Electives – Maintenance Controller		
20906	Demonstrate knowledge of CAA Rules relating to the maintenance control and certification of aircraft	4	
20907	Produce a maintenance control system for an aircraft fleet		25
20908	Demonstrate knowledge of the role of personnel in aircraft maintenance	4	
20909	Demonstrate knowledge of aircraft maintenance programmes.	6	
20910	Explain the minimum equipment requirements for aircraft operation	2	
21144	Describe the requirements for hiring and cross leasing aircraft in relation to CAA Rules.	2	
	TOTAL CREDITS	18	25
	NSHT Electives		
27679	Fly a helicopter for frost protection operations		6
27681	Demonstrate helicopter trolley take-off and landing		3
26811	Demonstrate knowledge of instruments and navigation aids for an instrument rating		15
26197	Describe and use a Global Positioning System (GPS) for a specified VRF aviation activity		3
27680	Demonstrate advanced (long-line) sling load helicopter operations using vertical reference procedures		8
	TOTAL CREDITS		35
	Total Level 4 and Level 5	18	222
	Total Unit Standard Credits For Diploma in Aviation		240
	Non-Compulsory Electives		
16330	Demonstrate knowledge and skills for type rating for gas turbine aircraft	6	
21836	Demonstrate knowledge of introductory Human Factors, tools and principals for the aviation industry	8	
23551	Demonstrate knowledge of aeronautical decision making in an aviation enterprise	5	
23552	Demonstrate knowledge of risk management in an aviation enterprise	5	
26177	Demonstrate knowledge of air operations for commercial operations in small aircraft and helicopters		8
26806	Demonstrate knowledge of air law for instrument flight		8



26808	Demonstrate knowledge of navigation and flight planning for an instrument rating		8
27678	Operate a helicopter with a fire bucket		4
28310	Carry out aircraft underwater escape and survival	3	
	TOTAL CREDITS	27	28
	Total Including Non compulsory Electives		295

NZ Diploma in Aviation Level 5 – Course Fees

Diploma in Aviation Level 5 - Year 1***

- 80 hours flight time (approx)
- PPL, CPL theory course and exams
- PPL flight test

Diploma in Aviation Level 5 - Year 2***

- 72 hours flight time (approx)
- CPL Flight Test
- BGT and IF exams
- Advanced Courses

All fees will be paid into NSHT Public Trust account. This provides security of the student's fees for the duration of the course. Course fees will be paid weekly or fortnightly from Public Trust to NSHT based on progress and flying hours used. Please see www.helitaining.co.nz for course fees.

Fees will need to be credited into the Public Trust account before the start of the course.

Visit www.publictrust.co.nz/fee-protect/onformation-for-students

Your deposited fees will cover:

- 152 hours in Robinson R22
- PPL, CPL, BGT, IFR exams (1 attempt at each only)
- Airways and Landing fees (except re-sits)
- PPL, CPL, IF Theory Courses
- CAA Maintenance Controllers Course
- Dangerous Goods Course
- PPL and CPL Flight Tests (1 attempt)
- NZ Government export levy charged on international student fees

What is also additional you should expect to pay:

- Maps, Text books, Nav Computer, ruler and protractor, Vols 1-4
- Class 1 Medical Certificate and annual renewals
- Re -sits of any theory exams or flight tests
- Additional flight time to pass exams
- Medical and Travel Insurance
- Flight Examiner travelling expenses
- Student Accommodation, travel and airfares



- Membership of North Shore Aero Club (pre-requisite)
- English Language Tuition if required
- Travel to and from training facility daily
- Monthly Fuel Surcharge if required based on fuel prices
- Stationary, pens, calculators
- Computers, tablets, apps
- Pilots uniform and safety equipment

NZ Diploma in Aviation Level 6, Flight Instructor (H)

At North Shore Helicopter Training (NSHT), we provide a NZ Diploma in Aviation, Level 6, Flight Instructor Helicopter course. This course is broken up into three sections but encompassed into one course. The three stages are:

Stage 1: Commercial Pilot License (CPL) (if required)

Stage 2: Hour building towards CAA minimums

Stage 3: Flight Instructors Course

NSHT provides helicopter pilot training to meet the requirements of the Commercial Pilot's Licence and Flight Instructor syllabus contained in CAR 61 and AC 61 and will ensure that each student is given the opportunity to reach the standard to pass the applicable Flight Test's.

The course follows a well-established, tried and tested syllabus and sequence of instruction.

Prior to enrolling at NSHT there are certain requirements, prerequisites and pre-screening that has to be completed. This process is laid out in the following:

Entry Requirements

Application Process

- Do your research and ensure this is the right path.
- Hold a PPL (H) and have the minimum hour requirements for CPL (H)
- Sit the ADAPT Pilot Pre-screening Test at <http://www.nzskillsconnect.co.nz/>
- Hold a current medical, fit and proper person and PPL exam process if needed.
- Come in for a trial flight (at your cost) with an instructor, a one on one meeting with the CFI.
- Book in with NSHT for the pilot interview (if appropriate).
- Produce and maintain a valid student study visa
- Once confirmation is completed you will be formally inducted onto the course.

Minimum age:

All applicants for the Certificate in Aviation must be at least 18 years of age to be considered for enrolment and 18 years of age to hold a CPL.

Medical licence:



In order to apply for the Diploma in Aviation you must hold a Class 1 NZ Aviation Medical.

- The medical requirements for a professional pilot are set by the New Zealand Civil Aviation Authority.
- The class 1 medical is an essential requirement to hold a CPL and C Cat Instructor licence. For further information you may visit:
www.caa.govt.nz/medical/medical_home.htm

Educational Requirements:

- Applicants must have achieved 12 credits or better at Level 2 NCEA (or equivalent) and have good passes in English, Maths and Science.
- Hold a current PPL (H)

English:

- A good understanding of English is required. You must be able to read, speak and write in English. This course is only conducted in English.
- Where English is a second language a minimum level is IELTS 6.0 or equivalent. IELTS & TOEFL are the core skills programmes that offer training in the areas of reading, writing, listening and speaking. They prepare students to take IELTS or TOEFL tests. Refer: <http://www.newzealandeducated.com/cn/course/400/3019>
- Pass the English Language Proficiency Test provided by ASL.
<https://caanz.aspeqexams.com/>

Fit and Proper Person checks:

CAA requires all pilots meet certain standards. The criteria for the fit and proper person test are:

- The applicant's conviction record for transport safety offences.
- The applicant's experience in the transport industry.
- The applicant's knowledge of aviation regulatory requirements.
- The applicant's history of compliance with transport safety regulatory requirements.
- The applicant's history of physical or mental health or behavioural problems.

NSHT requires all applicants are able to maintain their Fit and Proper person status and provide a C.V and one personal reference.

Additional requirements:

- Must be a permanent NZ resident or hold a student study visa.
- Paid the applicable course fee, or have funds in place to meet course costs.
- Produce criminal record history from the Ministry of Justice.
- International students must have appropriate and current medical and travel insurance while in NZ. Evidence will be required and held on file

Pilot Training Programme

NSHT's pilot training programme (New Zealand Diplomas in Aviation Level 6) was developed in conjunction with Service IQ with the aviation industry and education authorities. Our pilot training course is separated into three 'stages':



Stage 1: Commercial Pilot License (CPL) (if required)

Stage 2: Hour building towards CAA minimums

Stage 3: Flight Instructors Course

Duration: 70 weeks (inc 8 weeks holiday)

Total Credits: 245

Start Date: To be Advised

Stage 1 - NZ Diploma in Aviation – NZ CAA Commercial Pilot Licence (Helicopter)

Training details:

- Obtain the required knowledge of and obtain an examination credit with passes in all 6 of the following theory subjects as per AC61-5:
 - Air Law – CPL
 - Meteorology – CPL
 - General Aircraft Technical Knowledge – CPL
 - Principles of Flight and Aircraft Performance – CPL
 - Flight Navigation – CPL
 - Human Factors – CPL
- Have already completed the practical course and syllabus of flight training for a CPL (H).
 - 35 hours dual Instruction
 - 35 hours Pilot in Command
 - 10 hours Mountain Terrain Awareness
 - 20 hours Navigation
 - 10 hours Sling Load
 - 10 hours Night Flight
 - 10 hours Simulated Instrument (actual and sim)
 - Trolley Take off and Landing
 - Frost Protection
 - CPL Navigation test
- Complete ground and flight preparation for the CPL (H) Issue Flight Test, and meet all syllabus and eligibility requirements.
- Pass a CPL (H) Issue Flight Test.

Duration: 20 weeks approx

Stage 2 - NZ Diploma in Aviation – Hour Building

Training details:

- Meet the minimum requirements to start the Flight Instructor
 - Hold a valid CPL (H)
 - Have 150 hours PIC
 - To hold minimums of Mountain, Sling, Navigation, Night, Instrument
 - Have completed a 300 NM navigation exercise

Duration: 35 weeks approx

Stage 3 - NZ Diploma in Aviation – Flight Instructor Course



Training details:

- Complete Flight Instructor Course
 - Completed the 4 day Instructional Techniques Course
 - Completed a full set of instructor briefings
 - Principles of Flight Course
 - 25 hour dual flight instruction
 - CAA Flight Test

Duration: 17 weeks approx

Unit Code	Unit Description	Level 4	Level 5	Level 6
Core and Compulsory				
26184	Demonstrate knowledge of, and skills for winter flying		5	
26185	Demonstrate flying skills for a commercial pilot licence (helicopter)		10	
26186	Demonstrate knowledge of helicopter principles of flight and performance for commercial aircraft operations		15	
26187	Demonstrate general helicopter technical knowledge for commercial aircraft operations		15	
26190	Demonstrate knowledge of, and competencies for, mountain flying for commercial pilot licence (helicopter)		8	
26191	Demonstrate cross-country navigation skills (day) for a commercial pilot's licence (helicopter)		10	
26203	Demonstrate knowledge of air law for commercial aircraft operations		8	
26204	Demonstrate knowledge of air navigation and flight planning for commercial aircraft operations		15	
26205	Demonstrate knowledge of human factors for commercial aircraft operations		8	
26206	Demonstrate knowledge of meteorology for commercial aircraft operations		15	
27184	Fly a helicopter as pilot in command to show preparedness for a commercial pilot license flight test		25	
26181	Demonstrate basic knowledge of turbine engines in accordance with Subject No 64		8	
26213	Demonstrate competence for night Flight Instruction			8
26217	Demonstrate competence for Category C flight instructor rating			30
26218	Demonstrate knowledge of flight instructor techniques		8	
26188	Demonstrate type rating competency for single engine helicopters		5	
27185	Demonstrate night flying to meet the commercial pilot test (helicopter) standard		5	
21837	Demonstrate knowledge of the acceptance and carriage of dangerous goods by air	4		
27391	Fly a helicopter as Pilot in Command to show preparedness for a Category C flight instructor rating			45
LEVEL TOTALS				



	Total Credits for Diploma in Aviation Level 6			247*
	Non-Compulsory Electives			

NZ Diploma in Aviation Level 6 – Course Fees

Course fees will be payable in advance and held in our public trust account for your security and drawn down twice monthly. No advanced credit will be allowed at any time.

Diploma in Aviation Level 6 - Year 1

- 70 hours flight time (approx)
- CPL theory course and exams (if required)

Diploma in Aviation Level 6 - Year 2

- 72 hours flight time (approx)
- Instructional Techniques Course
- Instructors Ground Course
- C Cat light Test

All fees will be paid into NSHT Public Trust account. This provides security of the student's fees for the duration of the course. Course fees will be paid weekly or fortnightly to NSHT based on progress and flying hours used.

The course fees will need to be credited into the Public Trust account before the beginning of the course.

Visit www.publictrust.co.nz/fee-protect/information-for-students

* Self funded contribution will depend on how many PIC hours are required to meet the minimums and if the applicant already holds a CPL (H). Please see www.helittraining.co.nz for course fees.

Your deposited fees include:

- 152 hours in Robinson R22
- CPL exams (1 attempt at each only)
- Airways and Landing fees (except re-sits)
- Text Books
- Membership of North Shore Aero Club (2 years) (pre-requisite)
- Instructional Techniques Course (4 days)
- Flight Instructor Ground Course (30 hrs)
- C Cat Flight Tests (1 attempt)
- NZ Government Export Levy fees charged for international students



What is also additional you should expect to pay:

- Maps, Text books, Nav Computer, ruler and protractor, Vols 1-4
- Class 1 Medical Certificate and annual renewals
- Re -sits of any theory exams or flight tests
- Additional flight time to meet minimum requirements
- Medical and Travel Insurance
- Flight Examiner travelling expenses
- Student Accommodation, travel and airfares
- Membership of North Shore Aero Club (pre-requisite)
- English Language Tuition if required
- Travel to and from training facility daily
- Monthly Fuel Surcharge if required based on fuel prices
- Stationary, pens, calculators, maps, Vols 1-4
- Computers, tablets, apps
- Pilots uniform and safety equipment

Refund & Withdrawal Policy

NSHT withdrawal and refund policies cover

- (a) Student withdrawal before, during and after the relevant Refund Period;
- (b) The Provider voluntarily ceasing its Course or Courses;
- (c) Voluntary closure by a Provider;
- (d) NSHT ceasing to be a Signatory,
- (e) A Course Closure Event; and
- (f) International students whose visa applications are declined.

As soon as a student notifies NSHT or any staff member of NSHT that they wish to withdraw from any course, a withdrawal form must be completed and handed to the Chief Executive Officer. The date of receipt of the notice (or verifiable sending date where notice is in writing) to the CEO, will be deemed to be the withdrawal date. For a refund based on the information below will be transferred to another signatory as agreed with the student or the Public Trust (fee protection agency) will release the funds to the student.

The following policies and steps for the above are as follows:

- Any deposit or varying amount of monies deposited prior to course commencement and withdrawal 1 month prior to start date - full refund less \$1000.00
- 2 – 4 weeks prior to start date – full refund less \$2000.00
- 1 week prior to start date – full refund less \$3000.00
- Withdrawal anytime in the first 8 days from course commencement will result in a full refund – less flight time used, administrative costs, theory costs and any misc costs incurred in that period.
- Any requests for a withdrawal from students must be received in writing on the Refund & Withdrawal Application Form (RA107)
- In the event of NSHT course cancellation, the student will receive a full refund less flight time used, administrative costs, theory costs and any misc costs incurred in that period.



Student Fee Protection Policy

- NSAC abides by The Code, Student Fee Protection Rules 2013, the Consumer Guarantees Act 1993 and the Education Act 1989
- All student funds paid in advance will be held in a Public Trust (Milestone Trust) account
- All withdrawals from the Trust account will be in line to the training being undertaken by the student and invoiced on a weekly or fortnightly basis as appropriate in accordance with the Milestone Trust Payment Schedule
- Student accounts will be managed appropriately by the relevant trust account manager / NSHT admin
- Upon request students can be updated with their account information by either of the above
- The instructors and students must ensure all documentation regarding aircraft usage and administrative are recorded accurately to ensure correct billing of accounts
- In the event that North Shore Helicopter Training can no longer provide flight instruction courses, and in an order to protect student funds remaining in the Public Trust, the account will be frozen until the appropriate authorities have deemed what action to take.

Graduation

One month after the completion of the last person of the intake of students, the qualification will be awarded to the student at a Ceremony organised by NSHT and will be advised upon completion. The student will receive a NSHT certificate and allocation of unit standards.

Unit standards

Unit standards will be assessed upon completion of the required module. The student will be accredited the unit standards they accumulate at the completion of each stage. These results are done electronically to NZQA from NSHT and the student will receive confirmation of the allocation of unit standards. If the student fails the module of a unit standard they have 3 attempts to achieve that module to be awarded the unit standard or they will have to re-attempt the complete unit standard again.

NSHT student selection:

Once students have applied for acceptance into a NSHT course or Diploma in Aviation or Advanced certificate a selection process will begin. This may include class sessions, one on one meetings, skype or telephone interviews, sample examinations and if appropriate a flight to determine the best suited for the NSHT courses.

Recognition of Prior Learning:

Students, who have prior learning such as international qualifications, or overseas licence or examinations credits or have logged flight hours, may be eligible for cross credits towards a NZ pilot's licence and may be eligible for NZ unit standards to be awarded to the student (This is dependent on the qualification itself and if student is signing up for a Diploma). Please refer to the CAA website, www.caa.govt.nz

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

- Production of New Zealand Pilots Licence (PPL, CPL).



- Production of overseas pilots licence
- Production of NZ Pilot's log-book.
- Production of overseas Pilots log-book.
- Production of theory examinations slips from ASL.
(Authentication of any of the above is at manager's discretion)

Instructional Procedure and Assessment

The instructional procedure to be followed and the method of checking the progress of a student is as follows:

The student is to be given a ground briefing covering:

- The aim of the exercise
- Principles of flight
- Engine handling
- Airmanship
- The exercise about to be flown

The briefing is then to be followed by:

- A flight demonstration of the exercise given by the instructor and
- Then a detailed description of the exercise, broken down into its component parts, during which the student may "follow through" on the controls.
- The student will then undertake "hands on" practice of the exercise and the performance is to be evaluated and corrected by the instructor, as required.
- Further practice and consolidation by the student, with instructor input as needed, until the required standard is achieved: it may be helpful for the student to describe their actions during the exercise to the instructor.
- On completion of the air exercise the student is to be given a post-flight debriefing on the exercise, including an assessment of how the student performed and if applicable, what is required to achieve the required standard. This is to be recorded in the students PTR book.

The briefing/ assignment checklist is to be initialled and dated each time a briefing, questionnaire or assignment is handed to the student. When the student has completed and handed back their questionnaire or assignment the student is to be de-briefed, any knowledge deficiencies corrected, the results recorded and retained in the student file.

The PPL/CPL flying syllabus form is to be dated and signed once the instructor is satisfied that the student is familiar with the exercises as stated on the PPL/CPL flying syllabus

The progress review is to be completed by the instructor every 20 hours or as appropriate. The instructor is to assess and record the overall progress of the student and then allow the student to make his or her own comments. The review form is then handed to the CFI for comment. The instructor and student are to sign the form and once completed the form is to be retained in the student file.

Following completion of the lesson, the student is to be:

- Advised the task for the next lesson, which may be further practice and consolidation, or the next exercise in the syllabus.



- Given a briefing hand-out sheet for the next exercise and advised of recommended reading or study material.
- Advised to make a booking for the next lesson.

Recording of Assessment: Once the instructor is satisfied that the student has reached the required proficiency in each exercise, then the student Helicopter Pilot Training Record (front of logbook) is initialled by the instructor, as a record of the completed exercise.

Standard of Proficiency to be achieved.

The standard of proficiency required for each exercise is not to be less than the standard required to be displayed by the pilot in accordance requirements of AC 61-1

Procedure when Standard not Adequate

If, in the opinion of the instructor, the student has not displayed the required proficiency, then the following procedure will apply:

- The student is further briefed on the exercise to ensure that the aim of the exercise and the method is understood. When the instructor is satisfied the student has grasped the requirement, then the exercise is further demonstrated by the instructor, and the exercise repeated by the student.
- Additional briefing and demonstrations may be needed until the student reaches the required level.
- If, after the student has not been given adequate briefings and the practice and the student has not reached the standard, then the CFI is to be advised and the student counselled with a view to establishing the reasons for the failure to achieve.
- The CFI will consider the options available, which may include a revision programme or change of instructor, in a effort to encourage the student to reach the required standard.
- For theory subjects, additional tuition may be needed, either in a repeat class or 1:1 attention given.
- If it is apparent to the CFI that the student is not capable of reaching the standard, or is likely to do so within a reasonable time or budget then the CFI is to advise the student verbally and by using the progress review form.

Purpose Statement

To work as a General Aviation pilot, a graduate of this qualification will be able to:

- Demonstrate a comprehensive understanding and appropriate application of the CAA NZ commercial pilot licence theory subjects for aeroplanes.
- Safely fly a single or multi-engine aircraft engaged in tourism, sport, air taxi/ ambulance flights and other general aviation activities.
- Comply with current national aeronautical regulations and laws, use aeronautical charts and navigation instruments to exercise the privileges granted to a CAA NZ licensed commercial pilot.
- Maintain safe operating conditions for all geographical areas and flying conditions encountered in New Zealand.



- Communicate effectively with air traffic control services, co-pilot and passengers during normal aircraft operations and in response to unexpected events' occurring during flight.
- Apply knowledge of human behaviour and performance to ensure effective cockpit and team dynamics.
- Exhibit professional and ethical conduct to promote a professional pilot image.
- Identify the need for maintenance and arrange for maintenance to be carried out.
- Safely load and carry dangerous goods by air to maintain the safety and security of passengers and crew during flight.

Education Pathway

This qualification builds on the skills acquired by people previously awarded the National Certificate in Aviation (Private Pilot) with strands in Aeroplane and Helicopter [REF: 1290]. On completion of this qualification graduates may progress to the New Zealand Diploma in Aviation (Level 5 & 6), (Helicopter), (Flight Instruction), or a university bachelor degree in aviation management.

Employment Pathway

Graduates of this qualification are able to work as commercial pilots of an helicopter engaged in general aviation under the relevant Civil Aviation Authority (CAA) Rules or in the associated support industries of flight planning and scheduling.

Qualification Developer

Service IQ (Aviation, Tourism and Travel Training Organisation ATTTTO)

Qualification Award

The NZ Diploma in Aviation qualification may be awarded by accrediting organisations, and the industry training organisation arranging training leading to qualification in the industry for which it is recognised under section 5 of the industry Training Act 1992.

The formal document certifying the award of the NZ Diploma in Aviation qualification bears the NZQF logo, which indicates the qualification is quality assured New Zealand qualification. It may also include the name or logo of the awarding body.

Consistency requirements

Evidence of meeting CAA regulatory requirements, which may include but is not limited to Civil Aviation Rules Part 1, 61, 67, 71, 91, 92, 119, 135, 125, 121 and 137.

Meet the requirements of the Consent and Moderation requirements.

In accordance with CAA NZ Rules a student pilot must exhibit professional and ethical conduct to promote a professional pilot image throughout all aspects of this qualification.

Minimum standard of achievement and maintaining consistency

Achievement of all outcomes and meeting CAA requirements.



Standards for grade endorsements (where applicable)

Ratings on selected piston and/or multi-engine ratings.

PPL Examinations

Examination Credit

Once you start sitting your PPL exams, you must complete all 6 within a qualifying period of 2 years from the date of your first exam. Exams passed outside the 2 year qualifying period will become invalid.

When you have passed all 6 exams within the 2 year qualifying period, you will obtain a Written Examination Credit. The credit is valid for a period of 3 years; this means you must pass your PPL flight test within 3 years of achieving your Written Examination Credit.

Knowledge Deficiency Reports (KDR's)

An examination Knowledge Deficiency Report (KDR) is a report issued on completion of a written exam that details areas where questions were answered incorrectly.

Once you receive your KDR's after passing an exam, you will need to consult AC61-3 to obtain the syllabus topics that the codes refer. All KDR's must be signed off (certified) by a Category A or B flight instructor prior to your flight test.

The flight examiner conducting your flight test may [during your flight test] examine your knowledge of the Knowledge Deficiencies detailed on your exams reports.

PPL Examination Locations

PPL examinations are conducted by ASL at NSAC. Generally sittings are available on a weekly basis.

Note: Ensure you are familiar with ASL's Rules and Policies located on page 20 of this handbook, before you sit an examination.

CPL and other Examinations

Examination Credit

The qualifying period for CPL examinations is 3 years, and once the examination credit is obtained it is valid for 3 years.

The qualifying period for IR examinations is 3 years, and once the examination credit is obtained it is valid for 3 years.



The qualifying period for ATPL examinations is 3 years, and once the examination credit is obtained it is valid for 10 years, although the ATPL Air Law examination must not be more than 5 years old.

Once passed, the Basic Turbine Knowledge examination credit is valid for life.

Knowledge Deficiency Reports (KDR's)

All KDR's must be signed off (certified) prior to your flight test.

The flight examiner conducting your flight test may [during your flight test] examine your knowledge of the Knowledge Deficiencies detailed on your exams reports.

CPL, IR and ATPL Examination Locations

CPL, IR and ATPL examinations are conducted by ASL at 2 different locations in Auckland; Takapuna and East Tamaki. Go to the ASL website for more information or ask your instructor for assistance.

Note: Ensure you are familiar with ASL's Rules and Policies located on page 17 of this handbook, before you sit an examination.

Aviation Language Proficiency Examination

See page 55 *Aviation Language Proficiency FAQ's* or the ASL website for more information or later on in this handbook.

For further English language courses please refer to:

Auckland University English language preparation courses

<http://www.auckland.ac.nz/uoa/home/for/future-undergraduates/fu-study-options/fu-preparation-programmes/fu-english-language-preparation-courses> or

English language schools in Auckland

<http://www.languageinternational.com/english-courses-auckland-19584>

NSHT Rules, Regulations and Policies

Course Attendance

Proper course attendance including punctuality and time-management is extremely important. As a learning organisation we are aiming to create an environment where students receive the teaching and support they need for success, while students also take increasing responsibility for their learning and self directed study.

Self directed study time is included in your timetable, although you may wish to do extra study in your own time as well. You may use the facilities at NSHT to do so, or you may choose to study at home.

If you are absent for a prolonged period of time, due to illness or unavoidable problems, withdrawal from the programme may be advisable. This would allow continuing your programme at a later stage. Flight hours are to be consumed within the course dates as stipulated on your student acceptance letter. The course has a start date and a finish date, and hours not consumed within this period are deemed to be void.



If you are more than 15 minutes late for your flight, your flight will be deemed to be cancelled.

Cancellations

Each student is to attend teaching sessions and flights as detailed on their timetable. If you cannot attend either, please contact the flight office to allow another student the opportunity to book during that time. Failure to attend without prior arrangement is grounds for a 7 day stand-down period or removal from the course. If you do not attend a session detailed by the timetable or cancel within 24 hours of the session start time (without a plausible reason), you may be stood-down for 7 days and 100% of the session value (including the flight if applicable) may be deducted from your student account.

Student Conduct

You are expected to behave in a professional manner and the rules and standards are an indication of behaviour. You must not breach safety procedures, misuse alcohol, drugs or possess illegal substances. Nor commit any act which may endanger people or property, remove company or any individual's property without permission. Nor discriminate unfairly on grounds of race, colour, gender, religion or sexual orientation, or engage in any form of physical, verbal or written abuse. Those that are not consistent with this conduct may result in disciplinary action taken by the CFI.

Textbooks and Reference Materials

The textbooks that you need to complete your training course will be provided, additional are available for purchase at NSAC. See the flight office for more details and a price list.

Please ensure your textbooks are kept tidy and available for your reference when required.

Internet

There are many aviation related websites with useful information you may wish to reference during your training. These are listed below. Not included in detail are those websites you will use during your practical flight training which have operational significance – you will learn how to use these during your training.

North Shore Helicopter Training Ltd: www.helittraining.co.nz

Civil Aviation Authority: www.caa.govt.nz

Aviation Services Limited www.asltasman.com

Airways Internet Flight Information Service www.ifis.airways.co.nz

Service IQ www.attto.org.nz

Operations



You are required to turn up 30 minutes before your lesson commences. Should you be unable to make it for your flight please let your instructor know well in advance (if possible).

You are expected to wash and put away the machine if you are the last flight of the day, with the assistance of an instructor.

Flight Authorisation

All flights must be cleared with an instructor this includes maintenance flight, early morning and night flights.

Solo flights away from the field require authorisation forms to be completed and signed by an instructor.

Fuel Requirements

All helicopters must be landed with no less than 5 US gallons indicated on the fuel gauge. If the fuel gauge reads 5 US gallons then land as soon as practical and arrange fuel.

Flight Limitations

The following exercises are to be conducted dual only, unless specifically authorised by a senior flight instructor

- Practice autorotations
- Low flying
- Running take offs and landings
- Sling loads ops away from the airfield
- Engine failure in the hover or hover taxi
- Slope landings

In addition the following limitations apply

The helicopter is not to be operated below 500 ft agl or 1000 ft agl over populated areas (except when taking off and landing)

The helicopter is not to be operated if wind experienced or forecasts exceeds 25kts or gusts exceed 15 kts

The helicopter is not to be operated above 3000ft above sea level (QNH)

The helicopter is to be operated only from landing points authorised by an NSHT instructor, public or private airfields for which you have obtained written approval.

No other person is allowed to operate the controls of the helicopter.

Flight Following

Aircraft operating beyond the perimeter of the airfield must leave details of that flight. These details should include the following:



- Name of PIC
- Route details and, or destination
- Names of any pax on board
- ETD and ETA
- Fuel carried and endurance
- Other equip being carried
- Authorisation form to be completed and signed

Refer to the Flight Following Emergency Procedures Folder

NSHT Property

Mountain Packs/Life vests are to be kept in the main office. Please see a NSHT instructor.

Please keep the common areas tidy. If you wish to leave personal property overnight, you may keep it in the class room

In the event of “hangar rash”, please notify an instructor immediately

Health and Safety

All accidents and injuries are to be reported to a NSHT staff member. As NSHT is an “operational area” please wear suitable clothing and foot wear at all times. NSHT Emergency Procedures and Health and Safety Manual are available in the main office. Please take the time to be familiar with them.

Specific Operations

Mountain Flying

For any flights into mountainous terrain, details must be recorded as required for Flight Following.

No landings to be undertaken in mountainous terrain unless authorised by an instructor.

For times when a change to an intended route is undertaken, the PIC must contact and notify NSHT base to advise change in route details.

No flights are to commence into mountainous terrain within 2 hours of ECT, this is a risk management consideration. In case of an emergency, SAR will be very hard in the dark!

Night Operations

No night flying is to take place unless flight following is in place on the airfield, until all ops have ceased.

When operating outside the circuit, the PIC must contact base on the company frequency 133.60 or aerodrome frequency to advise intentions and time away from the circuit.



Sling Load Operations

When conducting a sling load flight, it is a requirement that someone other than the pilot attaches the sling load. It is also a requirement for that person to have a full and thorough crew brief.

At the end of each flight the chain must be returned to NSHT base or designated spot for storage.

Cross Country Flights

Cross country navigation flights must be authorised by a flight instructor. In the case of a student pilot who does not yet hold a PPL (H), the authorisation must come from a Senior Flight Instructor.

Prior to all cross country flights, the following areas should be discussed and considered with the authorising instructor.

- Weather interpretation
- Check of navigation planning and route
- Necessary equipment on board
- Flight following details
- Spidertrack

Flights over Auckland City

No flights are to be conducted over Auckland CFZ unless checked and authorised by an instructor.

Solo flights are only permitted once a PPL(H) is obtained.

Prior to commencement of a flight the PIC must ensure the following are taken into consideration:

- 15 US gallons of fuel minimum prior to start up
- Current Auckland map on board
- Life jackets as required for flights over water
- Check of NOTAMS and review of airspace procedures

Carriage of Passengers

Do not allow your passengers to manipulate the controls. You must abide by the rules imposed by NSHT and the CAA in operating any helicopter.

Do not operate any of the NSHT helicopters for hire or reward, pleasure, business or any other special rental.

Uniform:

No standard issue but tidy dress is expected at all times. You are in a professional environment and it will be expected that you dress and behave that way at all times.

Timetables



You will be given a timetable at the beginning of your training programme. NSHT operates 7 days a week, although your pilot training course generally runs Monday to Friday each week 0700-1800. Throughout your training you will be issued with new timetables when necessary. Please ask your Instructor for assistance if required.

Assessments

All practical pilot assessments will be conducted in accordance with CAR Part 61 and ASL Rules and Regulations.

During your pilot training programme, you will have opportunities to complete NSHT sample examination papers. The intention of the sample examinations are for your practice only and are in no way a substitute for the ASL examinations, and may not reflect actual examination content or question wording. The sample papers will be marked for feedback purposes only.

NSHT requires all students to allow NSHT access to their examination results. In the past, ASL has been able to [with the appropriate authorisation] release examination results to training organisations. ASL no longer has the capability or facility for this following a system upgrade. NSAC requires all students to complete the *Examination Results Release Authorisation* form, located in Appendix II, in compliance with the Privacy Act 1993. The authorisation will require you to provide NSHT your ASL account username and password. All information provided to NSHT, including examination results will remain confidential and will be used to ascertain student progress and examination passes, and to gather statistical information.

During your practical flight training course you will also complete ‘mock’ flight tests. Similarly, the purpose of these is to prepare you for conditions similar to those of your flight test and ascertain whether or not the minimum level of competence has been achieved. It and may not reflect the actual flight test and/or conditions of the test.

Failure of examinations and/or flight tests is grounds for suspension from the training programme subject to an investigation by the CFI, following which the CFI will recommend a course of remedial training if required.

Exam Re-sits

You are entitled to re-sit your examinations and flight tests in accordance with ASL’s Rules and Policies (page 20), but any associated fees will be at your cost.

Concerns about your training programme

If you have any concerns about your program of study, please discuss the matter with your instructor. If you are not satisfied with the actions taken by your instructor, refer the matter to the CFI. It is important that you voice your concerns so we can address them as soon as possible.

Serious complaints may be referred directly to the CFI.

Continuation of your pilot training program



Continuation in your program will be dependant on several factors. We will discuss these with you at the beginning of your programme. It is in your best interest to ask for guidance and that you take time to gain information and advice that you need. In some instances suspension may result, following which the case will be referred to the CFI to investigate and take actions as necessary.

Documentation and Information

All information regarding academic policies and procedures of NSHT, and or the CAA will be made available to you upon request to your instructor.

All information gathered for the purpose of recording, maintaining and storing of any and all student information in relation to their training will be classified as confidential and stored in a secure location. This is to protect the student, the NSAC and the integrity of the information. This information is available to the student upon request to a senior instructor. All student information will be kept for a period of 2 years, and assessment and examination results kept permanently

Discipline

All flight training will be conducted in accordance with the procedures specified in AC 61-3, 61-5 and 61-7 as applicable. Whilst training at NSAC, all students must comply with the Civil Aviation Act, all applicable CAR's and the NSAC Flight Orders.

Failure to comply with the above rules and regulations, including any other NSHT or NSAC policies and procedures may result in disciplinary action taken by the CFI.

Disciplinary Procedure

The company operation exists within a tight framework of Government legislation. This is aimed at providing a safe and secure environment within which training takes place. In addition, each student during their training will interact with a wide variety of people and institutions. Their behaviour will reflect the culture and values of the company and any supporting tertiary institution.

We expect all students and staff to not only adheres to the intent and specifics of CAA legislation but also to ensure that they behave in a manner that is appropriate and conducive to a safe and enjoyable training environment.

In the event that a student or staff member is considered not to be acting in such a manner (and this remains the sole judgement of the company), disciplinary measures may be considered. The following procedures outline the process:

- a) Student/staff will be spoken to by their instructor or senior staff. The student/staff will be given an opportunity to respond and will be given reasonable assistance to enable them to explain their actions or correct their behaviour.
- b) Where a matter remains unresolved or is more serious in nature, written communication, Disciplinary interview procedure form, which can be obtained from the CFI, outlining the issues and allowing the student/staff an opportunity to



respond in a formal meeting, will occur. They may have a support person attend this meeting with them.

- c) If the company deems it appropriate, the tertiary support institution (if applicable) may be involved in either of the above steps.
- d) For very serious breaches of safety the company may require involvement from appropriate government bodies such as CAA or NZ Police.

Note: any student found to be knowingly acting in a reckless or in-appropriate manner, endangering themselves or others, risking or damaging to aircraft or equipment, bringing the company into disrepute, harassing or intimidating others, behaving in conduct likely to cause CAA fit and proper person issue or removal of their aviation document, conduct likely to result in the suspension of their class 1 aviation medical or where the CEO/ CFI considers the student to be a significant safety risk will be subject to disciplinary action which may lead to them being removed from the course.

Complaint Procedure and Problem Resolution

The company recognises the positive value or complaints can have on an operation and welcome comments or concerns that students, customers or staff may have.

The company will endeavour to facilitate a smooth and professional training environment and is committed to flight safety. The CAA provide strict guidelines which must be adhered to, accordingly, our commitment to resolving any issues our students, customers or staff may have is limited to our requirement to remain within the confines of legislation.

Notwithstanding limitation hereunder the company will act quickly to mitigate any potential concerns and deal with any issues that do arise in a quick and effective manner.

If a student is not satisfied with any aspect of their training, they have recourse through the following procedure:

Raise the issue with their instructor. The instructor will listen to record their concerns on the complaints report form (which can be obtained from the forms register) and decide and act on an appropriate action.

If the instructor cannot resolve the issue, the student may raise the matter with Administration/ Quality manager or the CFI. This contact may be in person, but where serious in nature, it should be supported in writing using the Grievance Form.

The company will treat any complaints or concerns expeditiously, in a confidential manner and act with integrity in all situations. It is expected that students, customers and staff will do the same. Should complaints, after due consideration, be considered to be frivolous, vexatious or otherwise inappropriate in nature, the company will employ an arbitrator to resolve the matter.

Where a student has a conflict with a member of staff, the first step will be for the CFI to mediate and attempt to reconcile the matter. Should that not resolve the matter, the student will be allocated with another instructor.

The Complaint-Feedback Procedure details the complaint process. Students have the right to have an Advocate and a support person.



If your concerns are still not resolved by our internal complaint process, you can then make a complaint to the **International Education Appeal Authority (IEAA)**

C/- Tribunals Unit,
Level 1,
86 Custom House Quay,
Private Bag 32001,
Panama St,
Wellington.

Ph: +64 4 462 6660 or

Fax: +64 4 462 6686

Email: ieaa@justice.govt.nz

<http://www.justice.govt.nz/tribunals/international-education-appeal-authority>

Appeals

If a student wishes to appeal after failure of a unit standard then they can appeal the decision to the CFI, they must complete the Appeal Form which is located in the flight office. They can then further appeal to the CEO. The final decision will be made by the CEO and based on the legal requirements of CAA and safety. If a student fails a flight test or theory exam, they can appeal directly to ASL.

If the student still feels that failure of any unit standard is not fair or reasonable, they can appeal directly to NZQA.

The student can bring a support person (e.g. friend or family) or an advocate can be arranged who has institutional knowledgeable and capable of listening without prejudice, during any stage of the process. If the student does not feel a satisfactory resolution has been made, the student has the right to raise his or her complaint or problem directly with NZQA. NZQA is a government organisation and they can provide an independent assessment of your complaint.

1. Download the Complaint Form (from NZQA website). [Complaint Enquiry Form](#)
2. Send the completed Complaint Form, along with any supporting evidence, to:
 - a. The Complaints Officer, Quality Assurance Division, P.O.Box 160, Wellington 6140 or email a scan to qadrisk@nzqa.govt.nz
 - b. If you need more information on the complaints process, contact NZQA on 0800 697 296

If the complaint or dispute is of a financial/contractual nature NZQA will refer it to the International Student Contract Dispute Resolution Scheme (DRS) operator, iStudent.

Disputes Resolution Service (DRS)

- Provides an independent scheme for resolving disputes between international students and education providers that fall within the scheme's jurisdiction; and
- Operates the scheme in accordance with the scheme's purpose and these rules
- Resolves, or assists in resolving, disputes under the scheme by agreement between the parties or, if applicable, by adjudication.
- Complaints: <http://www.fairwayresolution.com/istudent-complaints>



ASL Rules and Policies

Session Management

PPL Exam Sittings:

PPL Exam papers are posted from ASL Head Office, Once the papers have been posted no transfers, cancellations or further bookings may be made.

If an urgent sitting is required that does not fit into this policy please contact ASL ASAP and we will do what we can to accommodate your request. These requests are dealt with on a case-by-case basis and are subject to supervisor and venue availability. They are also subject to enough time being available for booking of the exams, printing and posting of the exam papers and travel time for the courier to get the papers to the exam centre.

Professional Exam Sittings

Basic Guidelines:

- **Less than 1 week** out from the exam we will not open extra sessions except for special circumstances/exceptions.
- **1 week or more** out from the exam date if there are 12 candidates booked in one session another session will be opened for that day (this is subject to special circumstances/exceptions).
- If a **Permanent Centre (Auckland, Hamilton, Palmerston North, Lower Hutt, Motueka and Christchurch)** has less than **6** candidates **1 week** out from exam date the session will be cancelled (except for special circumstances/exceptions).
- If a **Mobile Centre (Whangarei, North Shore, Tauranga, Rotorua, New Plymouth, Rotorua, Havelock North, Blenheim, Queenstown, Dunedin and Invercargill)** has less than **6** candidates **2 weeks** out from the exam date the session will be cancelled (except for special circumstances/exceptions)

Exceptions:

- If a candidate wants to sit 2 exams in one day and only one session is open please contact ASL, this is dealt with on a case-by-case basis.
- Flight School/Groups of candidates requiring an extra session – We will do our best to accommodate these requests. This is subject to supervisor/venue/laptop availability. In some cases a special sitting fee may be required but in a lot of cases we can avoid this fee. This is decided on a case-by-case basis. Please contact ASL to request this. The more time you can give us the more likely it is that we will be able to accommodate your request.

Marking

Computer Delivered Exams:

In most cases results for exams sat on computer are available fairly soon after the exam sitting has finished but these can take up to 24hours. If the exam was an AME long answer exam this can take up to 10 working days. Results from computer exams will not get posted out unless a replacement slip fee is paid.

Materials Permitted in Exam



Material that candidates are permitted to take into an examination room is specified on the front page of their confirmation slip. Any material not listed on this will not be permitted in the exam room. Any writing equipment, scrap paper and workbooks that are needed for the exam will be provided by the supervisor at the exam centre.

Cheating or Other Unauthorised Conduct

Civil Aviation Rule 61.19 prohibits cheating in any written CAA exam and authorises severe penalties for those caught. Cheating includes:

- Copying from another person
- Referring to any unauthorised source of information
- Communicating in any way with another person, except the supervisor
- Taking an examination on behalf of anyone else
- Removing written or printed material from the examination room, unless authorised to do so.

Supervisors are on the alert during examinations to ensure that cheating does not take place. If cheating is detected, conducting officers have been instructed to report the matter to ASL. This will normally result in the person's exam not being marked. Also, as required by the CAA Delegation to ASL, all cases of cheating will be reported to the Authority for their action.

Exam Day Process

Candidates must arrive at the exam centre 15mins prior to the exam start time. When you arrive the supervisor will show you to your seat.

They will then check your ID and any material that you are permitted to bring to the exam and ask you to read the Notice to Candidates and then sign against your name on the session roll.

The supervisor will then read out some Mandatory Instructions and instruct when you can start your exam.

Unable to Attend Exam

If you are unable to attend your exam you will need to let ASL know ASAP.

Up until five days before an exam sitting (5 working days for paper based exams) you will be able to transfer your exam or cancel it. Within this timeframe unless due to medical (a medical certificate must be provided) or bereavement reasons you will forfeit your exam fee.

Lateness to Exam

If due to unforeseen circumstances you are running late to your exam, please contact ASL ASAP. The sooner we hear from you about this the more chance there is that we can assist you.



Please note that failure to arrive on time to your exam (15mins prior to start time as stated on your confirmation slip) will in most cases result in non-admittance to the exam and forfeiture of your exam fee.

ID required for an Exam

For all Aviation and Certificate of Knowledge of Law and Practice exams candidates must present one of the following identifications to the exam supervisor on arrival at the exam centre.

The identification must be an original (no photocopies will be accepted), include a photograph, be current and valid, and show a good likeness to yourself:

New Zealand Driver's Licence

Passport from any country

New Zealand Firearm's Licence

Identification card issued by the New Zealand Defence Force, CAA NZ, NZ Police or NZ Fire Service

ASL Alternative Identification Form (Use this if you do not have any of the above forms of ID).

Exam Demonstration

Dictionaries

In order to comply with the language proficiency requirements of ICAO Annex 1, flight crew and AME candidates are NOT permitted to use a dictionary while in the examination room

Electronic handheld calculators

Electronic calculators may be used in all AME examinations. Electronic calculators may not be used in any flight crew examinations unless advised otherwise on the respective acceptance slip.

Calculator minimum specifications are as follows:

- Flight Crew: Handheld electronic calculator (incl. trig functions)
- AME: Standard scientific functions (incl. square root & trig functions)

Candidates must ensure that where electronic calculators are permitted for use in an examination they meet the following specifications:

- Noiseless
- Completely self contained – no access to external power supplies is permitted
- Non print-out
- Non-programmable
- All memories must be volatile (information stored in the calculator must be erased when the machine is switched off)

Supervisors will check that all calculators meet the above specifications prior to the commencement of the examination. Calculators which do not comply with the above specifications must be surrendered to the supervisor and retrieved by the candidate at the conclusion of the examination. Calculator instruction booklets or related user information leaflets must not be taken into the examination room. If they are found in the possession of



a candidate prior to the commencement of the examination they will be confiscated and returned to the candidate at the completion of the examination. Candidate referring to the booklet is considered cheating and may lead to candidate disqualification.

Non Electronic Navigation Computers

Any low speed navigation computer is sufficient for those flight crew examinations requiring navigation calculations. Navigation computers with additional information hand-marked on them are not permitted in ASL examinations. Supervisors will check all computers prior to the commencement of the examination and if additional markings are found, they will be confiscated and returned to the candidate at the completion of the examination.

Recounts and Reviews

Recount

A recount can be applied for, for any paper-based examinations. This involves an independent remarking of the questions and recounting of the marks obtained.

Any candidate may request to have a recount on their assessment. The request and fee must be received by ASL within 3 months of the sitting date of the assessment.

Review

A review of an assessment or a test involves an independent evaluation of questions or aspects of the assessment highlighted by the candidate as unsatisfactory.

The turnaround for a review is 10 working days.
This review shall check:

- Relevance to appropriate subject matter
- Technical correctness of the question stem, and answer, and suitability of other options
- The language used, including grammar, syntax, level and style
- Instructions to candidates and any other points which the candidate may have raised

Candidates who have received a mark greater than 50% in an assessment or have not achieved the desired level of competency in a test may request a review. The request and fee must be received by ASL within 1 month of the sitting date of the assessment or test.

Candidates who have applied for a review are advised not to re-sit or rebook the examination until the review outcome has been issued. Candidates who choose to go ahead with the review must be aware that the last result obtained is the measure of competence and that result will be recorded as the official result. This means that if the review results in a Pass and the exam re-sit is a Fail, the Fail result stands.

Candidates will be advised via email or post of the outcome, and any changes to examination marks will be reflected on the results page on our website. Any review that comes back positive for the candidate i.e. an issue is found in one or more of the questions



in the candidate's exam will have the review fee refunded in full.

Certificate of Knowledge of Law and Practice Examinations are owned by New Zealand Transport Agency and cannot be released due to the conditions of the Official Information Act 1982. All other assessments and tests are owned by ASL and will not be released, as they are Company Intellectual Property. Answer sheets, markings and any recordings also will be withheld, pursuant to section 28(1) of the Privacy Act 1993.

Retraining Period and Exam Re-sits

The CAA requires that candidates who consistently fail examinations undergo a “retraining period”. Any candidate who fails any specific written or oral examination three times within a period of three months shall be ineligible to re-sit an examination in that subject for a period of three months from the date of their last unsuccessful attempt.

Aviation Services Limited: Service Standards

In keeping with our Total Quality Management principles we will strive to:

- Be fair and consistent in the decisions we make.
- Treat all candidates and other clients fairly and courteously.
- Provide timely and accurate responses to written and verbal requests.
- Produce examinations that are a true and relevant test of knowledge and competency. The examinations will be clearly written, appealing in presentation and set by properly qualified specialists.
- Mark examinations promptly.
- Conduct practical assessments in a professional manner and strictly in accordance with promulgated performance standards.
- Set a level of fees and charges that can be fully justified under the concept of "user pays" within a competitive commercial environment.
- Ensure that all personal information supplied to us by either the appropriate regulatory authority or candidates is kept strictly confidential unless otherwise directed.
- Meet our obligations under any contractual arrangement made with us (any properly completed application for an examination or practical assessment which we subsequently accept is considered to be a contract).
- Carry out our functions in harmony with the CAA so as to assist them in meeting the provisions of their Service Charter.
- Rectify any errors or omissions we make.

Liability

To the extent permitted by law, any liability of ASL for a breach of any provisions of the contract for provision of examination, practical assessment or other services, or related obligations, shall not exceed re-supply of the service in question.

Student Guidance and Support Systems



- To ensure all students within the North Shore Helicopter Training programmes, receive appropriate support and guidance for the duration of their course, the following guidelines must be followed:
- All students will be treated in accordance with our Company Policy with regards to their well-being (Risk Management, Health and Safety, Smoke free environment,) refer S.O.P Manual.
- Upon a student's arrival, all relevant procedures to that student will be read, acknowledged and signed. These will be found in Standard Operating Procedures manual.
- Upon our induction process we will take you through each step and answer any questions you may have

NSHT Facilities, Equipment and Staff

Facilities

- A main administration office
- Reception Area
- Use of North Shore Aero Club which has
 - Lecture room with seating for 22 students
 - 2 whiteboards
 - Data projector
 - A pre-flight planning area complete with computer
 - 4 individual briefing rooms each with 2 whiteboards and either an OHP or data projector
 - A student and staff lounge area, including a library and kitchen
 - Toilet and washroom facilities

Equipment and Staff

- Robinson 22 & 44 helicopters
- Jetranger
- AS 350
- C & B Category Instructors and Flight Examiner,
- Quality, Accommodation and Administration Manager

Miscellaneous Information

As part of your training programme, you need to acknowledge these key points:

Address for service and location

The address for service and physical location for NSHT is:

North Shore Helicopter Training Ltd
North Shore Airfield
Postman Road
RD4

Dec 2017

Student Handbook



Albany
AUCKLAND 0794

Telephone: +64 9 426 8748
Email: info@helitraining.co.nz
Website: www.helitraining.co.nz

Advisory Committee

The Advisory Committee is as follows:

Roy Crane – CFI - 021 340 654
John Clements – Retired A Cat Flight Examiner – 09 426 9624
Greg Stevenson – NSHT Student – 021 160 2570

Confidentiality

All information in relation to you (the student) will remain confidential and kept in your personal student record.

Treaty of Waitangi Policy (Te Tiriti o Waitangi)

NSHT is committed to embedding the principles of the Treaty of Waitangi within the practices of the company for the provision of flight training services.

This policy acknowledges:

- The Treaty of Waitangi establishes a unique relationship for Maori in New Zealand;
- NSHT acknowledges the principles of the Treaty of Waitangi;
- NSHT recognise Maori have equal access to education;
- NSHT provides an education environment which is responsive to Maori.

Appendix I

Student Services

The Code

NSHT has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. Copies of the Code are available on request from NZQA website at www.nzqa.govt.nz

Immigration

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

All students who wish to study in NZ must apply for a student visa online. Students can also seek advice from a licensed immigration adviser licensed under the Immigration Advisers Licensing Act 2007 www.iaa.govt.nz. If a student terminates enrolment or ceases a course NSHT will report the withdrawal to Immigration New Zealand.



Part-time Work for International Students

Students may be able to work part-time, up to 20 hours per week, and full-time during scheduled holidays on a student visa. There are a number of requirements that students must meet to be able to work while studying – Immigration New Zealand has full details: www.immigration.govt.nz/migrant/stream/study/canistudyinnewzealand

For minimum wage or workers rights: <https://www.govt.nz/browse/work/workers-rights/minimum-wage-in-new-zealand/>

If you feel you are being exploited or being forced to work in New Zealand illegally for less than the minimum wage is advised to call the Labour Inspectorate on 0800 20 90 20 or they can contact anonymously: www.crimestoppers-nz.org 0800 555 111

International Education Appeal Authority (IEAA)

C/- Tribunals Unit,

Level 1,

86 Custom House Quay,

Private Bag 32001,

Panama St,

Wellington.

Ph: +64 4 462 6660 or

Fax: +64 4 462 6686

Email: ieaa@justice.govt.nz

<https://www.justice.govt.nz/tribunals/students/international-education-appeal-authority/>

Student Safety and Support

It is important that all students live and study in a safe environment. NSHT has a roster to enable a 24/7 hour contact person available for all international students to help answer questions and provide you with a range of services and support while studying with us. This includes information on the airfield, enrolment processes, assisting with visa renewals and accommodation arrangements. Throughout the year you will have the opportunity to enjoy social events and functions. We have contacts with agencies and community organisations. If you have questions, we should be able to help or be able to put you in touch with the right people.

This contact person is not for emergency services or for things like losing a house key, but to liaise with students to facilitate a smooth and harmonious training environment and for your safety and well-being. The liaison person will monitor training processes to ensure students are well prepared for each stage of their training, and be available to help with other issues that may arise as a result of living in New Zealand (i.e. away from home).

Health and Disability Services

Primary health care includes the family doctor, dentist, pharmacist, allied health i.e. physiotherapists, podiatrists, counselling and other services.

Secondary health care is found within the hospital system.

There is a range of services a family doctor can provide: doctor and nurse consultations, illness management, prescriptions, medical certificates, minor surgery, sexual health and



contraception, travel advice and immunisations, injury management e.g. ACC injury assessments and treatment – information about services for people with disabilities, migrants and refugees and Asian communities.

Advice on:

Welfare facilities, personal and mental health services, drug education and counselling, problem gambling, sexuality education and reproductive health services can be found on the Ministry of Health website: <http://www.health.govt.nz/> or <http://shop.familyplanning.org.nz/international-students-sexuality-education-toolkit> or Mental Health Foundation www.mentalhealth.org.nz

Advice on alcohol and tobacco can be found on Auckland Regional Public Health Service <http://www.arphs.govt.nz/health-information/alcohol-tobacco>
<http://www.police.govt.nz/advice/drugs-and-alcohol/alcohol-laws-and-penalties>

Advice on discrimination can be found on the Citizens Advice Bureau <http://www.cab.org.nz/vat/gl/roi/Pages/DiscriminationandHumanRights.aspx>

Advice on harassment can be found on Ministry of Health website: <http://www.health.govt.nz/>

Victim Support: <http://www.victimsupport.org.nz/>
Oral Health – Dentists can be found on: www.dentalcouncil.org.nz

Concerns or complaints about health services should first be directed to the organisation that provided the service, then the Health and Disability Commission www.hdc.org.nz/complaints
Phone: 0800 11 22 33

Doctors

A Doctor is the first person a student should visit for health issues.
Search the Health Point website to find a GP close to NSAC www.healthpoint.co.nz/ or www.yourlocaldoctor.co.nz

NSAC recommends the following local medical centre:
Silverdale Medical Centre, 4 Silverdale Street, Silverdale.
Email: silverdalemc@xtra.co.nz PH: (09) 427 9997

If the family doctor is closed during the weekend or after-hours (at night or early morning) students can go to a private after-hours urgent care clinic. If they cannot treat the illness or injury, they will be referred to a hospital emergency department.

Hospital

Hospital care is for emergencies.
North Shore Hospital, 124 Shakespeare Rd, Takapuna. Ph +64 9 486 8900 or Freephone 0800 80 93 42. In an emergency Ring 111 for an ambulance

Counselling and Advocacy Services



The Practice, Ph: (09) 426 1622. Orewa House, 498 Hibiscus Coast Highway, Orewa, or
Advocacy Services: <http://advocacy.hdc.org.nz/>

Assistance in facing difficulties adapting to NZ's cultural environment.
Ethnic Association <https://settlement.org.nz> or www.ethnicaffairs.govt.nz

Interpreting and Translation Service
<https://interpreters.adhb.govt.nz/%28S%28yqadpc4lhsjs4d1fukpm2o24%29%29/Homepage.aspx>

Police

NZ Police <http://www.police.govt.nz/> or in an emergency dial 111

Eligibility for Health Services

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

Accident Insurance

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

Medical and Travel Insurance

Accident Insurance (ACC)

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

Medical and Travel Insurance

International students (including group students) must have appropriate and current medical and travel insurance while in NZ. Evidence will be required and held on file. Checking with your insurance provider before using medical services in NZ is recommended, as some services may not be covered. Refer to: NZQA <http://www.nzqa.govt.nz> insurance for international students. Also NSHT can provide you with a guideline checklist for your Medical and Travel Insurance.

Accommodation

Accommodation is available close to NSHT. Orewa to the North or Albany to the South



has many options including backpackers, motels, and apartments, homestays, boarding establishments and self-contained flats. Otherwise flatting with others is always an option. Some websites of interest are below, but this is not an extensive range.

Massey University: http://www.massey.ac.nz/massey/student-life/accommodation/albany/albany_home.cfm

Albany: http://www.aatravel.co.nz/new-zealand/Albany_Accommodation.html

Orewa: <http://www.jasons.co.nz/orewa/accommodation>

TradeMe: <http://www.trademe.co.nz/>

Let us know what sort of living situation you would like as well as your budget and we will do our best to organise an option that will suit you. Prices change accordingly so please refer to the NSHT designated staff member who can assist you with your accommodation needs.

Living Costs

Living costs in New Zealand may be quite different from your home country and will depend on your lifestyle.

Have a look at the NZ government website to get an idea of costs for living here.

<https://www.newzealandnow.govt.nz/living-in-nz/money-tax/comparable-living-costs> and <https://www.studyinnewzealand.govt.nz/live-work/cost-of-living>

Budgeting and Other Resources

An independent money guide www.sorted.org.nz

A network of budgeting services around NZ www.nbfct.com/

Citizens Advice Bureau (CAB) provides a free and confidential service. www.cab.org.nz

Some of the specialist services CAB offer include:

Budgeting, finance and tax services

In a number of locations CAB provides a budget service which can help you with managing your personal finances.

Some bureau's also have specialist finance and tax clinics where trained and qualified practitioners are available.

Legal services

CAB recognizes that individuals can experience difficulty in accessing legal services that are free of charge. Most CABs work with local legal practitioners to ensure you have access to legal information, assistance and advice.

JP Services

A JP can witness documents such as applications for citizenship, and they can take declarations, affidavits or affirmations. If you need a 'certified copy' of a document then a JP can help you. Most bureaus have volunteers who are JPs and most bureaus offer a JP Clinic'.

Consumer services

Some bureau provide specialist advice in relation to consumer issues, such as cancelling contracts, buying and selling cars and other products and services, loans, being a guarantor, scams and misrepresentation.

Sun, Water, Climate, Natural Disasters



New Zealand's weather can be quite changeable, the sun is harsh and we are surrounded by water with some rough beaches/water. Ensure you are prepared for all weather conditions, with clothing, hat and sunscreen. Refer to these websites for further information:

Sun www.sunsmart.org.nz/

Earthquakes and natural disasters: www.getthru.govt.nz

Water Safety: <http://www.watersafety.org.nz/resources-and-safety-tips/safety-info-tips/the-water-safety-code/>

Library

Various libraries are located close to NSHT and are available to students. The closest is: Orewa Library - PH: (09) 426 8249. Physical Address: 12 Moana Avenue, Orewa.

Public Transport

Maxx provides bus services in the greater Auckland area. For bus route and timetable information, and current fares go to www.at.govt.nz/bus-train-ferry

Driving in NZ

Information and advice on driving laws, driver licensing requirements and road traffic safety can be found on the NZ Transport Agency website:

<http://www.nzta.govt.nz/licence/residents-visitors/driving-nz.html> and Drive Safe:

<http://www.drivesafe.org.nz/>

Shopping Centres

Various shopping centres are located within close proximity to NSHT. Orewa and Silverdale to the North offer many retail outlets and food supermarkets within a 10 minute drive. The Westfield Mall in Albany to the South, within a 15 minute drive, has over 50 stores, a food court and food supermarkets.

North Shore Aero Club Inc

As a student at NSHT, you will also be a member of the club. This gives you access to our facilities including the clubrooms, kitchen and bar. The NSAC also arranges social activities and events throughout the year which you may partake in. As a member of NSAC you will not be charged landing fees at North Shore Airfield.

International Education Appeal Authority (IEAA)

C/- Tribunals Unit,
Level 1,
86 Custom House Quay,
Private Bag 32001,
Panama St,
Wellington.

Ph: +64 4 462 6660 or

Fax: +64 4 462 6686



Email: ieaa@justice.govt.nz

<http://www.justice.govt.nz/tribunals/international-education-appeal-authority>

Leaving your Country

Once you have received your Offer of Place there are still a number of things that you need to do to confirm and prepare for study at NSHT. See below to view our Pre-arrival checklist and make sure you have everything in place before you set out on your journey.

Arriving in New Zealand

After arriving in New Zealand you need to travel to North Shore Helicopter Training. If you would like to be picked up you will need to complete an arrival form two weeks prior to leaving your country.

What happens if no-one is at the airport?

If no-one is at the airport to meet you, you may need to make your own way to your accommodation or NSHT. We recommend you have some NZ currency available to make a phone call to NSHT or pay for transport. Taxis are reasonably expensive, airport shuttles are much less expensive.

Orientation

Once you are in New Zealand you will be guided through an orientation or induction process before your course commences.

Pre-arrival Checklist

Once you have received your Student Acceptance Letter, there is still a number of things to do to confirm and prepare for study at NSHT in New Zealand.

Please refer to the Checklist for International Student Application form at the back of this handbook for a list of tasks you need to complete and final arrangements to be made, before you depart for New Zealand.

Items we suggest you have in your hand luggage

- Your plane ticket
- Valid passport with a Student Visa for New Zealand
- Copies of all the communications you have had with NSHT
- At least \$200 in cash in NZ currency
- Copy of your accommodation and insurance arrangements
- Contact details for North Shore Helicopter Training Ltd

Remember, NZ has a variety of weather conditions and appropriate clothing and footwear for warm and cold, wet conditions are required. Appropriate footwear for flying, ie light, covered shoes that are not wide or bulky.

Fit and Proper Person Criteria

Any person who holds or is applying for an aviation document (in our case PPL, CPL or ATPL) must satisfy the Director of the CAA that they are a Fit and Proper Person to do so. This is a requirement of the Civil Aviation Act 1990.



Fit and Proper Person assessments are made on a case-by-case basis, and there is no universal standard for the determination of a Fit and Proper Person, although the Civil Aviation Act 1990 sets out the criteria to be considered by the Director [of the CAA].

When the Director is determining a persons Fit and Proper status, consideration given to a particular matter (or information), may vary depending on the aviation document being applied for. I.e. a person may be determined as Fit and Proper to hold a PPL, but not a licence at a higher level with added responsibility.

Although the Director is not confined to only considering the below criteria, and may take into account any other relevant matters or information, the main criteria he considers are:

- The applicants conviction record for transport safety offences
- The applicants experience in the transport industry
- The applicants knowledge of aviation regulatory requirements
- The applicants history of compliance with transport safety regulatory requirements
- The applicants history of physical or mental health or behavioural problems

An applicant's criminal conviction history may also be considered during the Fit and Proper Person determination. The information relating to criminal convictions that the Director requires varies from case-to-case, and it is important that you disclose **ALL** convictions if applicable. **Disclosing convictions will not necessarily mean you fail the Fit and Proper Person determination.**

Criminal convictions may not be a major issue and it depends whether a conviction is deemed to be relevant to the applicant's safe participation in the aviation system. It is important to note that the CAA is bound by legislation to maintain the confidentiality of information supplied to them by the applicant.

The Fit and Proper Person process is reliant upon applicants providing truthful and honest information. If you provide false information or do not disclose relevant information, it is taken very seriously and is an offence under the Civil Aviation Act 1990. The CAA take a number of steps to verify the information provided and if it is discovered that the applicant has been dishonest, the CAA will take strong action – penalties if convicted include imprisonment or heavy fines.

It is important to remember that, once an aviation document has been granted, the holder must continue to satisfy Fit and Proper Person criteria; this means you must notify the Director immediately if matters arise which may affect your Fit and Proper Person status. Again, the Director will take action if you are found to have been dishonest.

For further information about the Fit and Proper Person process refer to the CAA website or ask your instructor – we will be only too happy to assist.

Pastoral Care, Welfare and Student Services

A learning environment can place demand upon students that they find difficult to cope with and learning to fly helicopters is no different. The company aim is that students will enjoy their training and that it will be productive, rewarding and edifying experience. We recognise that from time to time students may require emotional support to deal with challenges they encounter.



Active approach will be taken to mitigate any excessively stressful events. The company will designate a staff member who will be available to liaise with students to facilitate a smooth and harmonious training environment. The staff liaison person will monitor training process to ensure that students are well prepared for each stage of gaining their licenses. For International Students the liaison person will also be available to help with other issues that may arise as a result of living in New Zealand (i.e. away from home). Our well established training course is constantly being fine-tuned to increase efficiencies and adapt to an ever changing environment. We aim at ensuring students will find the course challenging and rewarding and that we equip them with the skills they need to grow in confidence and ability.

In the event that a student requires pastoral care or emotional support, the liaison person will be available to discuss with students any issues that may arise. Any such contact will be treated in a completely confidential manner. Several options are available at this stage including, but not limited to the following:

- a) Restructuring of individual lessons
- b) Extra time spent on a one to one basis
- c) Follow up training and extra tuition
- d) Allocation of another instructor
- e) Counselling and identification of any problem issues.

It has been our experience that some careful thought and time invested early in individual students can find the key to unlock their learning potential. Quite often a perceived stress may only require another approach and this will be the aim of counselling sessions.

Another important area is that of social interaction with other students and pilots. We are well placed at North Shore Airfield to provide student's access to their flying peers both in helicopters and fixed wing aircraft. Learning to fly can be tough, but it is also fun and social events are a good way for students to share their concerns and gear from others. We run pilot nights, which are an opportunity for past and present students to gather on an informal basis and gain valuable knowledge and have an enjoyable evening.

If for some reason a student is at risk or appears to be at risk or requires special needs or experiences serious emotional difficulties that do not respond to initial counselling, the company will facilitate contact to outside parties who may provide an extended professional service in the area. Next of Kin will also be contacted and informed of the situation.

It is the company's policy that no student or person be discriminated against on the basis of race, religion, sex, martial status or political affiliation.

Students should feel free and comfortable in the training environment and the company will use its best endeavours to achieve this. Students who feel discriminated against may raise the issue with their instructor or contact the liaison person directly.

It is recognised that flying training can involve levels of stress in decision making process. The company will endeavour to minimise stress on students through effective training methods and smooth organisation, but cannot be held responsible for any adverse reaction to stress experienced by students during their training course. The company is at all times receptive to suggestions and ideas that can better facilitate a reduced stress environment.



International students:

The pastoral care of students is important to us. Participants have access to a support person which includes phone contact 24 hours a day. We adhere to the code of practise for pastoral care of international students and are bound by the provisions of that code. The code can be found on the Ministry Of Education website or NZQA website.

Quality: NSHT

Programme Advisory committee:

This programme operates under the guidance of an advisory committee, which is made up of representatives from the industry and the community. The committee ensures that this programme is teaching the skills and knowledge that employers see as useful and relevant to the needs of the business. Details of this policy is found in the NSHT S.O.P.S manual.

Student evaluation of programmes:

Your ideas and opinions are sought during your study period. A student satisfaction survey is held during the year to see if students are satisfied with their programme and NSHT services. The information you provide is very important to ensure high quality in all aspects of the learning environment in our school. You receive feedback on all survey results in which you participate. Feedback is given in a manner that does not breach confidentiality.

Employer evaluation of programmes:

NSHT conducts an annual survey of business and organisations which have employed NSHT graduates. This enables employers to evaluate the programme from the employer's point of view.

Programme reviews:

All programmes are reviewed and evaluated once every five years. The panel will include external industry representatives, academics and experts in this area.

Authorisation to Release Examination Results – Aviation Services Ltd

This authorisation is for the release of your examination results to the training organisation nomination on your application form. This information will assist them to assess your future training requirements and record your progress.

To enable ASL to release your results, we must have your written permission, in compliance with the Privacy Act 1993 (Principle 11 – limits of disclosure of personal Information).

Course Materials and Required Equipment

Your course fee will cover most of the equipment and books that you require. You may wish to purchase additional items at your own expense, which may include:-

- An NZCAA Pilots Logbook
- *Pilot Series* Books – Volumes 1 to 8 (plus volumes 9 & 10 for IR students).
- *Human Factors and Aviation Medicine* book
- NZAIP Volumes 1, 2, 3 and 4 plus Amendment services
- Visual Navigation Chart (VNC) C1/C2/C3/C4/C5/C6/C7/C8



- Non Electronic Navigation Computer
- Protractor
- Writing Equipment

You can purchase the *Pilot Series* and *Human Factors* books from NSAC or online, as well as your navigation computer, protractor and VNC. See the flight office for more details and a price list.

The NZAIP Volumes 1 to 4 and amendment services can be purchased at:
www.aipshop.co.nz

It is your responsibility and expense to ensure you subscribe to the amendment service as your AIP Volumes 1 to 4 will become un-current and therefore unusable within 1 month.

Once you begin flight training, you will need the above plus the following items:

- An appropriate ‘flight bag’ to carry your documents and equipment
- Headset (not essential) with noise reduction rating of 20 Db or greater
- Polarised Sunglasses (recommended)

Please ask your instructor for advice and assistance if required before purchasing materials and equipment.

ASL Examination Current Prices

Current ASL examination prices can be accessed via the following link:

<https://www.asltasman.com/TOL/StaticWithMenus.aspx?PageTitle=Flight%20Crew&ContentID=513#FC%20Details>

Please be aware that ASL examination prices do change from time to time.

ASL Examination Durations and Permitted Materials

Private Pilots License Examinations		
Subject	Duration	Materials Permitted
PPL Air Law (Helicopter)	70mins	AIP New Zealand – Volume 4 (for examination purposes, highlighting in the AIP is permitted, but any handwriting in the document and tabbing of the pages will not be permitted)
PPL Air Navigation and Flight Planning	70mins	Non-Electronic Navigational Computer 2 x Blue or Black Pens 2 x Pencils



		Eraser 360 degree Protractor 1:250,000 scale ruler
PPL Meteorology	70mins	2 x Blue or Black Pens
PPL Aircraft Technical Knowledge (Helicopter)	40mins	Non-Electronic Navigational Computer 2 x Blue or Black Pens
PPL Human Factors	30mins	2 x Blue or Black Pens
Flight Radiotelephony (FRTO)	40mins	2 x Blue or Black Pens

Commercial Pilots License Examinations

Subject	Duration	Materials Permitted
CPL Flight Navigation	180mins	Non-Electronic Navigational Computer 2 x Blue or Black Pens 2 x Pencils Eraser 360 degree Protractor 1:250,000 scale ruler
CPL Meteorology	120mins	2 x Blue or Black Pens
CPL Principles of Flight and Aircraft Performance (Helicopter)	120mins	Non-Programmable Portable Electronic Calculator Non-Electronic Navigational Computer 2 x Blue or Black Pens
CPL Air Law (Helicopter)	120mins	AIP New Zealand – Volume 1+4 (for examination purposes, highlighting in the AIP is permitted, but any handwriting in the document and tabbing of the pages will not be permitted) 2 x Blue or Black Pens
CPL General Aircraft Technical Knowledge (Helicopter)	120mins	Non-Programmable Portable Electronic Calculator Non-Electronic Navigational Computer 2 x Blue or Black Pens
CPL Human Factors	90mins	2 x Blue or Black Pens

IR and BGT Examinations

Subject	Duration	Materials Permitted
IR Air Law	120mins	AIP New Zealand – Volume 2+3 (for examination purposes, highlighting in the AIP is permitted, but any handwriting in the document and tabbing of the pages will not be permitted) Enroute Charts 2 x Blue or Black Pens
IR Flight	180mins	Non-Programmable Portable Electronic Calculator



Navigation		Non-Electronic Navigational Computer Drawing Instruments 2 x Blue or Black Pens
IR Instruments and Nav Aids	90mins	Non-Programmable Portable Electronic Calculator Non-Electronic Navigational Computer 2 x Blue or Black Pens
Basic Gas Turbine	60mins	2 x Blue or Black Pens

Aviation Language Proficiency FAQ's

Why do I need an Aviation Language Proficiency Qualification?

Following a number of international aviation accidents and incidents, where human factors - including language proficiency - were contributory factors, the International Civil Aviation Organization (ICAO) introduced measures designed to increase the safety of international air travellers.

Effective from 5 March 2008, ICAO confirmed English as the language for standard use in international aviation communication and introduced standards of compliance requiring all international pilots, flight navigators, Air Traffic Control personnel and aeronautical station operators to have an Aviation Language Proficiency (ALP) Qualification.

For New Zealand based candidates a full description of the testing requirement is provided by Civil Aviation Authority of New Zealand (CAANZ) and is contained in circulars: AC 61-1, Rule 61.11, for Pilots and AC 65-1 for ATC personnel. These documents may be accessed by selecting the following links:

- Pilots
- ATC

The ALP tests provided by ASL

ASL provides a stand-alone testing service to meet the ICAO requirements for aviation language testing. This service was developed by ASPEQ (parent company to ASL) and is fully compliant with the Manual on the Implementation of the ICAO Language Proficiency Requirements - Doc 9835-AN/453.

The ASL aviation language testing system has been designed with question banks to cover pilot and air traffic controllers. Two tests are currently available that meet the ICAO standard (6 levels):

- Level 6 Proficiency Demonstration (L6PD). This is a semi-direct 10 minute test taken over the telephone and is provided for candidates at the top level of aviation language proficiency.
- Formal Language Evaluation (FLE) - This test is conducted over the telephone and contains both direct (10minutes) and semi-direct interviews (approximately 7minutes) conducted for candidates requiring testing at levels 1-6.



Semi-direct: the exam is delivered over the telephone by connection with ASL’s Chatterbox computer platform. Questions and prompts are delivered over the phone using a recorded human voice.

Direct: Questions are delivered in a live interview conducted over the telephone.

Are there pre-requisites before I can take an ALP test?

Yes, current requirements are that as a pre-requisite to undertaking an ALP candidates must:

- hold all PPL written examination credits; or
- hold a New Zealand aeroplane or helicopter pilot licence; or
- hold a valid armed forces flight experience and qualifications assessment indicating that the person meets the criteria for issue of a New Zealand pilot licence; or
- hold a current foreign aeroplane or helicopter pilot licence.

What is tested by the ALP tests?

The tests are designed to fairly assess candidate’s proficiency in the English language in an aviation context. ICAO has established categories for testing candidate’s language proficiency skills as follows:

- Pronunciation – Manner of speaking, stress, rhythm and intonation. Influence of dialect or first language on ability to be understood.
- Structure – Basic and grammatical structures and sentence patterns.
- Vocabulary – Vocabulary range and accuracy
- Fluency – Ability to speak at length. Ability to vary speech for effect.
- Comprehension – Ability to understand spoken language
- Interactions – Interaction with another speaker/listener

Proficiencies are measured for each skill on the following scale:

Level 6	Expert	Qualification valid for life
Level 5	Extended	Qualification valid for 6 years
Level 4	Operational	Qualification valid for 3 years
Level 3	Pre-Operational	No qualification issued
Level 2	Elementary	No qualification issued
Level 1	Pre-elementary	No qualification issued

Note that: A candidate’s lowest rating for any of the categories is the rating applied as the overall test result.

Should I take a L6PD or a FLE test?

The FLE test is more comprehensive than the L6PD demonstration and assesses candidates over the full range of proficiencies from level 1 to level 6. This test contains both direct and semi-direct elements and will take approximately 30 minutes to complete. The cost to take a FLE test is greater than that of a L6PD test; however the range of possible outcomes is also greater.



The L6PD test is a shortened version of the FLE and is designed to confirm level 6 capabilities only. The only outcomes for this test are 'achieved level 6' or 'not determined'. Therefore only those candidates believing that they have this level of proficiency should undertake this test. An L6PD test can be taken only once and a 'not determined' result will then require the candidate to undertake the full FLE process.

How are the ASL ALP tests conducted?

Candidates are required to report in person to an ASL examination centre (session as pre-booked by the candidate) and examinations are conducted one at a time in a supervised environment. ASL provides the exams by semi-direct method using a recorded human voice. In addition the FLE exam contains a direct element as a one-to-one interview conducted by an Interviewer. Both the direct and semi-direct test elements are conducted over a telephone connection.

The exam Supervisor will connect you via telephone link to ASL's computer based platform which randomly selects the prompts and questions from the Question Bank and records your responses to those prompts.

After the completion of the test, expert raters will access the recorded responses and assess them according to the ICAO specified criteria.

Go to the following links to access a detailed description for each of the exam process.

FLE

<https://www.asltasman.com/tol/ManagedDocument.aspx?DocID=91>

L6PD:

<https://www.asltasman.com/tol/ManagedDocument.aspx?DocID=89>

When will my results be available?

Ratings are undertaken by raters independently at the conclusion of the test.

The raters will listen to the recordings produced from the exam and apply their rating.

Once completed, the results are published to the ASL website.

Normally ratings are concluded within 3 - 5 days, however results are frequently available within a lesser timeframe.

Candidates are able to access their results by logging on to the www.asltasman.com and accessing their personal results page.

Candidates should arrange to print their own results. If requested, ASL will print the result but will charge a fee per copy for this service. Result notices printed by ASL will be on plain white paper and mailed to the candidate. It costs \$24 for a printed result notice. Email info@aviation.co.nz to order this.

Can I retake the test if I fail?



The L6PD demonstration can only be taken once. Candidates who fail the L6PD would then be required to pursue the FLE exam process.

Candidates who fail the FLE can re-sit this exam. Candidates may sit the FLE exam up to three times in a three month period. If three attempts are failed in a 3 month period the candidate will be required to undertake a three month stand down before being permitted to attempt the exam again. This will allow a period of re-training.

Can I appeal my results?

Yes, you can appeal the results of a test.

A review may be requested up to 1 month after completion of the ALP exam. Candidates can apply for this online or via email or post.

On receipt of payment of the associated review fee ASL will assign a third (independent) senior rater to conduct a review of the assessment. The fee for a L6PD Review is \$60 and an FLE Review is \$114.

If the review results in a change to the initial result this will be confirmed in the Tasman website by an update of the previous result.

The final outcome, whether changed or not, will be confirmed by letter to the candidate with the outcome of the review and result notification (this will also include the raters comments).

A refund of the review fee is only to be made if the changes are due to negligence or gross error by ASL or the raters. A change in result/rating is not, by itself, sufficient grounds for a refund.

Candidates are advised that if lodging a review the exam should not be retaken before the outcome of the appeal is known. This is because the result of the most recent test taken is the result that will be applied as the candidate's final result. Therefore if a further sitting is taken and results in a Fail before the outcome of an appeal is known - even if the appeal results in a Pass the Fail result of the later sitting will still apply as it is the result of the most recent test taken.

Appendix II

Student Code of Conduct



Purpose	To provide a Code of Conduct which must be followed without exception. It is not an exhaustive list but provides a number of rules that will set the standard required North Shore Helicopter Training Ltd.
	The rules contained in this Code of Conduct are designed to promote fairness and consistency within the Company.

Who's included?	All staff and students of North Shore Helicopter Training Ltd
	The Code of Conduct applies whilst these persons are on site and off site while representing NSHT during or outside working hours or attending company-sponsored functions.

Principles	The Code does not refer to every situation that may arise; instead it provides a number of important examples that reflect the standards of behavior required by the company.
	All staff and students must read and understand the Code so they know the standard required. If there is any doubt about the meaning of a rule, they must ask a member of NSHT Management for clarification immediately.
	If a member of staff or a student takes any action that is not consistent with these rules or the standards of behavior indicated by the Code, the Company will act to correct the matter by referring to the Disciplinary Procedure.
	Staff and Students are expected to behave in a professional manner and must not do anything in the course of their employment or training to damage the reputation of the Company.



<p>The Rules</p>	<p>Everyone covered by the Code must:</p> <ul style="list-style-type: none"> • Have read and understood the Code. • Report any infringement of the Code to the Chief Instructor without delay. • Comply with agreed hours of work and not be absent without permission. • Maintain neat appearance in accordance with Standards of Dress requirement. • Always be courteous towards staff, students, customers and tenants of NSHT. • Follow all reasonable instructions from Flight Instructors and Managers. • Report any accidents or injuries to the Chief Flying Instructor without delay. • Be aware of and follow all safety and emergency procedures. • Maintain confidentiality regarding Company information, records or data collected and used during the course of employment or training.
	<p>Everyone covered by this Code must not:</p> <ul style="list-style-type: none"> • Breach safety procedures. • Misuse fire or safety equipment. • Misuse alcohol or drugs. • Possess illegal substances. • Smoke on Company premises. • Commit or attempt to commit any act which may endanger people or property, or which breaches any safety rule or company policy. • Remove or attempt to remove company property or any individual's property kept on company premises, without permission. • Discriminate unfairly on grounds of race, colour, gender, religion or sexual orientation. • Engage in any form of physical, verbal or written abuse, threatening behavior or harassment. • Falsify records, expenses or defraud or attempt to defraud the Company in any manner. • Be at work unfit due to the influence of alcohol or drugs. • Disrupt teaching, study or administration of the company. • Engage in any dishonest practice in connection with examination or other assessment of academic or professional work that counts towards the attainment of a pass in any subject. • Access or attempt to access classified NSHT information or computer systems without authorization.
<p>Gross Misconduct</p>	<p>Serious breaches of any of the above rules, or an equivalent incident, will be considered gross misconduct.</p> <p>Where gross misconduct is alleged, and there is sufficient evidence to suspect someone, the company will take action under the Disciplinary Procedures.</p>
<p>Responsibilities</p>	<p>Chief Flying Instructor is responsible for ensuring the Code of Conduct is applied</p> <p>Quality Manager is responsible for ensuring the maintenance and regular</p>



	review and updating of the Code where necessary.
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Exam Bank and Cheating Policy

Aim	To provide good examination practice that ensures the integrity of knowledge assessments being conducted.
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Policy	<p>No person sitting a knowledge assessment shall</p> <ul style="list-style-type: none"> • copy from another person • refer to any source of information • communicate in any way with anyone other than the examiner • take an assessment on behalf of anyone else • remove material from the assessment • record any assessment by electronic means
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Responsibilities	<p>The CFI to ensure that</p> <ul style="list-style-type: none"> • Instructors and Assessors to enforce this policy. • Exam bank questions and papers provide full coverage of the syllabus at the appropriate level. • The exam bank is large enough, i.e., hold 3-5 times as many questions as a question paper. • Answer and question papers are checked and updated as necessary
	Instructors and Assessors to ensure the type of questions given is appropriate to the level of assessment and conducted responsibly.
	<p>Instructors and Assessors to actively prevent cheating by raising student consciousness and ensure learners have the opportunity to think about, be reminded of, and understand the need for honesty and integrity before they are assessed. This can be done by:</p> <ul style="list-style-type: none"> • Discussing cheating, honesty and integrity in student meetings • Provide (written) information outlining expectations, policies and consequences • Providing information on how to reference resources and to carryout research and study relevant to the course
	Well designed and administered assessment will deter students who are tempted and minimise opportunities for cheating. Ensure students understand what the requirement and purpose of the assessment is
	Instructors and Assessors to be alert to notice any changes or irregularities in responses or performance

Cheating?	<p>If an Instructor / Assessor is found to be assisting a student with questions and answers during an assessment then the CFI shall</p> <ul style="list-style-type: none"> • disqualify the assessor and the assessment shall be declared void • write up an Occurrence Report and send to CAA within 28 working days of the occurrence • issue a complete record/account of the occurrence to the CEO on the accident or incident form
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Documents and Guides	Accident or Incident Form AI012
	Occurrence Report CAA005
	NZCAA Rule 141



Authority to Release Examination Results

I _____ Date of Birth _____
(Candidates Full Name)

Of _____
(Candidates Full Address)

Agree to the release of my examination results to my training organisation. This authorisation remains in effect until I advise ASL to the contrary.

(Candidate Signature) (Date)

If you know your ASL client ID number please record it here _____

Please note:

- Your result slip will be sent directly to you and your information will be sent in report form to your training organisation.
- Your results will be issued to the training organisation nominated on your application form, if the training organisation requests the information.
- It is important that you specify your training organisation on each application to allow the release of your examination results.
- It is your responsibility to advise ASL if you wish to cancel this authorisation.

This form is to be sent to ASL, PO Box 30343, Lower Hutt, or faxed to 04 570 2816



Study Contract

I _____ hereby acknowledge that I have received, read and understood the contents of the Student and Programme Handbook and understand the withdrawal, refund and fee protection policies. Dated. _____

In signing this agreement, I agree to abide by the rules and conditions stated within the handbook, SOP'S and understand that should I breach any of the above mentioned rules I may be subject to disciplinary action, removal from the course and liable for any associated costs.

Signed: _____

Students Name: _____

Date: _____

As an instructor for the above student, I have explained any areas of concern or confusion expressed regarding the rules and conditions stated in the handbook. I am assured that the student understands his/her obligations as a student on this programme.

Signed: _____

Name: _____

Title: _____

Date: _____

Designated NSHT person responsible for enquiries about pastoral care is:

Name: _____

Ph: _____



GRIEVANCE FORM



Name (students name): _____

Date: ____ / ____ / ____

Note: This form is a means where by you as the student can formally communicate to the CFI. Any issue that you consider significant can be addressed using this form. Please make your observations and recommendation carefully. At no stage will anything you communicate using this form be used in an evaluative way or extended beyond the strict confidence of the CFI and his or her elected officers.

Observation

Recommendation

Signed (students signature): _____

Received by the CFI?

Date: ____ / ____ / ____ Signed: _____



Checklist for International Student Application

Interview – Pre Entry Requirements	Supplied / Completed
• Application Form (SA020)	
• Pilot Screening Interview – Phone or Skype	
• Interview Notes (SI031)	
• ADAPT pre-screening report	
• CV	
• Education Certs, or PPL Exams or Equivalent	
• English Language Test or IELTS/TOEFL 5.5 or Equivalent	
• 2 x References (Personnel and Business/School)	
• NSHT Student Selection Test	
• Logbook (summary if applicable)	
Once Interview process has been completed and before leaving country	
• Apply and obtain a Study Visa	
• Complete Accommodation Notes Form (AN106 if required)	
• Obtain Medical & Travel Insurance (request guidelines)	
• CAA Fit & Proper Person Checks	
• Passport – valid	
• Police check	
• Driver’s License check	
• Class 1 Aviation medical (Country equivalent or NZ CAA)	
• Request a pick-up, two weeks prior to arrival (if required)	
• Ensure you have appropriate clothing for both hot & cold conditions. Shoes for flying – light, covered, i.e. Sketches or Boat Shoes, etc., nothing wide or bulky	
• Course Fee documented, signed and paid	
• Have read and understood the information contained in the Student Handbook and signed the Study Contract	
• Fee Protection – Milestone Trust Forms	
• Student Acceptance Letter – signed copy	
• Book your return airfare from New Zealand	
• Read the Customs http://www.customs.govt.nz/inprivate/Pages/default.aspx and	



<p>Immigration http://www.immigration.govt.nz/migrant/stream/study/ regulations for entering New Zealand</p>	
On Arrival / Induction	
<ul style="list-style-type: none"> • Introduction to staff and students available at the time 	
<ul style="list-style-type: none"> • Tour of Buildings, Site & Airfield 	
<ul style="list-style-type: none"> • Introduction to your Accommodation premises 	
<ul style="list-style-type: none"> • Course requirements 	
<ul style="list-style-type: none"> • Aviation Theory and Examinations 	
<ul style="list-style-type: none"> • International Student Handbook 	
<ul style="list-style-type: none"> • Health & Safety Procedures 	
<ul style="list-style-type: none"> • Code of Conduct 	
<ul style="list-style-type: none"> • Flight Scheduling / Bookings 	
<ul style="list-style-type: none"> • Progress and Performance 	
<ul style="list-style-type: none"> • Grievance Procedures 	
<ul style="list-style-type: none"> • The Code 	
<ul style="list-style-type: none"> • General Information 	
List of Forms or Documents to help you decide your career path	
<ul style="list-style-type: none"> • Accommodation Options <ul style="list-style-type: none"> ○ Temporary Accommodation Guidelines ○ Boarding House Guidelines ○ Homestay Handbook and Guidelines 	
<ul style="list-style-type: none"> • Medical & Travel Insurance Guideline Checklist 	
<ul style="list-style-type: none"> • Student Handbook 	