



# OTAGO AVIATION ACADEMY STUDENT HANDBOOK

New Zealand Diploma in Aviation (General Aviation) (Level 5)  
with strand in Aeroplane (Ref 3688), (240 credits)

New Zealand Diploma in Aviation (Level 6)  
with strand in Aeroplane Flight Instruction (Ref 3689)

Otago Aviation Academy Ltd is a registered Private Training  
Establishment pursuant to the Education and Training Act  
2020

Otago Aviation Academy Ltd is a New PTE Provider and does  
not yet have a category rating

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# 1. Welcome & Introduction

## 1.1 Welcome from OAA

Thank you for your interest in joining Otago Aviation Academy as a student. Studying Commercial Flying with OAA is an excellent choice. Learning to fly in Wanaka—one of New Zealand’s most stunning mountain regions—is a dream come true for many aspiring pilots. Notably, “Wānaka” is the South Island dialect pronunciation of “wānanga,” meaning “the lore of the tohunga or priest” or simply a place of learning.

OAA is a New Zealand Qualifications Authority (NZQA)–accredited flight training provider based in beautiful Wanaka. We offer flight services to both international and domestic students and provide comprehensive aviation training for both experienced pilots and beginners. Our goal is to deliver high-quality commercial aviation training, empowering you to succeed in a dynamic career that can take you anywhere in the world.

Your safety is our top priority. We are proud of our 100% safety record, maintained through decades of rigorous safety practices and by equipping all our aircraft with dual controls.

We understand that there is a lot of information to absorb. Please review this handbook carefully—it explains how our school operates, what you can expect from us, and what we expect from you.

If you have any questions, do not hesitate to call or email us. We look forward to welcoming you to our School.

**Fox Lee**

Chief Executive Officer

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## 2. Accreditation & Evaluations

### 2.1 NZQA Accreditation and CAA Approval

- **NZQA Accreditation:** OAA is a NZQA–accredited flight training provider in Wanaka.
- **CAA Approval:** We are approved by the New Zealand Civil Aviation Authority (CAA) to conduct aviation training.

- **EER Reviews:** NZQA assesses tertiary education organisations via External Evaluation and Review (EER). As a new Private Training Establishment (PTE), we have not yet been categorised until we complete our EER.
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## 3. Contact Details

### 3.1 School Contact Information

- **Postal and Physical Address:**  
Otago Aviation Academy  
6 Spitfire Lane, Wanaka Airport  
Wanaka 9382, New Zealand
- **Website:** [www.otagoaviation.ac.nz](http://www.otagoaviation.ac.nz)
- **Email:** [info@otagoaviation.ac.nz](mailto:info@otagoaviation.ac.nz)
- **Phone:** +64 [0]3 443 4005
- **CEO:** Fox Lee
- **Office Manager:** Cherie Shi

### 3.2 24-Hour Contact Number

If you have any complaints or concerns during or after the programme, please contact the Office Manager directly at 03 443 4005. After hours, calls are automatically diverted to a monitored mobile phone. We kindly ask that you reserve after-hours calls for urgent matters only.

### 3.3 Emergency Services

In an emergency, call **111** and request Emergency Services if:

- Someone is badly injured or in danger.
- There is a serious risk to life or property.
- A crime is in progress or the offenders have just left.
- You encounter a major public inconvenience (e.g., trees blocking a highway).

If you are unsure whether it is a real emergency, please call 111 for guidance.

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## 4. About Otago Aviation Academy

### 4.1 Registration & Accreditation

OAA is registered as a Private Training Establishment with NZQA under the Education and Training Act 2020. We are accredited to provide education, training, and assessments for various commercial aviation qualifications on the New Zealand Qualifications Framework (NZQF).

### 4.2 Facilities and Equipment

Our facilities are located at 6 Spitfire Lane, Wanaka Airport, New Zealand (approximately 10 km from the township of Wanaka). Here are some of our key facilities:

- **Hangar & Flight Operations:**
  - Locked hangar
  - Telephone and WiFi
  - 6 certified aircraft
- **Office & Support Facilities:**
  - Office with computer and hard drive backup
  - Toilet, kitchen, and briefing room
  - 3 televisions, film, and briefing cards
- **Wanaka Classroom/Office Facilities:**
  - On-site office/reception
  - Printer/copier and laminator
  - Audio visual equipment
  - Kitchen and washroom facilities
  - Fully equipped classroom with desks, chairs, projectors, whiteboards, and teaching aids

### 4.3 List of Staff

- **Chief Executive Officer:** Fox Lee
- **Office Manager:** Cherie Shi
- **Flight Instructors/Tutors:**
  - Fox Lee

- Devon Sansbury
  - Callum Van der Oest
  - Joshua Henderson
  - Angus Todd
  - **Support Staff (Ensuring Your Safety):**
    - Safety Manager and Occurrence Investigation Manager: Cherie Shi
    - Maintenance Controller: David Drake
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## 5. Entry Requirements & Pre-Requisites

### 5.1 Pre-Requisites for All Aviation Programmes

To commence your studies, you must meet the following minimum requirements and provide evidence at least one month before the course starts. Failure to meet these will delay or prevent the start of your course.

#### **For the New Zealand Diploma in Aviation (General Aviation) (Level 5) – 240 Credits**

- Be at least 18 years old on the first day of the course.
- Demonstrate effective English communication (instruction and assessment are in English). IELTS requirements: Overall 5.5 with no band lower than 5.0 (or equivalent).
- Hold a Class 1 Aviation Medical.  
*(Note: This certificate may be obtained post-arrival in New Zealand or from authorized overseas doctors. See “Overseas Medical Examiners” for details.)*

#### **For International Students (in addition to the above)**

- Obtain a student visa to legally study in New Zealand. OAA will support your visa application through Immigration New Zealand.
- Provide evidence of travel and medical insurance covering your entire stay in New Zealand. This must include coverage for international travel as well as domestic flights.

#### **For the New Zealand Diploma in Aviation (Level 6) – Aeroplane Flight Instruction**

- Hold a New Zealand Diploma in Aviation (General Aviation) Level 5 (Aeroplane Strand) or an equivalent CAA-recognized certification.

Ensure that all information regarding your health, behavior, and academic background is complete and accurate. Failure to disclose or false disclosure may result in the termination of your enrolment. (Note: International students are not eligible for special needs funding.)

For any questions regarding these requirements, please contact us immediately.

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## 6. 2025 Calendar & Fees

### 6.1 Intakes

- There are three intakes per year (subject to enrolment numbers): March, July, and October.

### 6.2 Student Fees

- **Diploma Level 5 (Two-Year Programme):**  
Total: \$122,800 (\$61,400 per year)
- **Diploma Level 6 (Short Year Programme):**  
Total: \$43,500

Fees cover tuition (theory and flight instruction), aircraft usage, landing fees, and flight examinations for the Private Pilot License, Commercial Pilot License, Instrument Rating (for Level 5), and C Category Flight Instructor (for Level 6).

*Note: Additional charges apply for retaking flight examinations or purchasing uniforms.*

### 6.3 Fee Payment

Funds must be cleared ahead of course commencement via Public Trust.

### 6.4 Student Fee Protection

#### Fee Protection Rules

- Student fees are held in trust per the Student Fee Protection Rules 2021.
- You will be informed of total costs and any potential conflicts of interest per the Education and Training Act 2020.

#### Fee Protection Agreement

- OAA has an agreement with Public Trust to protect student fees.
- Advance fees are deposited into a Public Trust account managed per current regulations.
- Fund disbursement follows a structured schedule approved by the student.

- **Note:** If a student withdraws and re-joins a later programme, the original fees cover course costs but will not be protected under the Student Fee Protection Rules.
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## 7. Withdrawal & Refund Policy

### 7.1 Withdrawal Duration & Refund Criteria

#### a. General Withdrawal Policy

- **Within 10 Working Days:**  
Full refund minus specified deductions.
- **After 10 Working Days:**  
No refund is provided.

#### b. Refund Conditions by Student Type

- **Domestic Students:**
  - Withdrawal within 10 working days: Full refund of fees minus an administration fee of 10% or \$2,500 (whichever is lower).
  - Withdrawal after the 10th working day: No refund.
- **International Students:**
  - Withdrawal within 10 working days: Refund provided, deducting incurred costs up to 25% of total fees.
  - Withdrawal after the 10th working day: No refund.

#### c. Refund for Programme Issues

- **Programme Non-Commencement:**  
Full refund of all fees (if an international student is denied a visa, a \$750 administration fee is deducted).
- **Programme Cancellation After Commencement:**  
Pro-rata refund for the portion of the course not delivered.
- **Termination Due to Disciplinary Action:**  
No refund.
- **Refund Payment Process:**  
Refunds are returned to the original source of payment.

#### d. Unforced Withdrawal



- For unforeseen and uncontrollable circumstances, a student may withdraw and rejoin the next available course.
    - Fees already paid will cover the remaining tuition.
    - Training must resume within six (6) months of withdrawal.
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## 8. Change of Personal Details

Students must notify the Office Manager immediately if any of the following change:

- Name
- Address
- Residency or citizenship status
- Enrolment in an additional programme
- Change of programme or withdrawal
- Change of emergency contact or next of kin

Additional paperwork may be required to update these details.

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## 9. Accommodation Options

### 9.1 Accommodation in Wanaka

Various options are available:

- **Boarding Rooms:** Local Wanaka family homes (most affordable)
- **Self-Contained Cabins:** In holiday parks
- **Local Motels:** (typically the most expensive)

*(Note for NZQA: Specific accommodation providers will be included once confirmed.)*

OAA can arrange temporary accommodation for the first eight weeks. After that, students may continue in their current place or seek alternative accommodation. If you arrange your own, please contact the Office Manager ([info@otagoaviation.ac.nz](mailto:info@otagoaviation.ac.nz)) for guidance on tenant rights and obligations.

For more details, visit:

- [Study in New Zealand - Housing](#)

If you have concerns regarding your accommodation, contact the Office Manager, CEO, or any OAA staff member immediately.

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## 10. Living in Wanaka

### 10.1 Student Lifestyle & Responsibilities

- **Real-World Experience:**  
OAA's training replicates real industry conditions, including undertaking support roles in flight preparation.
- **Self-Directed Learning:**  
Approximately 47% of the programme involves self-directed theoretical study and flight preparation.
- **Weekend Availability:**  
Students must be available on weekends for rescheduled flight training due to weather disruptions.

### 10.2 Exploring Wanaka

Wanaka offers world-class outdoor activities:

- Skiing and snow sports
- Hiking and mountain biking
- Mountaineering and rock climbing
- Boating, fishing, and swimming
- Paragliding and adventure tourism

Nearby Queenstown—New Zealand's adventure capital—is just 70 km away.

For more information, visit:

- [Lake Wanaka Tourism](#)
  - [New Zealand Police - Visitor Safety Guide](#)
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## 11. Equipment Provided

All necessary equipment is included in your training fees. OAA will provide:

- Personal headset

- Textbooks (including Waypoints and Human Factors)
- Navigation gear (ruler, protractor, flight computer)
- VNC charts
- AIP Volume 1 & 4 (12-month subscription)
- Pilot logbook

Most teaching materials are provided in PDF format. If you do not have a laptop or iPad, OAA will provide access to a computer for study purposes.

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## 12. Arrival & Orientation

Upon arrival in Wanaka:

- An OAA staff member will meet you at Wanaka Airport.
  - You will receive assistance with accommodation check-in.
  - Orientation will cover campus tours, training expectations, and health & safety procedures.
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## 13. Training Programmes & Course Structure

### 13.1 Diploma in Aviation (General Aviation) – Level 5 & Diploma in Aviation (Aeroplane Flight Instruction) – Level 6

The programme includes:

- **Course 1 – PPL Theoretical Knowledge:**  
Covers radio telephoning, air law, navigation, meteorology, aircraft technical knowledge, and human factors.  
*Theory Tests: 150hr over 6 weeks; 110 SDL hours; Total Hours: 260; Credits: 26; Level: 3.*
- **Course 2 – PPL Core Techniques Practicum:**  
Includes basic exercises, circuits, General Handling (GH), Instrument Flight (IF), night, and navigation training.  
*158.3hr over 8 weeks (plus 5 spare weeks for bad weather); 31.7 SDL hours; Total Hours: 190; Credits: 19; Level: 4.*

- **Course 3 – CPL Theoretical Knowledge:**

Covers principles of flight, aircraft performance, and general technical knowledge.

*Theory Tests: 300hr over 14 weeks; Total Hours: 460 theory, 760 SDL hours; Credits: 76; Level: 5.*

- **Course 4 – CPL Advanced Navigation, Basic Mountain Flying, and Night Flying Practicum:**

Prepares students for the PT2 CPL Navigation Test.

*290hr over 15 weeks (including 217.5 briefing hours, 18.3hr dual SEP, 28.3hr solo SEP plus 1.5hr flight test); 240 SDL hours; Total Hours: 530; Credits: 53; Level: 5.\**

- **Course 5 – CPL Instrument Rating Theoretical Knowledge:**

Covers air law for instrument flight, navigation, flight planning, and instrument training.

*Instrument Rating Test: 120hr over 6 weeks; Total Hours: 190 theory, 310 SDL hours; Credits: 30; Level: 5.*

- **Course 6 – IR Flight Training Practicum (Single and Multi-Engine Training):**  
Involves procedural instrument training (FNPT II based) and culminates in the MEIR Flight Test.

*180hr over 11 weeks (including 127.6 briefing hours, 7.9hr dual MEP VFR, 13hr dual SEP IFR, 12.6hr dual MEP IFR, 16.5hr simulator IGT plus 2.4hr MEIR Flight Test); 80 SDL hours; Total Hours: 260; Credits: 26; Level: 6.*

- **Course 7 – CPL Training to PT5 Flight Test:**

Consists of dual and solo advanced handling training.

*80hr over 6 weeks plus 2 spare weeks for bad weather (including 50.3 briefing hours, 12.5hr dual SEP VFR, 15.7hr Pilot in Command SEP plus 1.5hr Flight Test); 10 SDL hours; Total Hours: 80; Credits: 9; Level: 5.*

- **Course 8 – C Category Flight Instructor Training:**

Provides both theoretical and practicum training for a NZ Category C flight instructor rating, including Instructor Spinning and Night Flying endorsements.

*270hr over 24 weeks plus 1 week for bad weather (including 188.8 briefing hours, 48.5hr PIC SEP, 29hr dual SEP, plus 3.7hr Flight Test); 400\* SDL hours; Total Hours: 830; Credits: 83; Level: 6.\**

*Total for Level 6 Diploma (including embedded Level 5 courses 1 to 7):*

- Duration: 105 weeks (including 8 spare weeks for bad weather)
- Contact Hours: 730hr theory
- SDL Hours: 978.3hr (including 304.1 total flight hours, 16.5 Simulator hours)

- Total Hours: 1521.7hr; Credits: 3230; Level: 323

The Level 5 diploma is split into 7 courses, with an additional course to complete the Level 6 diploma. Detailed course descriptions include the following:

- **Course 1:** PPL Theoretical Knowledge (full-time ground school for PPL(A) examinations).
- **Course 2:** PPL Core Techniques covering General Handling, basic IF, night flying, and VFR Navigation. Designed to establish a common training standard.
- **Course 3:** CPL Theoretical Knowledge (full-time ground school for CPL(A) examinations).
- **Course 4:** CPL Advanced Navigation, Cross Country Flight Test, and Night Flying, including mountain flying and advanced navigation.
  - *Note:* High Student Directed Learning is required; students prepare advanced flight plans and interpret weather independently.
- **Course 5:** Instrument Rating Theoretical Knowledge (full-time ground school for Instrument Rating examinations).
- **Course 6:** Instrument Rating Training & DA42 type rating, comprising:
  - Part 1: FNPT II based procedural instrument training.
  - Part 2: SEP instrument procedural training.
  - Part 3: MEP handling.
  - Part 4: MEP procedural instrument training.
- **Course 7:** CPL Training with dual and solo advanced handling culminating in the CPL flight test.
- **Course 8:** C Category Flight Instructor Training with both theoretical and practical components, including additional endorsements.
  - *Note:* High Student Directed Learning is emphasized; students develop flight and instruction plans independently.

### 13.2 Glossary of Terms

- **PPL:** Personal Pilot License
- **CPL:** Commercial Pilot License
- **SEP:** Single Engine Plane
- **MEP:** Multi Engine Plane

- **PIC:** Pilot in Command (solo flight)
  - **FNPT II:** Flight Simulator
  - **VFR:** Visual Flight Rules
  - **IF:** Instrument Flight
  - **GH:** General Handling
  - **IRT:** Instrument Rating Training
  - **MEIR:** Multi Engine Instrument Rating Flight
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## 14. Recognition of Prior Learning (RPL)

RPL is a process acknowledging skills and knowledge from previous training or experience. Where appropriate, an RPL assessment may allow you to bypass certain training components, subject to approval by the instructional staff and the CEO. Should an entire course be recognized through RPL, a reduction in tuition fees will apply.

*Note: Overseas aviation experience may support your studies but is not automatically considered for RPL.*

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## 15. Programme Completion & Assessment Requirements

OAA is committed to producing highly skilled, safety-conscious aviation graduates. To achieve this, full commitment to the programme is essential.

### 15.1 Attendance & Assessment

- **Attendance:**  
Attendance is mandatory. Any absences due to illness or valid reasons must be made up.
- **Assessments:**
  - **Theory:** Pass/Fail system with internal grading by instructors.
  - **Practical:** Assessed by instructors based on individual performance.
  - **Off-site Assessments:** Dates provided in advance; attendance is compulsory.

Incomplete work must be completed within a predetermined timeframe. Alternative arrangements are required if practical components are missed, unless otherwise agreed upon with an instructor.

### 15.2 Assessment Procedures

- **Pre-Course:**  
Instructors will outline assessment components, methods, and passing criteria.
- **During Assessment:**  
Oral notifications are provided on the day of the assessment, with results recorded and communicated as promptly as possible.
- **Appeals:**  
Concerns regarding assessment results should be discussed with your instructor. If unresolved, the CEO may appoint an independent instructor to review the case. Appeals must be lodged within six (6) months of the assessment date or per CAA/credentialing policies.

### 15.3 Opportunity for Re-Assessment

- **Theory Assessments:**  
A minimum of 70% is required to pass. Remedial tutoring is provided for failed assessments, though additional external exam fees may apply.  
If a re-sit fails, re-enrolment in the course is necessary.
- **Flight Tests:**  
Individual manoeuvres are graded as:
  - NYC (Not Yet Competent / Fail)
  - 70% (Pass)
  - 85% (High Pass)

Failing a manoeuvre requires retaking the entire flight test as per CAANZ regulations, with the student covering the cost of additional flight training and external test fees.

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## 16. Graduate Information & Continuing Professional Development

Upon graduation (Diploma Level 5 & 6), OAA will assist you with applying for the CAA NZ aviation license. Requirements include:

- Completion of a Fit and Proper Person (FPP) Questionnaire, which requires:

- Proof of identity
- Service address for official documents
- Criminal history report (from NZ Ministry of Justice)
- Details of demerit points and any driving suspension (from NZ Transport Agency)

*Note: MOJ reports typically take a minimum of 4 weeks (free) or can be expedited via a paid service.*

For further details, consult the CAA Fit & Proper Person Questionnaire guidelines.

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## 17. Job Placement & Career Support

OAA assists graduates in securing their first aviation job by providing:

- CV preparation assistance
- Industry contacts and job referrals
- Guidance on licensing conversions for international aviation careers

New Zealand is an ICAO contracting state; however, license conversions may require additional certification or flight hours in the country of employment.

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## 18. Media & Internet Policy

To maintain professionalism and privacy:

- The use of mobile phones, cameras, or video recording devices is prohibited during training unless permission is obtained.
  - If you wish to take photos, request that an OAA staff member do so using school equipment.
  - Violations will result in a formal written warning.
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## 19. Privacy Act Compliance

OAA is required to provide student records to:



- Ministry of Education (MOE)
- CAA NZ (for pilot licensing purposes)

This is detailed in the enrolment form, which you must sign to authorize the sharing of your information.

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## 20. Orientation, Health & Safety

### 20.1 Orientation

Orientation Week is mandatory and covers:

- Study commitments and expectations
- Campus tour (classrooms, hangar, aircraft)
- Health and safety training

### 20.2 Emergency Procedures

- **Medical Emergency:**  
Inform an instructor or staff member immediately. If unavailable, dial 111 and follow instructions.
  - **Fire Emergency:**  
Raise the alarm, dial 111 for the fire brigade, evacuate using the nearest exit, and assemble at the designated meeting point. Do not re-enter until advised.
  - **Earthquake:**  
Take cover under a sturdy table or doorway; once shaking stops, check for injuries and evacuate using the safest exit. Assemble at the designated meeting point.
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## 21. Student Welfare & Support Services

### 21.1 Welfare & Support

OAA is committed to a safe and supportive learning environment. You will have regular review sessions with your instructor. For concerns or additional support, you may speak with:

- Your Instructor
- The Office Manager

- The CEO (who oversees student welfare)

If you are absent for half a day without notice, an instructor will call to check on your well-being.

## 21.2 Substance Policy

- Alcohol and drug use are strictly prohibited during all aspects of the programme.
- Prescription medication affecting flying must be approved by a doctor.
- Smoking is not permitted inside workplaces or public buildings in New Zealand.

## 21.3 Harassment, Bullying & Equal Opportunity

If you experience or witness harassment, bullying, discrimination, or personal struggles (e.g., addiction, gambling problems, mental health concerns), please confidentially speak with:

- Any Instructor
  - The Office Manager
  - The CEO
- Alternatively, contact external support agencies directly.

## 21.4 Help & Emergency Contacts

Service	Contact Information
<b>Emergencies</b>	Dial 111
<b>Wanaka Medical Centre</b>	23 Cardrona Valley Road, Wanaka 24-hour line: 03 443 0710
<b>Welfare Assistance</b>	<a href="http://www.workandincome.govt.nz">www.workandincome.govt.nz</a>
<b>Health Services</b>	<a href="http://www.moh.govt.nz">www.moh.govt.nz</a>
<b>Mental Health Services</b>	<a href="http://www.moh.govt.nz">www.moh.govt.nz</a>
<b>Drug Education</b>	<a href="http://www.nzdf.org.nz">www.nzdf.org.nz</a>
<b>Problem Gambling Support</b>	<a href="http://www.pgfnz.co.nz">www.pgfnz.co.nz</a> / <a href="http://www.cgs.co.nz">www.cgs.co.nz</a>
<b>Quit Smoking Support</b>	<a href="http://www.ndp.govt.nz">www.ndp.govt.nz</a> / Quit Line: 0800 778 778
<b>Alcohol Abuse Support</b>	<a href="http://www.alcoholics-anonymous.org.nz">www.alcoholics-anonymous.org.nz</a> / Helpline: 0800 229 6757

<b>Service</b>	<b>Contact Information</b>
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<b>NZ Qualifications Authority (NZQA)</b>	04 802 3000
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Pamphlets from relevant support agencies are available at the training facility.

### **21.5 Student Feedback & Input**

Your feedback matters! You will have opportunities to provide anonymous online feedback as well as direct feedback with instructors. Feedback is reviewed by staff and the CEO to enhance your learning experience.

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## **22. Rules & Expectations**

### **22.1 General Rules & Conduct**

#### **1. Compliance with Waivers & Regulations:**

All students must read, understand, and sign the relevant waivers, liability agreements, and confirmations before participating in training activities.

#### **2. Attendance & Punctuality:**

- Attend all scheduled training and classes.
- Poor attendance may result in incomplete credits or additional costs for catch-up sessions.
- Absences must be reported before class begins with supporting documentation (e.g., medical certificate).

#### **3. Academic Integrity & Conduct:**

- Cheating or dishonesty will result in dismissal.
- Report any hazards, malfunctions, or missing equipment.

#### **4. Respect for Safety & Facilities:**

- Follow all Health & Safety regulations on-site and during training.
- Respect out-of-bounds areas; unauthorized access may trigger security actions.

#### **5. Zero-Tolerance for Drugs & Alcohol:**

Any violation of the drug or alcohol policy during training will lead to immediate disciplinary action.

## 22.2 Disciplinary Procedures & Termination

### Dismissal without Notice

A student may be dismissed without notice for serious misconduct, including but not limited to:

- a) Unauthorised possession of, or wilful damage to, school property.
- b) Fighting with or assaulting another student or staff member on any training premises.
- c) Acts of disobedience, negligence, or incompetence affecting safety, quality, or good conduct of training.
- d) Refusal to perform assigned duties or to comply with lawful and reasonable instructions from instructors.
- e) Unauthorised possession of another student's or staff member's personal property.
- f) Unauthorised possession, consumption, or being under the influence of alcohol during a course of training.
- g) Possession, use, or being under the influence of illegal drugs during a course of training.

*Note: OAA reserves the right to conduct student drug testing during the programme if deemed necessary.*

- h) Falsification of medical certificates, application forms, or any other document presented to, used by, or belonging to OAA or any affiliated entity.
- i) Any act in breach of the Civil Aviation Authority of New Zealand's (CAANZ) definition of a "fit and proper person" (see: [CAANZ Fit and Proper Person Form 24FPP](#)).
- j) Any act in breach of New Zealand law.

### Causes for Disciplinary Action

Examples of behaviour that may result in disciplinary action (warnings) include:

- 1. Disorderly conduct.
- 2. Failure to achieve an acceptable quality or rate of work.
- 3. Failure to follow procedures regarding the reporting of loss, damage, destruction, or breakage of school property.
- 4. Failure to report lateness or absenteeism at least 15 minutes prior to the scheduled class start time.
- 5. Excessive lateness or absenteeism.
- 6. Smoking in designated non-smoking areas and/or eating during class time.
- 7. Disruptive behaviour during class, including inappropriate language, sexism, racism, or displaying negative attitudes.
- 8. Breaches of OAA's media and Internet policies.
- 9. Failure to comply with OAA's established rules, policies, and regulations, including directives covering safety, security, hygiene, fire procedures, and handling of school assets.

## **Disciplinary Procedures**

### **First Offence:**

A verbal warning will be issued privately, with a witness present. A record of the warning will be documented, and the student's assurance will be sought to prevent recurrence.

### **Second Offence:**

A written warning will be issued, referencing the prior verbal warning. Details of the second breach will be recorded.

Any breach following a written warning may result in suspension for a period determined by the CEO.

### **Termination:**

Any further breach after suspension, or serious misconduct at any stage, may result in immediate termination without further warning.

Relevant authorities, including Immigration New Zealand (INZ), the Ministry of Education, and the New Zealand Qualifications Authority (NZQA), will be notified where applicable.

### **Important:**

- Warnings may be issued for breaches of different types.
- It is not necessary to have three breaches of the same type for termination to occur.
- No refunds of tuition fees or accommodation payments will be provided if termination results from disciplinary action.

### **Costs:**

Where additional flight time or resources are required to assist a student in catching up due to disciplinary action, the student may be charged on a cost-recovery basis.

### **Termination of Enrolment**

Enrolment in a programme of study or specific paper/course may be terminated for the following reasons:

- a. Failure to meet programme requirements or conditions.
- b. Insufficient enrolments resulting in the programme or course not being commercially viable.
- c. Submission of false, misleading, or inaccurate information in support of enrolment.
- d. Failure to update required information as stated in the Enrolment Form, including but not limited to changes in contact address, medical conditions, criminal charges, or convictions.
- e. Breach of the Student Disciplinary Policy.
- f. Failure to pay fees or course costs in full and on time.

In the event of termination of an international student's enrolment, OAA will immediately report the termination to Immigration New Zealand (INZ) using the prescribed online form for foreign nationals holding a student visa.

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## 23. Student Complaint/Grievance Procedure

OAA is committed to providing a fair, equitable, and transparent process for resolving student complaints and grievances.

### Procedure

#### Step One: Submission to Instructor or Office Manager

- A student who believes they have grounds for a complaint should submit the complaint directly to their Instructor or to the Office Manager.
- OAA will endeavour to resolve the issue within **2 working days**.

#### Step Two: Escalation to CEO

- If the complaint is not resolved at Step One, the student may submit the complaint in **writing** to the CEO.
- Written complaints will be acknowledged within **3 working days**.
- A staff member (usually the CEO) will be assigned to review the case, undertake any necessary investigation, and determine an outcome.
- A written decision will be provided to the student within **10 working days**.

#### Step Three: External Resolution – NZQA and Study Complaints

If the student feels their complaint has not been satisfactorily resolved internally, they may escalate it to external agencies:

- **NZQA (New Zealand Qualifications Authority):**  
If you believe OAA has breached the **Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021**, you may lodge a complaint with NZQA.  
NZQA is a government organisation that provides an independent assessment of complaints.  
For more information, visit:  
[NZQA – Learner Guide to Complaints 2024](#)
- **Tertiary Education Dispute Resolution Scheme (Study Complaints):**  
If your complaint relates to a **financial or contractual** matter, and remains unresolved following OAA's internal appeal process, you may contact **Study Complaints**.  
Study Complaints is a free, independent service for both international and

domestic students.

For more information, visit:

[Study Complaints – Financial and Contractual Disputes](#)

### Additional Information

Students are encouraged to raise any concerns or questions about their course, its content, or any related matter with any member of staff at any time.

OAA staff will make every effort to address questions and concerns promptly and to support students wherever possible.

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## 24. Financial & Contractual Complaints (DRS)

If your complaint relates to financial or contractual matters:

1. Follow OAA's internal complaints process first.
2. If unresolved, you may escalate the issue via NZQA's Dispute Resolution Scheme (DRS).

### 24.1 How to Submit a DRS Complaint

- **Download:** The NZQA Complaint Form.
- **Submit:** Send the completed form with supporting documents via:
  - **Email:** [risk@nzqa.govt.nz](mailto:risk@nzqa.govt.nz)
  - **Mail:** The Complaints Officer, Quality Assurance Division, P.O. Box 160, Wellington 6140
- **Assistance:** Call NZQA at 0800 697 296.

#### For International Students:

- Contact iStudent Complaints for financial or contractual disputes:
  - **Website:** iStudent Complaints
  - **Phone:** 0800 00 66 75
  - **Email:** [complaints@istudent.org.nz](mailto:complaints@istudent.org.nz)
  - **Learner Guide:** Refer to the Learner Guide to Complaints 2024.

#### For Domestic Tertiary Students:

- Tertiary Education Dispute Resolution handles domestic student disputes. Refer to their website and provided process flowcharts for details.

## 25. International Student Visa Requirements

### 25.1 Visa and Living Expenses

- **Visa Requirements:**

The visa type and duration depend on your training needs. For the latest details, visit [Immigration New Zealand](#).

- Failure to obtain a visa results in a full tuition refund.
- Breaching visa conditions or termination of enrolment requires reporting to Immigration New Zealand.

- **Living Expenses:**

- **Studying >1 year:** At least NZD \$20,000 for the first year.
- **Studying <1 year:** At least NZD \$1,667 per month.

*Note: The training is weather-dependent; students must be available seven days a week. While work is not recommended, if you choose to work, ensure you do not exceed permitted work hours (up to 20 hours per week during term time and full-time during holidays if allowed by your visa).*

For further details, visit:

- [Study in NZ – Working While Studying](#)

### 25.2 International Student Insurance

International students must have travel and medical insurance that meets the requirements of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

The insurance policy must cover the entire duration of the student's stay and include:

- Travel to and from New Zealand (including travel prior to enrolment and after completion of studies);
- Travel within New Zealand;
- Travel outside New Zealand, if it is part of the educational instruction (e.g., training or official visits);
- Medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation;
- Repatriation or expatriation as a result of serious illness or injury, including travel costs for family members assisting;
- Death, including family members' travel costs to and from New Zealand, repatriation or expatriation of the body, and funeral expenses;



- Flight training-related activities.

Insurance must be issued by a provider that has a minimum credit rating of:

- 'A' from Standard & Poor's, or
- 'B+' from A.M. Best.

Students must provide evidence of valid insurance cover prior to enrolment and ensure that their policy remains current throughout their study in New Zealand.

For more details, visit:

- Study with New Zealand – [Plan Your Study Experience](#).

### 25.3 International Student Driving

If you plan to drive in New Zealand, you must have a New Zealand driver's license or an International Driving Permit. Visit the [NZTA Driving Guide](#) for more information.

### 25.4 Support for International Students

OAA is a signatory to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. Additional support is provided through platforms such as NauMai NZ, which assists with cultural transition, legal rights, and general guidance.

For more details, visit:

- [Otago Aviation Academy – International Students](#)
- [NauMai NZ](#)

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## 26. Student Declaration & Enrolment Checklist

### 26.1 Student Declaration & Media Consent

I, \_\_\_\_\_ (Full Name, please print), confirm that:

- I accept the offer of a place in this programme and commit to paying all applicable fees.
- I have read and understood the latest Student Handbook.
- I agree to abide by the rules and expectations outlined in this handbook and the Aviation Operations Manual.
- I understand the assessment and complaints procedures.
- I will attend all training sessions and follow instructor directives for safety and course requirements.

- I accept that failure to comply with the procedures is my full responsibility.
- I agree to pay all fees as outlined by OAA.
- I understand that graduation and certification may be delayed if I have unpaid debts to OAA.

**Media & Communication Consent:**

☐ I do **NOT** consent to my image or communication being used for marketing purposes.

**Student's Signature:** \_\_\_\_\_

**OAA Staff Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**26.2 Enrolment Checklist**

**To Secure Your Place:**

**Before Application:**

- Completed Enrolment Form sent to OAA
- Certified Copy of Passport (or NZ Birth Certificate) sent to OAA

**One Month Prior to Course Start:**

- Completed IELTS exam (if applicable)
  - Completed Domestic or International Student Enrolment Form
  - Student Visa approved (for International Students) & copy sent to OAA
  - Read the Code of Practice (for International Students)
  - Organized funding for course, accommodation, & living costs
  - Purchased Travel & Medical Insurance (for International Students) & sent proof to OAA
  - Paid fees to OAA's Public Trust Account
  - Copy of Class 1 Aviation Medical (can be completed upon arrival in NZ)
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