



2021 STUDENT HANDBOOK

DRONEIT GROUP PTY LTD
1/27 Birubi St, Coorparoo QLD 4151

A guide for students studying at Droneit

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1. INTRODUCTION

- 1.1 Please read this handbook carefully, as it contains the policies and procedures that will apply to courses provided by Droneit Group Pty Ltd of ACN 600 504 201, referred to in this handbook as “Droneit”, “us”, “we” or “our” as the context requires. The terms “you”, “your” and “student” include both the person participating in a course as well as the person or entity who enrolled the student and/or paid for the course.
- 1.2 Where the student is enrolled by another party, such as their employer, and whether paid for by the enrolling party or the student, the enrolling party must provide the student with access to this handbook and the enrolling party is responsible for ensuring that the student complies with the policies in this handbook.
- 1.3 By being enrolled and/or participating in any of our courses, you agree that you will be bound by and must always comply with our policies and procedures, including our Terms and Conditions and this handbook.
- 1.4 The adult learning environment within Droneit encourages and supports the participation of people from diverse backgrounds. Droneit’s aim is for each student to have an equal opportunity to learn in a supportive environment.
- 1.5 If you have any questions about your rights and obligations, please contact us.

2. OUR PROMISES TO YOU

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

3. YOUR PROMISES TO US

3.1 Students are responsible for:

- (a) Understanding and accepting the enrolment conditions for the courses they undertake;
- (b) Providing accurate information about themselves at the time of enrolment;
- (c) Advising Droneit of any changes to their personal information, including to their address or phone numbers within seven (7) days from the date of change;
- (d) Payment of all fees and charges associated with their course;
- (e) Signing in and out when attending training;
- (f) Abiding by any dress code stipulated by Droneit;
- (g) Not cheating or plagiarism in coursework and assessments submitted for assessment;
- (h) Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them;
- (i) Regular and punctual attendance;
- (j) Ensuring they attend classes sober and free of illicit drugs, and only smoking in designated areas;
- (k) The security of their personal possessions while attending a course;
- (l) Promptly reporting all incidents of harassment or injury to the CEO;
- (m) Respecting Droneit's property and observing policy guidelines and instructions for the use of equipment;
- (n) Seeking clarification of their rights and responsibilities when in doubt;
- (o) Asking for assistance and / or support when needed. Prior to enrolment, individuals are advised to check their eligibility for a licence or registration certificate with the Civil Aviation Safety Authority ("**CASA**");
- (p) Determining if a licence or registration category for which they intend to study will be appropriate for their planned employment or business.
- (q) Checking CASA's suitability requirements in respect of the course or qualification for which they undertake study.
- (r) Keeping your account details confidential, not provide them to any third party. You must promptly notify us of any confidentiality breach or unauthorised use of your username or password.

4. ACCESS AND EQUITY

4.1 Access and Equity policies are incorporated into our operational procedures. Droneit prohibits discrimination towards any group or individuals in any form, including but not limited to on the basis of:

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

- 4.2 Droneit encourages participation of students of all backgrounds and has a genuine interest in expanding a student's knowledge and skill to apply for admission into all courses.
- 4.3 We design our programs and facilities around flexible service delivery so as to minimise the impact of any pre-existing disadvantage a student might be experiencing.

5. INTERNATIONAL STUDENTS

- 5.1 Droneit can typically accept any international student that holds a student visa to study in Australia. If you are an international student, it is your sole responsibility to obtain an appropriate visa and then maintain and abide by the conditions of that visa during your studies.
- 5.1 In the event that you lose the ability to continue your studies by reason of any visa or immigration related issues you must immediately discontinue your studies with us and you forfeit any fees paid to us.

6. TRAINING THAT MEETS YOUR NEEDS

- 6.1 Droneit is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.
- 6.2 If at any point throughout your course, you experience difficulty or require any assistance or support, please discuss these needs with Droneit staff and we will do our best to help. If you have any needs in addition to what we provide you with to complete our courses, including language or literacy, learning, mobility, visual impairment or hearing needs, please notify us as soon as possible, preferably at the start of your course, to allow us to cater for any of your needs. If any additional support attracts an additional cost by us, then you agree to pay for this additional support. If you do not tell us about any condition that may affect your learning, we will not be able to assist you if the need arises.
- 6.3 Any information you tell us in relation to your needs will remain confidential and only used to support you.

7. COURSE AVAILABILITY AND CHANGES TO OUR SERVICES

- 7.1 Droneit will use its best endeavours to provide you with training and assessment so that you may complete the course in which you are enrolled. You acknowledge that Droneit is not liable for any failure to provide training or assessment that is due to circumstances outside of its reasonable control.
- 7.2 Where there are any changes to our services that we think may impact your experience with us, we will advise you in writing as soon as practicable using the contact details that you have provided to us.

8. COVID-19

- 8.1 Droneit will use its best efforts to continue to provide all of its services, including training and assessment despite the restrictions and limitations caused by or related to COVID-19. However, circumstances, the law, and government responses may change rapidly. Droneit is working hard to comply with all government regulations and CASA guidelines.
- 8.2 Despite our best efforts, you acknowledge that due to COVID-19, Droneit may be required to:
- (a) Limit the number of students who may trained or assessed at one time;
 - (b) Delay training or assessment;
 - (c) Alter the course, training and forms of assessment to minimize personal contact;
 - (d) As a last resort, cancel a course.
- 8.3 If we cancel a course, we will either provide you with a refund or transfer you to another course pursuant to our refund policy in his handbook. Other than these circumstances we will not be liable for any loss that you may incur or sustain that in any way relates to COVID-19.
- 8.4 Without limiting the above, you agree that we will not be responsible for, and will not provide refunds, in the event of:
- (a) Any delays or missed deadlines for certification;
 - (b) Students being unable to complete training due to their personal circumstances; or
 - (c) Students being unable to attend in-person assessment due to border closures or government directives.

9. COURSE DURATION

- 9.1 Your course starts on the day that we provide you with your username for our Student Portal.
- 9.2 The time required to complete all assessments may vary from student to student, depending on their individual experience and learning style.
- 9.3 Unless otherwise stated, all courses must be completed within 12 months from the start date of the course.

10. COURSE EXTENSION POLICY

- 10.1 If you are unable to complete your course within the allocated timeframe, you may apply to us for an extension for an additional 12 months. Extensions are subject to our discretion and if granted require to a \$99 extension fee.

11. REQUIREMENTS TO COMPLETE THIS COURSE

- 11.1 In order to complete a course with us, you must have, or have access to, the following:
- (a) A computer (Mac or Windows based);
 - (b) Internet access;
 - (c) Apple or Android mobile device;
 - (d) Microphone and Webcam; and
 - (e) Your own Aviation Reference Number (ARN).
- 11.2 It is your sole responsibility to obtain and maintain the above requirements for the duration of the course.
- 11.3 While technical support is not part our services, if you are experiencing any problems or issues with the course content or LMS, please be in contact and we will endeavour to address your issue.

12. COMPLAINTS POLICY

- 12.1 These policies and procedures are intended to provide clear and practical guidelines to ensure that complaints and appeals lodged with Droneit can be resolved, equitably and efficiently, in accordance with the principles of natural justice.
- 12.2 This Complaints Policy is designed to manage and respond to allegations involving the conduct of Droneit, its trainers, assessors or other staff, any third-party providing services on Droneit's behalf, its trainers, assessors or other staff or students of Droneit.
- 12.3 Droneit acknowledges that a student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint or appeal orally as well as in writing, pursuant to the procedure below.
- 12.4 Droneit will manage all complaints and appeals fairly, equitably and efficiently as possible.
- 12.5 Droneit will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, Droneit acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.
- 12.6 Confidentiality will be maintained throughout the process of making and resolving complaints.
- 12.7 Droneit seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.
- 12.8 Additional copies of this Complaints Policy are available to all students and staff upon request.

- 12.9 Where complaints or appeals have been received, Droneit will keep evidence of how the matter was dealt with and the outcome (including the timeframes). If we form the view that a complaint is substantiated, we will use the information received to review our processes and practices with a view to ensuring that the issue does not happen again.

13. COMPLAINTS POLICY – PROCEDURE

- 13.1 In the event that a student has a complaint arising from their experience with Droneit or wishes to appeal a result from one of our courses, the following steps (a) – (j) are to be followed.
- (a) Where feasible, the student should discuss the issue / complaint with the person involved to try and resolve it verbally.
 - (b) If no resolution is reached, the student should discuss the issue / complaint with their trainer to see if it can be resolved.
 - (c) If still no resolution can be reached, or the issue is not related to a fellow student or a trainer, the student must put the following information relating to the complaint or appeal in writing, stating:
 - i. Whether they wish to formally present their case;
 - ii. The steps they have taken thus far to deal with issue / complaint; and
 - iii. What outcome/s they believe would resolve the complaint or appeal.
 - (d) If appropriate, the person making the complaint should bring the complaint or appeal to the attention of the trainer within seven (7) days of the event the subject of the complaint or appeal.
 - (e) If the person making the complaint is not a student, but a staff member or a member of the public, or if the complaint or appeal has not dealt with to the student's satisfaction within a seven (7) day period, they may bring it to the attention of the CEO by emailing: james.jones@droneit.com.au
 - (f) The CEO will either deal with the issue personally or arrange for it to be dealt with by a Droneit representative. This process must commence within forty-eight (48) hours from the time the CEO, or their delegate, receives written notification from the person making the complaint. A response / acknowledgment must be presented within seven (7) days from the date of receipt of the complaint under this process.
 - (g) The CEO or their representative must review the complaint and arrange a time for all parties to formally present their side/version of events. This should be arranged at separate times, ensuring neither party faces prejudice or fear of reprisal or victimization.
 - (h) Once all parties have had a chance to present their information, the CEO or their representative will provide a written response to all parties confirming the outcome of the complaint within fourteen (14) days from when all parties have provided information relevant to the complaint or appeal.
 - (i) Should the issue still not be resolved to the satisfaction of the person making the complaint, Droneit will decide if an independent external person can resolve the issue. All parties will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than fourteen (14) days.
 - (j) If any party remain unsatisfied with external mediation, they are at liberty to seek recourse as they see fit.

- 13.2 Unless impractical, urgent or otherwise unfairly prejudicial to the complainant, the complaint agrees to follow the above steps before taking their complaint or appeal to a Tribunal, Court or other external body for resolution or adjudication.
- 13.3 Where Droneit considers more than sixty (60) calendar days are required to process and finalise the complaint or appeal, Droneit will inform the complainant or appellant in writing, including reasons why more than sixty (60) calendar days are required, and regularly update the complainant or appellant on the progress of the matter.
- 13.4 All documentation relating to complaint or appeal will be securely archived by Droneit for auditing purposes.
- 13.5 Droneit's CEO will be responsible for the implementation and maintenance of this policy.

14. REVIEWS

- 14.1 Students must not publish any negative, defamatory or disparaging review of Droneit, its employees or any related party (including but not limited to reviews on websites such as Google or Bing, and social media, such as Facebook), without first following the Complaints Policy procedure above.
- 14.2 Any review published contrary to the above must be removed on our demand and the relevant student shall be liable for Droneit's costs of taking action to procure the removal.

15. APPEALS AGAINST ASSESSMENT GRADES

- 15.1 Students may appeal against a result shown on their student record / assessment and may lodge their appeal as outlined in the Complaints Policy – Procedure section.

16. FLEXIBLE FORMS OF ASSESSMENT

- 16.1 Droneit has facilities to provide flexible forms of assessment as required for students who have satisfied us of extenuating circumstances. If you think this applies to you, then you must apply in writing to the CEO with details of the circumstances. The CEO will assess the application and notify you of the outcome in writing.
- 16.2 Our accommodation of any extenuating circumstances is entirely at our discretion, but we remain open to discuss what options may be available to you if you are faced with such a situation.

17. ACCESS TO STUDENT RECORDS AND PARTICIPATION

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

18. FEES

- 18.1 All fees must be paid when prompted or as per the course information. Tax invoices will be issued as required.
- 18.2 Droneit's fees policy is that:
- (a) we have appropriate safeguards and fair options in place for any monies paid in advance.
 - (b) we will use best efforts to ensure that once you have paid your fees and commenced your training/assessment, that you are provided with every opportunity to complete the course.
 - (c) if a course is cancelled while in progress due to circumstances beyond our control, provide you with a refund of fees on hold or offer to transfer you to another course for the price of the gap between the course prices;
 - (d) in the event we cancel or discontinue a course, will refund a pro-rated proportion of any money paid by you and not yet used for the delivery and assessment of the course.
- 18.3 If you have any queries regarding eligibility for refunds, please contact the CEO in the first instance.
- 18.4 You agree that you are required to pay the full amount of fees for the course in which you are enrolled whether you complete the course, unless you are prevented from completing a course for a reason attributable to our act or omission in which case see our fee policy above.
- 18.5 If a student is under 18 years of age, then their parent or guardian or employer is responsible for the payment of course fees.
- 18.6 Students are unable to graduate from their course until course fees have been paid in full.

19. COURSE ENROLMENT

- 19.1 Course enrolment is complete when a student has been issued with a username for online course access, or otherwise sent course materials.
- 19.2 Course duration is effective from the date we grant you access to our Learning Management System (LMS), or otherwise provide you with course materials.
- 19.3 Special offer coupon codes cannot be added to an enrolment retrospectively and must be added at the time of enrolment.
- 19.4 Courses are not transferable to other students.

20. COURSE MATERIALS, ACCESS AND ASSESSMENT

- 20.1 Course materials include all content provided during any course whether provided digitally, in hard copy, and whether by way of writing, audio, audio-visual or otherwise.
- 20.2 Course materials are supplied in an online environment, unless otherwise stated in the course description, and are available for viewing online and must not be downloaded.
- 20.3 Course materials, including copyright and all other such intellectual property rights contained, remain the property of Droneit. You may not reproduce any part of the online course materials without our prior written consent.
- 20.4 Course materials and assessments are subject to change. If this occurs during a course in which you are enrolled, we will inform you and make best efforts to ensure that your course experience is not adversely affected.
- 20.5 Course materials are typically provided by way of our Learning Management System (**LMS**) which is always accessible, save for any maintenance periods, unforeseen outages or interruptions. If our LMS becomes unavailable, course materials may be provided by another mode of delivery.
- 20.6 Unit/subject codes located within our LMS are for CASA identification purposes and will appear on your Graduate Certificates and/or Statement of Results. Course completion records, where applicable, are for internal purposes only and not an official transcript from Droneit.
- 20.7 Optional printed materials are available for most courses/units within Australia only. Charges apply for the provision of printed materials.
- 20.8 Independent research beyond the course materials may be required to complete the assessment. Tutor support is available to help guide students through the course content and assessment only. Additional fees apply for additional tutor support.
- 20.9 All assessment must be submitted online via our LMS.
- 20.10 You will be provided with access to the course materials for a period of 12 month from your course start date. Further access may be granted which is subject to an extension fee.

21. COURSE WITHDRAWAL AND REFUNDS

- 21.1 Droneit complies with Australian Consumer Law regarding refunds. We are not obliged to provide you with a refund if you change your mind about the course in which you are enrolled.
- 21.2 However, while course fees are generally non-refundable, we understand that students may have extenuating circumstances that prevent them from undertaking their course. If this applies to you and you seek a refund or other form of fee reduction, you must provide us with evidence to support any extenuating circumstances, at our absolute discretion.
- 21.3 Any refunds that we provide you will be less any costs incurred by us in relation to third-party items that we provide as part of a course. For example, the cost to us of hardware or third-party subscriptions or materials that we provide you as part of a course, will be deducted from any refund to you.

- 21.4 This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case-by-case situation.

22. ADMINISTRATIVE CONTACTS

- 22.1 This Student Handbook contains answers to many common questions. If after reviewing this Handbook, you have any comments, questions, suggestions or other matters, we suggest that you speak with your trainer, or the CEO. Your trainer can often assist with any individual subject problems you may encounter.

23. CHANGE OF NAME/ADDRESS/TELEPHONE NUMBER

- 23.1 If you change your name, address or telephone number during a course, you must notify us in writing with the details of the previous information and new information within seven (7) days from the date of change.
- 23.2 We will not accept responsibility for any adverse impacts on your learning or certificate or other documents issued to you resulting from your failure to follow the above procedure.

24. ASSESSMENT RESULTS

- 24.1 Students will be notified of assessment results by their assessor at the end of each unit. Assessment results will not be given to anyone other than the student, the trainer and or CEO without your prior permission. No assessment results will be issued or discussed over the telephone.

25. ACADEMIC MISCONDUCT AND PLAGIARISM POLICY

- 25.1 Academic misconduct or plagiarism occurs when a student reproduces someone else's words, ideas, or findings and presents them as their own without proper acknowledgment. It includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.
- 25.2 There are many forms of academic misconduct or plagiarism, including but not limited to the following:
- (a) Direct copying of sentences, paragraphs or other extracts from someone else's work (including on the Internet and in software) without acknowledging the source;
 - (b) Paraphrasing someone else's words without acknowledging the source;
 - (c) Using facts and information derived from a source without acknowledging the source;
 - (d) Using ideas directly derived from an identifiable author without acknowledging the source;
 - (e) Producing assignments that should be their own independent work in collaboration with and/or using the work of other people (e.g., a student or tutor);

- (f) Using the work of other members of a group project without acknowledging who contributed to the work;
 - (g) Copying from another student's work;
 - (h) Submitting someone else's work as their own;
 - (i) Using a diagram from another text or the Internet as a basis for your diagram without acknowledging the source;
 - (j) Taking statistics from another source and using them in a new table or figure without acknowledgement;
 - (k) Buying an essay from the Internet or another student and submitting it as your own work;
 - (l) Making up fake quotes, information, or sources.
- 25.3 Students who are found guilty of academic misconduct in any form of assessment will be deemed "**Not Yet Competent**" for the relevant Unit of Competency.
- 25.4 All confirmed cases of academic misconduct will be recorded on the student's file. Students will be disciplined as per the Student Disciplinary Policy below.
- 25.5 Students found to have breached this policy will receive a formal written warning from the CEO. A second breach will result in the student being expelled from the course with no refund.

26. STUDENT DISCIPLINARY POLICY

- 26.1 This student disciplinary policy exists for the proper, systematic and consistent management of disciplinary issues.
- 26.2 The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify offending, inappropriate or unacceptable behaviour.
- 26.3 Droneit seeks to promote an environment in which students develop a positive and responsible attitude towards fellow students, staff and the general work / learning environment.
- 26.4 When a student's behaviour conflicts with their responsibilities under this Student Handbook, disciplinary action will be taken according to the following process:
- (a) Initially, the trainer will discuss the behaviour in question with the student or suspend the student if, in the trainer's opinion, the breach is of an extreme nature or poses an immediate risk to that student or any other person.
 - (b) If the behaviour continues to be unacceptable the trainer will arrange a meeting with the CEO, or other Droneit delegate to discuss the issue.
 - (c) Details of all disciplinary warnings and/or interviews will be recorded using the communication log of the Learning Management System.
 - (d) The CEO, or their delegate, will counsel the student on possible consequences of breaching their responsibilities under this Student Handbook.
 - (e) If necessary, an action plan may be implemented for the student to abide by in cases deemed necessary by the CEO, or their delegate.
 - (f) Further disciplinary problems will be addressed by the CEO, or their delegate, in consultation with the trainer.
 - (g) An official warning letter may be issued by the CEO, or their delegate.

(h) If disciplinary problems continue after the official warning, Droneit may expel the student without a refund.

26.5 We reserve our right to suspend and expel students immediately based on misconduct if, in our reasonable opinion, we deem necessary.

27. WORK HEALTH AND SAFETY PROCEDURES

27.1 Droneit recognises its responsibilities to students to ensure a safe and healthy academic and working environment.

27.2 Droneit operates according to appropriate Work Health and Safety standards and procedures. First aid kits are in the offices of Droneit. If you ever have any concerns about the safety of you or any other person, please immediately contact your trainer or the CEO.

27.3 Droneit will adhere to all its statutory obligations in relation to safety, anti-discrimination, privacy and others. If you think there has been a breach of any laws or regulations, please be in touch.

We hope you enjoy your studies with us and please be contact without hesitation if you have any questions in relation to your course, this Handbook, or any other aspect of your experience with Droneit.