

# FAQ

The following information covers the most frequently asked questions regarding your time spent in the classroom and facilities available in the local area. Our classroom is available to you 24 hours a day, 7 days a week. A pin code for the main student access door will be provided to you upon arrival. Neat, comfortable and casual attire. There is no requirement to wear a pilot uniform. Please keep in mind the classroom has reverse cycle air conditioning and is kept at a comfortable temperature. Shoes are to be worn to class at all times. You are not required to have an Australian Reference Number (ARN) to complete our CPL or ATPL theory courses, however you will need an ARN if booking a CPL PEX0 Exam. If booking a CASA ATPL PEX0 Exam, you need to ensure you meet the pre-requisite which is either a CPL Theory pass or full CPL license. All theory course, accommodation, supply shop and CASA/ASPEQ examination fees are due on day one of the course. You will be issued with a full statement showing all charges incurred and deposits paid.

Before moving on to the next subject of the Full-Time Ground school, you must ensure your account is up-to-date and payment has been made for previously attended subjects. We are unable to issue course material to students who have outstanding accounts.

CASA PEX0 Exams can't be booked on your behalf unless all prior CASA/ASPEQ fees have been paid. Yes – EFTPOS facilities including credit card (Visa, Mastercard and American Express) are available. There are no service fees for any Credit Card, EFTPOS or Direct Deposit payments. An ATM is located at the Airport Terminal. Should you require more specific banking services a Bendigo Bank is located at Marcoola which is within walking distance to the Airport. An Australia Post outlet is also located at the local shopping centre and provides basic banking services for Commonwealth Bank customers. We have free

parking available for AFT Students

**At AFT's Classroom complex (Gate 8 near airport terminal)**

We have 6 car parks available between our classroom complex and the Sunshine Coast Airport terminal building. These car parks are very popular and are available to our early bird students! Please note that 2 of these car parks are marked for our pilot shop and are not available to full-time ground school students.

Please do not park in the AFT staff car parks.

**AFT All Access Parking (24 Friendship Avenue North)**

AFT have an allocated vacant block available to our students for free parking located at 24 Friendship Avenue North. Unlimited free Wi-Fi access is available to all AFT students. Wi-Fi details will be given upon arrival. The AFT complex has two kitchens available for student use. One upstairs in the ATPL classroom, the other out in Airside Alley. Coffee and Tea are provided complimentary to all students. Each kitchen contains a large refrigerator, microwave, Nespresso coffee machines and a sandwich press. You are welcome to bring your own lunch and use the facilities provided.

Multiple cafes are located within the Airport Terminal. The local Pacific Paradise Tavern has daily specials along with a number of other local restaurants, cafe's and takeaway shops. No – We have secured our own exam sessions with ASPEQ at our local Mudjimba exam venue. We will book the examinations on your behalf while you are here attending our Full-time Ground School subjects. Our Course Co-ordinators will ask you to complete an examination form on day one of each subject.

**CASA/ASPEQ PEX0 Exam fees are not included in your course fees.**

**Unfortunately, CASA PEX0 Exams can't be booked on your behalf unless CASA/ASPEQ fees have been paid by you to us prior to**

**booking.** While we make every effort to ensure all of our students are able to complete the CASA PEX0 Exam at the end of each subject, there are occasions where ASPEQ are not able to accommodate all of our student bookings with their limited computer and supervisor availability at the Mudjimba venue. When ASPEQ are not able to make enough positions available for all of our students we must give priority to students attending the course for the first time and students re-sitting an exam may need to attend a different exam session.

**We regret that the availability of CASA/ASPEQ exam bookings are totally beyond our control.** For students wishing to defer or cancel courses we are able to transfer or refund course deposits. We understand the instability of the aviation industry with regard to leave applications and do our best to be flexible and accommodate any changes you wish to make. We are happy to transfer deposits to other courses and to give refunds on unused deposits.

**Accommodation deposits cannot be refunded unless we can fill the vacancy created.** Advanced Flight Theory's airport office is open Monday to Friday from 9:00am to 4:30pm. You will not be able to contact us at the airport office over the weekend if you have a problem. If you have any questions or problems over the weekend, feel free to contact our Course Co-ordinator Brett Adamson on his mobile phone:

**Brett Adamson – Office Hours 1800 000 767 or After Hours Mobile 0408 968 597** We offer 24/7 course support for our Full-Time and Distance Learning students. We promise to stick by you until you have completed your theory and encourage our students to use our support service.

You are welcome to call or email our instructors at any time with any queries regarding your study. If they are available, they will assist your query immediately. If the instructor is not available, it is best to leave a message for the instructor to get back to you. While our instructors endeavour

to respond as quickly as possible to all messages, please remember that they are sometimes in the classroom or simply unavailable for a short time. To receive the best answer to your question, we recommend you leave a detailed email or phone message which includes your name, contact details, subject you are studying and the query you have.

Example – If you are doing a Practice CyberExam, leave the question reference number, or if you are doing a Revision Test leave the page number and question number. By leaving this information, it means we can have all the information we need to answer your question when we contact you with a response.

## **AFT's Resit and Refund Policy**

**What conditions apply to re-sitting subjects I need to spend more time on?**

**Advanced Flight Theory's Full Time Ground School Resit Policy:**

**If after attending our full time course, you are not totally prepared to sit the CASA PEXO Examinations, or you are having difficulty with any aspect of the course, you are welcome to return and resit all or any part of the course you have paid for once, with no additional course fee\*. If necessary, you may also resit all or any part of the course more than once, subject to the following simple conditions...**

*\* The resit policy applies on the basis that the course fee when you resit the first time, is the same as the course fee you originally paid. Should increased course fees apply at the time of the resit, you will need to pay the difference between the original fee paid and the current fee to resit for that subject. Should you need to resit a subject more than once, you will be required to pay a resit fee of \$100 per subject for each additional time you wish to attend the subject. Resit positions are subject to availability and must be taken within 2 years of initial attendance. After the 2 year period*

*expires, normal course fees apply once again.*

In all cases where you are resitting a subject, we provide that service on the basis that you are to use your original course notes in class. If you wish to have a new set of AFT course notes provided for any subjects you are resitting, there is a small fee per subject to reprint all of the AFT course material for that subject. You can then insert the new notes into your existing binder. In some cases where there have been major updates to the course material, our instructor may advise that it is a necessity for you to obtain the current course notes.

Reprint fees do not include the re-issue of binders, supply shop items or any text books provided by authors other than Advanced Flight Theory. These items can be purchased individually. Please contact us for a reprint quote if required.

## **What conditions apply to upgrading from Distance Learning to Full-Time Course study?**

### **Advanced Flight Theory's Upgrade Policy:**

**If you have purchased our Distance Learning Course and decide you would like to attend our Full Time classroom course, you can upgrade to our Full Time Ground School Course. You must bring your Distance Learning course notes to class with you, as these are not re-printed as part of the upgrade option, subject to the following simple conditions...**

If you have purchased our Distance Learning Course and decide you would like to attend the subject in class, you can upgrade to our Full Time Ground School Course for a small upgrade fee. You must bring your Distance Learning course notes to class with you, as these are not re-printed as part of the upgrade option, subject to the following simple conditions...

The upgrade policy applies on the basis that the current

Distance Learning course fee, is the same as the course fee you originally paid. Should increased course fees apply at the time of the resit, you will need to pay the difference between the original fee paid and the current fee as well as the upgrade to Full-Time Ground School fee. Our upgrade options must be taken within 2 years of initial Distance Learning Course purchase. In all cases where you are upgrading, we provide that service on the basis that you are to use your original course notes in class. If you wish to have a new set of AFT course notes provided for any subject you are resitting, there is a small fee per subject to reprint all of the AFT course material for that subject. You can then insert the new notes into your existing binder. In some cases where there have been major updates to the course material, our instructor may advise that it is a necessity for you to obtain the current course notes.

Upgrade fees do not include the re-issue of binders, supply shop items or any text books provided by authors other than Advanced Flight Theory. These items can be purchased individually. Please contact us for a reprint quote if required.

### **Advanced Flight Theory Refund/Returns Policy:**

We advise customers to choose carefully, as we do not provide a refund simply because you change your mind after purchase. We understand that circumstances can change, however due to the nature of the product, no refund options exist for students once any Distance Learning course material (including the ATPL Full Time Ground School Home Study Kit – Meteorology, Human Factors and Air Law for ATPL enrolments) has been dispatched.

If for some reason the material which you have purchased from Advanced Flight Theory is faulty or defective in some way through no fault of your own, please contact us within 5 business days to discuss replacements options.

If you need to transfer your Full time Course enrolment, we can simply transfer your booking and deposit paid to a later course date. Please keep in mind if you do cancel or transfer your accommodation deposits and payments paid are strictly non refundable unless we can arrange for another student to fill your room at the accommodation. You are liable to pay for your accommodation fees for the full duration of your booking.