

STUDENT HANDBOOK 2022



Table of Contents

WELCOME TO ARDMORE FLYING SCHOOL	1
FOR OUR INTERNATIONAL STUDENTS - WHY NEW ZEALAND?	1
Student Services Available.....	2
OPERATIONS TEAM	2
<i>Working and studying</i>	2
<i>Citizens Advice Bureau</i>	2
INTERNATIONAL PASTORAL CARE	2
<i>Visa and Immigration Assistance for International Students</i>	2
MEDICAL AND TRAVEL INSURANCE.....	3
MEDICAL AND TRAVEL INSURANCE REQUIREMENTS	3
INTERNATIONAL EDUCATION APPEAL AUTHORITY.....	3
ACCOMMODATION SERVICES.....	3
DURING YOUR TRAINING.....	3
ATTENDANCE.....	3
COURSE STRUCTURE.....	3
INSTRUCTOR ALLOCATION.....	3
HEALTH AND SAFETY.....	4
ARDMORE FLYING SCHOOL CAMPUS MAP	5
KEY PEOPLE AT ARDMORE FLYING SCHOOL	6
DISCIPLINARY ACTION.....	8
SCHOOL'S OBLIGATIONS WHEN TAKING DISCIPLINARY ACTION.....	8
REFUND ENTITLEMENT POLICY.....	9
AMOUNT OF REFUND ENTITLEMENT.....	9
NON-REFUNDABLE ITEMS.....	10
STUDENT FEE PROTECTION.....	11
GOVERNMENT FEES FREE SCHEME AND STUDENT LOANS AND ALLOWANCES.....	11
CREDIT TRANSFER.....	11
RECOGNITION OF PRIOR LEARNING (RPL) AND CROSS CREDITING:	11
AVIATION MEDICAL EXAMINERS IN AUCKLAND.....	11
AFS DRESS CODE.....	11
Talon ETA.....	14
For Our International Students.....	17
Getting around Auckland.....	18
ROAD SAFETY	19
Dealing with grievances.....	21
What to do in an emergency.....	22
SUPPORT SERVICES.....	23
You and the New Zealand Law.....	23



Auckland

Hamilton

Rotorua

New Plymouth

Napier

Nelson

Wellington

Christchurch

Queenstown

Dunedin

Welcome to Ardmore Flying School

Welcome to Ardmore Flying School

Thank you for choosing Ardmore Flying School to begin your training to become a commercial pilot.

After the initial excitement of arriving in Auckland, whether from within NZ or from overseas, it is common for students to experience some feelings of isolation and homesickness. This is a period of adjustment everyone goes through. There are plenty of people to help you through times of uncertainty. The staff in the enrolments team will be available to talk to you about any issues that concern you or refer you to the right people on campus.

For our international students it is a big step to go and live in another country. The weather, geography, culture, system of education and food are probably different from your own country. It takes time to understand your new surroundings. Have confidence in yourself and use the first few months constructively.

Start familiarising yourself with your new surroundings, try different foods and find out what's happening in the area. A useful website that lists what's happening in Auckland and the Waikato Region for the year is: www.aucklandnz.com/events or www.biglittlecity.co.nz

For general information about New Zealand as a tourism destination, please visit www.tourism.org.nz.

FOR OUR INTERNATIONAL STUDENTS - WHY NEW ZEALAND?

New Zealanders have a world-wide reputation for being innovative and adaptable. They also have an outstanding quality of life. Sitting approximately 2000 kilometres east of Australia in the South Pacific Ocean, New Zealand is about the same size as Japan or the UK, and has a population of 4.5 million.

New Zealand pilot training is highly sought after by airlines and General Aviation (GA) companies worldwide.

The New Zealand geographical environment is world renowned for its beauty and diversity. Within a very short distance, you can experience the beauty of the surrounding oceans, to the majesty of our native forests, rolling hills, mountains and magnificent beaches. The range of climatic conditions also challenge your skills, delivering to you a far higher understanding of the business of aviation. Airlines now recognize the risks of employing "fair weather" pilots, those graduates who are only used to flying over flat ground on a cloudless day. By training in NZ with Ardmore Flying School, you will become a more skilled and competent pilot better qualified to cope with all the meteorological and geographical challenges you will face in your aviation career.

Ardmore Flying School is approved by the Civil Aviation Authority of New Zealand (CAANZ) which is internationally renowned for its insistence in high standards of flight training operation, delivery and safety. It is also one of the most respected Authorities with the highest integrity in issuing all New Zealand pilot licenses. This means Ardmore Flying School can deliver better-prepared and legitimately licensed pilots, trained to exceed ICAO standards.

Pilot training in Auckland is also a lot of fun — you will fly in open areas for training around the busy Auckland Airport Control Zone and have access to varied terrain and airports as you travel north and south on your navigation flights. You will see a great deal of this wonderful country as you progress through your training and gain a dimension to your training unobtainable anywhere else.

Student Services Available

Operations Team

Operations Office (open 8 am-5 pm, Monday-Friday) provides assistance and support to all students from the time they apply to study at Ardmore Flying School through to graduation. Throughout the year, we provide ongoing pastoral care, monitor students' academic progress, help with visa renewals and insurance claims, and provide a listening ear to anyone wanting assistance.

If you have questions or concerns about anything relating to your studies or personal issues, we will try to help or find someone who can. Please talk to our administration team about the services we provide.

We are available to discuss any matters on:

Immigration

Insurance

Orientations and other events

Health/illness

And much more

Working and Studying

International students may undertake minor part-time work as per the visa conditions if this does not interfere with their training programme.

Citizens Advice Bureau

The Citizens Advice Bureau offers free and confidential advice to assist students on almost any issue, including consumer rights, insurance, car repairs, tenancy, legal advice and much more. If they cannot provide the assistance you are looking for, they will discuss your options with you and provide you with contact details for the organisation or service that will be able to help you. The Citizens Advice Bureau is located at 4a Opaheke Road Papakura and is open Mon-Fri 09:00 - 16:30 and Sat 09:00 - 12:00. Ph 09 299 6411

International Pastoral Care

Ardmore Flying School has also agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the NZQA. Copies of the Code are available on request from Ardmore flying School Or from the NZQA website at: <https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

Visa and Immigration Assistance for International Students

International Student Visa

If you are an international student, it is your responsibility for checking that you always have an up-to-date and correct visa. We can help you to renew your visa, but you must let us know at least three weeks before your old visa expires.

All international students must have a valid student visa to study at Ardmore Flying School (AFS). Before your student visa expires, you need to renew it. You can renew it by contacting our student services team in the administration office. If you allow your visa to expire or INZ declines your visa application, your enrolment will be cancelled as per Immigration policy.

Once you have completed a qualification at Ardmore Flying School, you may be eligible for a Graduate Job Search Visa. You may apply for a further visa for up to three years under the Immigration New Zealand Study to Work category when you have found a job. You can apply for a Graduate Job Search Visa on campus through the operations team or at your nearest Immigration New Zealand branch.

Conditions: These are the conditions that you must meet once you have your visa

- **Travel:** If you want to travel in and out of New Zealand, you must have valid multiple entry travel conditions to return to New Zealand. If you don't have multiple entry travel conditions and you leave New Zealand, your visa will expire. Your travel conditions will be recorded on your visa label or in your visa letter.
- **Funds or Sponsorship:** You must have enough money held in New Zealand to support yourself for the length of your visa. If you're sponsored, your sponsor must:
 1. ensure your needs for maintenance are met while you're in New Zealand
 2. Pay any costs if we ask you to leave New Zealand.

If you have a guarantor, your guarantor must ensure your need for maintenance is met while you're in New Zealand.

- **Work:** You may be allowed to work part-time for up to 20 hours a week and full-time during all scheduled holidays and/or during the Christmas and New Year holiday period.

Everyone who has a job in New Zealand pays tax on what they earn. An IRD number can be applied for online through Inland Revenue.

- **Attendance and progress:** You must study full-time and attend your course at the approved education provider noted on your visa, unless you have a reasonable excuse for absences. You must make satisfactory progress on your course.

For More information: [Information about : Fee Paying Student Visa | Immigration New Zealand](#)

Medical and Travel Insurance

The operations team can assist with questions and claim advice regarding your insurance.

We have information about insurance options and processes on our website

Medical and Travel Insurance Requirements.

To enrol at Ardmore Flying School, international students (including group students) must have appropriate and current medical and travel insurance while in New Zealand. Your insurance must cover you from the beginning of your studies until at least the expiry of your student visa. This is a New Zealand Government requirement as outlined in the Code of practice for the pastoral Care of International Students and under Immigration New Zealand policy.

Your insurance is included in your course fees when completing a recognised course of study at Ardmore Flying School.

Note: NZ domestic students do not need this insurance.

International Education Appeal Authority

The International Education Appeal Authority is an independent body that deals with complaints from international students about the care, advice or services they receive from their education provider or the provider's agent.

The Authority investigates complaints and determines if there has been a breach of the Code of Pastoral Care. It has the power to impose sanctions on education providers that have committed a breach that is not serious. The Authority may recommend to the Review Panel that the provider be suspended or removed as a signatory to the Code if it has committed a serious breach. For more information, visit

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

Accommodation Services

Ardmore Flying School provides an Accommodation Service to assist you in matters relating to your accommodation during your pilot training. If you seek further advice, call the operations team for more help and information.

During your Training

Attendance

Attendance at all scheduled lessons, whether ground school or practical flight lessons, is compulsory. Absences other than for genuine illness will not be tolerated. You may be expected to provide a medical certificate of illness if your absence is for more than 3 days or is of sufficient frequency or seriousness as to affect your ability to maintain your planned training schedule. Continued or multiple non-attendance instances without reason may result in exclusion from the training programme.

A student unable to attend any planned lesson must contact the School reception desk and/or their Primary Instructor as soon as possible to allow re-scheduling of their lesson. This also allows the resources to be utilised by another student if possible.

Course Structure

The course includes theoretical training in all subjects for PPL issue, CPL issue and IR issue. The periods of ground school to cover the various levels of theory training are integrated in 'blocks' throughout the course to provide the most relevance at the time the student is completing the practical component associated with each Phase.

Instructor Allocation

Allocation of flight instructor to student will be done to suit the phase of training being undertaken. A student will be allocated primary and one or two secondary instructors.

Instructor allocation will be completed by the team leaders in conjunction with the Chief Flying instructor.

Health and Safety

Ardmore Flying School operates a 'just culture' safety and reporting policy. This means that if you make a mistake, or unintentionally caused an incident or accident you can report it to your instructor, Safety Manager or any member of AFS staff without fear of retribution. We encourage such reporting as this enables us to see what the cause was, why it happened and put in place preventative measures so that it does not happen again to someone else. By providing appropriate resources for the SMS (Safety Management System) to operate efficiently, we aim to achieve the highest levels of safety standards and performance in all of our activities.

Intentional breaking of AFS Rules, CAANZ Rules or NZ Law will have consequences as would be expected but even then quick acknowledgement and ownership of any such behaviour will greatly help reduce the consequences.

THE NEW ZEALAND EMERGENCY PHONE NUMBER IS 111

In the case of emergency while at the School follow the directions of staff and exit any building through the doors marked with a green "EXIT" sign.

If you discover a Fire or other emergency call 111 from any phone and ask for Police, Fire or Ambulance as appropriate - if in doubt ask for Police.

Ardmore Flying School have an ERP (Emergency Response Plan) which can be activated during an accident or major in-flight incident. The ERP sets out how we respond in case of an emergency and importantly, how we return to normal operations. As part of the ERP, we have a designated ERT (Emergency Response Team) who are key individuals who communicate during emergencies. The ERP and ERT are available on the Safety Station located inside the Ardmore Flying School building.

Aircraft can be dangerous. You must have a legitimate reason for being on the aircraft apron and must wear a Hi-Viz vest whenever you are on the aircraft apron. Beware of aircraft appendages, propellers etc. Keep well away from any aircraft on the apron if its lights or beacons are on as this aircraft may start and move at any time.

Always walk when on the apron or anywhere on AFS premises/property. The floors within the main training building can be slippery if wet - take care if you notice they are and notify staff if you see any water pooling on the floors.

Never use your cell phone while on the apron and particularly near the fuel pumps. Do not refuel any aircraft until you have been properly trained and approved by your instructor to do so.

Ardmore Flying School is a Smoke and Vape Facility - there is to be no smoking on any AFS premises including the carpark and grounds and accommodation. Should you wish to smoke, you must go off site and either remove or cover your Ardmore Flying School uniform. Breaches of the smoke free policy will be subject to a formal misconduct process.

Ardmore flying school campus map

Campus 1 - Ardmore Flying School - Fixed Wing

Campus 1 -.Ardmore Flying School - Main Building / Offices / Flying



Key People at Ardmore Flying School

Irene King | Chief Executive

Irene looks after the running of the business with a focus on developing and growing our domestic and international pilot training activity. If you can't find anyone and you need to talk to someone, then her door is always open.

Irene.king@ardmore.co.nz

Peter Upton | Safety Manager

Peter develops, executes and monitors all company SMS related policies, procedures and activities, championing behaviour change initiatives and continuous improvement whilst communicating and facilitating health & safety in a simple, interesting and effective way. His door is always open for any queries around safety reporting, suggestions or concerns.

Peter.Upton@ardmore.co.nz

Shitong Liu | Chief Flying Instructor/Head of Training

Shitong (Tiger) looks after the running of the flight training courses. If you have questions about your training that your instructor can't answer, he's a great source of information. shitong.liu@ardmore.co.nz

Kim Jenkins | Finance Manager

Kim is your point of call if you have any queries regarding your account and bank transfers. kim.jenkins@ardmore.co.nz

Saghar Singh and Nicholas Moore | Transport and Accommodation Services

Saghar and Nick get you to where you need to be, driving the Ardmore Flying School Bus (available to accommodation patrons only). They always have a listening ear if you want to talk over anything relating to your accommodation, transportation and everything in between. Saghar.singh@ardmore.co.nz

Nicholas.moore@ardmore.co.nz

Hannelie Welman | Programme Manager

Hannelie looks after the administration of ETA. Hannelie. She ensures all students profiles are kept current. If you have any issues associated with your ETA account, Hannelie can assist you. When you start at AFS she will provide you with your programme equipment and will arrange AIP update subscriptions and current maps for your flight training thereafter. Hannelie look after all aspects of ground

Course activity. You can find Hannelie in the operations office.
Hannelie.welman@ardmore.co.nz

Rahul Vaid | Student Enrolment Manager

Rahul build's and maintains profitable relationships with key customers by scheduling regular meetings as an opportunity to provide feedback to ensure they are satisfied with our services. If there is any concern related to your study please feel free to contact him.

Rahul.vaid@ardmore.co.nz

DISCIPLINARY ACTION

DISCIPLINARY ACTION

The Provider may take appropriate disciplinary action, in accordance with company policies and procedures.

The GM, or CFI may take appropriate disciplinary action in response to the conduct or behaviour of the student.

Appropriate disciplinary action includes standing down, temporarily suspending or excluding the student, and/or terminating the training contract

The GM, or CFI of the Provider may take appropriate disciplinary action, whether or not the conduct or behaviour occurred while the student was under the supervision or control of the School, if satisfied on reasonable grounds that:

- (a) the student's gross misconduct or continual disobedience is a harmful or dangerous example to other students at the School;
- (b) because of the student's conduct or behaviour, it is likely that the student, or other students at the School, may be seriously harmed if the student is not stood-down or suspended or excluded as the case may require;
- (c) the student's conduct or behaviour is in breach of the school rules (including the School's code of student conduct), the accommodation agreement or designated caregiver agreement, or this contract of enrolment, and one or more of the following applies:
 - (i) the breach or breaches would constitute an ongoing risk to the student's education, health, safety, well-being or personal welfare for which the School is responsible under the Education (Pastoral Care of International Students) Code of Practice 2016;
 - (ii) the breach or breaches would constitute an ongoing risk to another person's education, health, safety, well-being or personal welfare.

School's obligations when taking disciplinary action

The GM, or CFI who wants a student to absent himself or herself from School for disciplinary reasons, or who wants a parent to remove a student from School for disciplinary reasons, may bring about the absence or the removal only by standing down or suspending the student under this contract.

In making decisions on appropriate disciplinary action the CEO, GM. CFI will as far as practicable ensure that any such disciplinary action:

- (a) is proportionate to the seriousness of the behaviour of the student; and
- (b) minimises the disruption to a student's attendance at School and facilitates the return of the student to School when that is appropriate; and
- (c) is dealt with in accordance with company policies and agreements and the principles of natural justice.

If the student is stood-down or suspended, the principal will take all reasonable steps to ensure that the student has the guidance and counselling that are reasonable and practicable in all the circumstances of the stand-down or suspension.

If a student's suspension is subject to conditions, the GM or CFI will take all reasonable steps to ensure that an appropriate educational programme is provided to the student.

The programme referred to in clause 6 will as far as practicable be designed to facilitate the student's return to School and to minimise the educational disadvantages that occur from absence from School.

Refund Entitlement Policy

A Student is entitled to a refund if withdrawing from a course or programme, during the withdrawal period. The withdrawal period is defined as;

Prior to Course or Programme commencement, or,

Within two working days of course commencement of course duration two days up to five weeks, or,

Within five working days of course commencement of courses of duration five weeks to less than three months, or,

Within ten working days of course commencement of courses of duration more than three months

If a student withdraws outside of the withdrawal period as detailed under clause 12.1, fees paid may only be refunded by the Provider to the Student under the following circumstances:

Termination of this contract due non-performance of the Provider

Termination of this contract due non-performance of the Student

Cessation of training due Force Majeure

Upon cessation of training for any other reason(s) agreed to between the Provider and the Student

Termination of training due the Student losing or having an inability to regain or to hold an aviation medical certificate

For clarity, the Provider is not required to provide a refund for a Student choosing to transfer to another similar training organisation.

Amount of Refund Entitlement

Where a refund is approved for a Student completing a withdrawal during the withdrawal period in accordance with clause 12.1, the student will be entitled to a full refund of all remaining self-funded fees held in Trust in the Student's name, less;

Any non-refundable fees as detailed in clause 13 incurred prior to withdrawal (ie flying hours completed, exams fees etc)

The administration fee of \$150.00 per course block (PPL, CPL, IR, ATPL/MCIC) up to a maximum \$450.00 for a full Programme of study.

Where a refund is approved for a student completing a withdrawal outside of the withdrawal period, in accordance with clause 12.2, the Student will be entitled to a full refund of all remaining funds held in Trust in the Student's name, less;

Any non-refundable fees as detailed in clause 14 incurred prior to withdrawal (ie flying hours completed, exam fees etc)

Any theory course that is part of a Diploma, that the Student has started, for clarity, this means either the PPL, CPL, IR, BGT, MCIC or ATPL theory courses in their entirety, whether classroom or web based.

Accommodation charges to date of withdrawal, or agreed termination date, and the required notice period (three weeks).

A withdrawal fee of \$1,000.00, plus the administration fee of \$150.00 per course block (PPL, CPL, IR, ATPL/MCIC) up to a maximum of \$1,450.00 for a full Programme of study.

The amount of refund in any circumstance will not exceed the total funds held in the Trust Account of the Student's name at the date of the cessation of training.

For clarity, any outstanding debt at the time of withdrawal will be deducted from the remaining balance in the trust during the withdrawal reconciliation.

Refunds are paid into the account from which the fees were originally paid, unless agreed between the student and the provider in writing at the time of withdrawal. The refund can then be made into an account in the student's name OR transfer to the trustee of a new provider.

Refunds to International Students will be made in New Zealand Dollars.

Non-refundable items

Practical flight hours and ground theory courses completed at the date of cessation of training will not be refunded

Equipment or materials already supplied to the Student at the date of cessation of training will remain the property of the Student

Administration Fees and International Fees

Student Fee Protection:

In accordance with Government regulations, we insist that we have a policy which will permit the student to transfer the residual training to another provider, pay for the residual tuition and not place undue financial strain on that provider in the event of business failure. This protection will also cover any credit payments for the individual Student if these have not been forwarded to NZQA. All Ardmore flying school student fees are held in Public Trust and paid to Ardmore flying school as the student progresses through the course.

Government Fees Free Scheme and Student Loans and Allowances:

Enrolment staff will be available to assist where possible with the procedures for checking eligibility for the Fees Free scheme and/or a Student Loan and Allowances.

Student Allowances

Studylink: Domestic students enrolled with us may be eligible for student loans and/or allowances. Please contact Studylink directly to check your eligibility or talk with our administration team.

Studylink Ph: 0800 88 99 00.

Studylink requires that students must pass at least half of their course load over a set period to remain eligible for a student loan. Failure to do this may mean students are not eligible for a loan or allowance next time they wish to study.

Fees Free:

If you are planning to start tertiary study or training for the first time you may be eligible for fees-free.

If you're a New Zealander or are ordinarily resident in New Zealand and were at School in 2018, 2019 or 2020 (other than as an adult student), you may qualify for the equivalent of one year's fees-free provider-based study or two years' industry training. If you're not a recent school leaver, and you've done less than half a year of tertiary study or training (whether in New Zealand or in any other country), you may also qualify to study fees-free next year up to a maximum of \$12,000. You can check if you are eligible for fees-free studying using the tool on the fees-free website. www.feesfree.govt.nz.

Credit Transfer:

All programmes offered by Ardmore flying school are competency based and include Modules or Unit Standards. In the unlikely event of this institution closing, other providers offering similar New Zealand Qualifications Framework (NZQF) programmes will be obliged to recognise any Modules or Unit Standards a student has gained credit for.

Recognition of Prior Learning (RPL) and Cross Crediting:

Any student, who has previously gained unit standards or experience which are included in a course provided within a Ardmore flying school qualification, shall be granted credit for that component of the course, upon provision of proof.

Aviation Medical Examiners in Auckland

<https://www.aviation.govt.nz/licensing-and-certification/medical-certification/nz-medical-examiners/>

AFS Dress Code

Uniform

Ardmore Flying School recognises that the presentation of its students and employees in the workplace contributes to a professional environment. The standards of grooming and hygiene outlined below set forth the minimum requirements to which all students and employees are required to adhere to when coming to study or engaged in work-related tasks with customers, clients, and colleagues.

When is uniform to be worn:

Full uniform is to be worn at all times

Uniform is to be worn by all students that are completing the Diploma Program and all International students. Casual PPL students are not required to wear the uniform

Items of clothing that are not listed may not be worn as part of the uniform

Uniform Items - Fixed Wing

Pilot Shirt

AFS Blue Student epaulette shirt

Shirt is to be neatly tucked in at all times

Tie

AFS Navy Student Tie

Bottom of tie should graze the top of your trousers waist band - not too long or too short

AFS Jumper & Jacket

Ardmore Flying School jumper and / or jacket are the only cold weather items to be worn

Pants

Black Dress Pants

NO leggings, black jeans etc.

Trousers must fit correctly and not be too baggy

Belts are to be black with an inoffensive buckle

Shoes

Black Dress Shoes

Appropriate for flying- NO sneaker, flip flops, high heels etc.

Black dress socks to be worn - ankles should not be visible when trousers move

Epaulettes

Students upon gaining entrance to C-Cat Instructor Course 1 silver bar

All Other Students No bar

High Vis

AFS High Vis Vest

Must be worn at all times on the apron

Appearance

Hair, Jewellery and Body Markings

Acceptable jewellery that may be visibly worn is:

Watch

Earing stud(s) - maximum 2 per ear

Necklace

A single wrist bracelet/band

No other visible jewellery including nose, lip or eyebrow piercings shall be worn while in uniform.

Body marking (tattoos) must, where possible, be covered by uniform clothing

Long hair must be tied up. Hair styles must not be extreme in cut or colour

It is preferable that all students are clean shaven, however, if facial hair is worn, or shaving is limited due to a medical problem then the beard/goatee must be neatly groomed and professional looking.

Health and Hygiene

If you are a smoker who wants to be a professional pilot, we would advise against smoking as it negatively impacts your health and ability to maintain a medical certificate. If you do choose to continue smoking, please ensure you refrain from smoking prior to a flight, as this can be uncomfortable for your instructor. The effects of inadequate personal hygiene habits, particularly body odour, are also magnified in the cockpit.

Talon ETA

Introduction

What is ETA?

ETA (Education and Training Administration) is a 100% web-based training management system designed specifically for the management of flight training. It is a system which offers training programs unprecedented tools for managing Curriculum, Instructor Records, Student Training Records, Resources, Scheduling and Operations, Accounting, Maintenance, HR etc.

Minimum Client Computer Recommendations

Since ETA is a 100% web-based application, all you need is a decent computer and a web browser!

The following are minimum recommendations for your PC:

Domestic customers should have at least broadband connectivity such as DSL, Fiber, or Cable. Overseas customers can get by with DSL, however, for optimal performance, Cable, Fibre or T3 connectivity is advised.

1.6 Ghz processor or better

2Gb RAM or better

Monitor setting to 1024x768 - Minimum screen size: 17" viewable. All 1024x768 must be completely visible without scrolling

Microsoft Internet Explorer Version 7 (Note: version 6 is no longer supported.) or better. Must contain latest Microsoft patches for IE. Some high-use pages have already been converted to work in other browsers.

Operating System: Windows XP. The operating system must contain the latest updates from Microsoft. While multi browser support is an ongoing modification for the system, Microsoft IE is still primarily required. Any operating system that can run IE version 7 or better will work.

To view some pages in ETA, you must have the FLASH plugin in your browser

Your IT department may need to make certain small changes to the configuration of the security environment to be able to use ETA. These include Special PORT access, SSL Secure Socket Layer access for ETA's 256-bit security encryption or making the domain a trusted site.

It is recommended that you only use Internet Explorer when accessing ETA

Certain pages in ETA will not work if you have a Popup Blocker enabled. To disable popup blocker in IE:

Select Tools from the Internet Explorer menu

Select Pop-Up Blocker

Select Turn Off Pop-up Blocker

Logging in

ETA Ardmore Web Address

To access the ETA Web Page, you will need to go to the link below:

www.talon-systems.com/ardmore/

This will then re-direct you to the website with a much longer URL. It is recommended if bookmarking or saving the URL, you should save the extended version.

[https://apps4.talonsystems.com/tseta/servlet/content?module=home&page=homepg
&zajael1120=765176A383C30C9EA8053185EF609A46](https://apps4.talonsystems.com/tseta/servlet/content?module=home&page=homepg&zajael1120=765176A383C30C9EA8053185EF609A46)

Login Details

If this is your first time logging into ETA your default details are as follows:

Username: [first Name].[last Name] *(Maximum of 16 Characters) (All lower case)*

Password: Password12

The first time you log in to ETA you will be prompted to change your password and pin from the default.

Your new password must be 6 characters long and contain at least one number and one letter

Your new pin must be at least 2 characters' long

[Difference between password and pin](#)

Your password is what you will use to initially login in to ETA, whilst your pin is what is used whilst navigating certain activities within ETA. Such as Activity Completions.

Your PIN acts more like a digital signature that you will use when signing flights back in (Activity Completions).

Default PIN: 1234

If you are having trouble signing into ETA, see the Operations Team

[iPhone and Android Talon ETA App](#)

You can also download the app for Talon Systems on your mobile device. To access the app you will need an access pin.

Access PIN: 0400615298

Home Page

Every user in ETA has a Home Page. This is the page that first appears after you log in. Below is an example of the Home Page for an instructor. From this page, depending on the level of access you have, you can go to the different components of ETA by clicking an item in the menu to the left of the page or selecting from the row of icons near the top right of the page.

[New Request](#) | [New Message](#) | [Directory](#) | [Feedback](#) | [Menu](#) | [Log Out](#) | [Home](#) | [Help](#) 

The buttons you, as a student, can access are:

MENU - view a drill-down tree view of all ETA system areas

LOG OUT - End your ETA session

HOME - Back to the Home Page

HELP - View this for help

There are 2 tabs on this page: Each of these tabs will display more information and links for more detailed data.



In the top right-hand corner below the 'Post Schedule Status' you will find a few buttons:



My Course Outline (for students)



My Messages - Use this area for sending and reading ETA messages. Also use this page for setting up ETA Notifications to receive info on your mobile device or via email.



My Debit Account - view your flying account funds and expenditure



My 7-day outlook - View scheduled activities, requests, and availability for the next 7 days all on one page



My Currencies - View a list of your currencies. You can see which ones have expired and which ones are within 30 days of expiration (yellow color)



My Qualifications - View a list of your qualifications



My Pilot Log - View your pilot log entries.



My FIFs - Flight information files (similar concept to NOTAMS)



Change my Password



Change my PIN



Links - Clicking on this icon will open up a window to links that you may find useful throughout your training

For Our International Students

General Information about living locally

General Safety Reminders

Do not walk alone at night, especially in dark places or parks

Let someone know where you are going and when you will return

Only carry small amounts of cash

Carry a phone or phone card with you in case of problems

Carry a phone number for a taxi company in case you need transport home

Never leave your bag or wallet unattended. Carry them with you at all times

Make sure you keep your passport and any other important documents in a safe place, preferably a locked drawer or cupboard

If you are in a bar or night club do not leave your drink unattended. Occasionally there is a "drink spiking" problem where someone puts drugs in the drink when you are not looking. It is a good idea to buy your own drinks

If you have a cell phone, let AFS and your friends know the number. Carry it with you at all times

Make sure to lock up your house/room if you are at home alone at night or going out

Food and Shopping

Situated close to the student accommodation is the Takanini Village and Southgate shopping centre. This area includes restaurants, stationary stores, general merchandise stores (the Warehouse) as well as a Countdown supermarket for groceries and much more. This is convenient for students to access and resupply their food stocks and extra study materials.

Rubbish (Garbage) Collection

The Auckland City Council is responsible for keeping the streets clean and disposing of rubbish. It has a rubbish collection service which collects household garbage that you put out in the street once a week. There is also a recycling service for paper/cardboard/glass/plastic/cans which takes place on the same day as the rubbish collection. There are litter bins in the streets for casual rubbish. Littering or dropping rubbish on streets or in public places is an offence and you can be fined.

Holidays

All holidays and trips home should be scheduled around the academic timetable. Ardmore Flying School is closed on all statutory holidays. If you are planning to take leave from your training it must be approved by your Primary instructor and Head of Training.

Sporting and Recreational Facilities – Bruce Pullman Park

With such an abundance of open space accessible to everyone, sports are important activities for many people. Rugby is very popular in New Zealand but many other sports also have a large following, such as cricket, rowing, netball and basketball. Located only a short jog or drive from many of the student houses is Bruce Pullman Park. The park has a wide range of sports facilities and fields where you can exercise and stretch out between your studies. Talk to the enrolments team about how you can get involved with any sporting activities that you may want to try.

Climate

New Zealand's climate varies from sub-tropical in the far north to alpine in the high mountainous areas of the South Island. New Zealand's climate is the reverse of the northern hemisphere. Summer months of November – April are warm, while we do get colder weather in the winter months of May – October. In Auckland during the summer months, the average maximum temperature ranges between 15-30 ° Celsius and in winter 0-15° Celsius.

Remember that because the seasons may be the opposite of what you are used to, it may take some time to acclimatise. Winter temperatures may also feel colder.

Getting around Auckland

Sightseeing

Auckland Explorer Bus

If you don't have a car, one of the best options for getting around is the Auckland Explorer Bus (Free phone 0800 439 756). This sightseeing coach departs from the Ferry Building every 30 minutes from 9am-4pm in the summer (hourly in winter from 10am-3pm), and visits most of Auckland's leading attractions. For no extra charge, you can hop-on and hop-off at a range of stops including Kelly Tarlton's Antarctic Encounter and Underwater World, Parnell Village, Auckland Museum and Victoria Park Market. During the summer, a satellite service also runs from the Auckland Museum from 10.30am-4.30pm, taking in several stops including Mt Eden, Auckland Zoo and MOTAT.

Airport Transport

The Auckland Airbus

The Airbus (Free phone 0508 247 287) runs every 15 minutes throughout the day, stopping close to most major hotels and backpackers. It costs \$17 one way and \$32 return. Transfers take 40-50 minutes.

From central Auckland, taxis take about 30 minutes (allow an hour at peak times) and cost from \$55-\$85.

Shuttle buses cost about \$40.00 per person but less for a group. These take longer, as they pick up and drop off en route. Phone 0800 SHUTTLE.

Bus Services

City & Regional Buses

Auckland city and its outlying areas are serviced by Metrolink, LINK, Waka Pacific, and GO WEST & North Star. For details of routes and timetables, contact MAXX on 366 6400 or visit www.maxx.co.nz.

Ferry Services

Most ferries leave from the Ferry Building on Quay Street, Downtown Auckland. Services to the Hauraki Gulf Islands include the popular destinations of Rangitoto, Kawau, Tiritiri Matangi, Waiheke and Great Barrier Islands. For full details of ferry services and fares, visit www.maxx.co.nz

Train Services

City Trains

All trains arrive and depart at Britomart Transport Centre in Downtown Auckland at the bottom of Queen Street. The main entrance is on QE II Square. There are three suburban services, running south through Newmarket to Papakura east via Glen Innes to Papakura and west through Henderson to Waitakere.

ROAD SAFETY

Be careful! In New Zealand we drive on the left side of the road. When crossing the road, STOP before crossing, make sure you look left, right then left again. When it is clear, cross quickly.

New Zealand Road Rules are available in a book called the "Road Code" which you can buy from most bookstores. For other helpful suggestions about driving in NZ, refer to the website www.ltsa.govt.nz

Driving

At Ardmore Flying School we provide a transport service to students staying in the student accommodation. Transport to and from accommodation to classes, medical appointments and other health/academic related destinations are available. Students wishing to use this service for transport to other destinations or activities should discuss this with the enrolments team.

We recognise that International students may wish to purchase and operate their own vehicles while in New Zealand. We do provide sufficient transport for all your study needs, however, Ardmore Flying School would like to make these students aware that there are some key differences with the New Zealand driving system to those countries you may be from. There are risks involved in driving in an unfamiliar environment and if you do decide to pursue vehicle ownership we strongly advise talking to the enrolments team before making any decisions.

IMPORTANT FOR INTERNATIONAL STUDENTS: When driving in NZ keep to your lane whether on a motorway or 2-lane highway. Unlike many other countries drivers and the Police do not tolerate crossing the white centre line (or centreline dashes) just to see past another car and certainly do not tolerate any overtaking manoeuvres when there is a yellow line in the centre of the road. There have been many fatal road accidents in NZ caused by international drivers crossing the centreline – DO NOT DO IT!

Cycling

Cyclists must wear an approved safety helmet. Always fasten it securely, by following the manufacturer's instructions

It's a good idea to wear brightly coloured or reflective clothing when cycling. That way you'll be easier to see

Don't ride your bicycle on the footpath

At intersections, you must:

follow the rules for motor vehicles - Giving Way or
get off your bicycle and walk across

You can only ride alongside another cyclist or moped. You must not ride alongside a car, truck, etc.

Always ride in single file if there is passing vehicles

Your bicycle must not be towed by another vehicle

Your bicycle can only tow a trailer and must not be fitted with a sidecar

You must not carry a pillion passenger on your bicycle unless you have a pillion seat and footrest. The pillion seat must protect children's legs from the wheels

You must not leave a bicycle blocking a footpath

Where there is an adequate cycle lane, cyclists must use it

You must ride with lights on from 30 minutes after sunset until 30 minutes before sunrise - just like motorists must

You must give a hand signal at least 3 seconds before stopping or turning



This hand signal means you want to turn left.



This hand signal means you want to turn right.



Stop

Always check to make sure your hand signals have been seen and understood
Look well back (at least 20 metres or 2 power poles) to check that there is room for you to turn, pull out or pass safely

Dealing with grievances

If you have a complaint it should be taken to Head of Training. If not resolved, then the complaint can be taken to:

New Zealand Qualifications Authority Ph: 0800 697 296 Or

If the complaint is of a financial/contractual nature, NZQA will refer it to the Dispute Resolution Scheme (DRS) operator iStudent Complaints. Information about the Dispute Resolution Scheme operator can be found at www.istudent.org.nz

You will be asked for documentation on:

- Your full name
- Your physical address
- Your telephone number
- Your email address

If someone else is acting on your behalf, your confirmation that they are authorised to act for you

Name and address of the Education Provider your complaint is about

Date of course commencement

If possible, copies of the enrolment document(s) you signed

Brief details of the nature of the complaint

Other relevant documentation relating to the enrolment, course taken and the complaint

Information about the steps you have taken through the institution's internal complaints procedure

The name(s) and contact details of other organisations that you have also referred your grievance to

What to do in an emergency?

Medical/Psychological

Ensure you notify your flight instructor or any member of staff from the School if you are unwell, and they will organise to take you to the doctor/medical centre. If your medical condition is more serious, they will take you to the hospital. For minor ailments such as the common cold or upset stomach, please – the medical centre should be the first place you report to. They will refer you to the hospital if appropriate. If the medical emergency is of a serious nature phone an ambulance on 111. If you are unsure of what action to take contact your flight instructor or staff member or the after-hours Operations Manager (see contact details at the end of this book), who can immediately assess the situation and take action.

Disaster

In the event of a disaster, e.g. Earthquake, major fire, or disease outbreak, which temporarily requires the evacuation of students from their AFS accommodation, Ardmore Flying School will coordinate temporary alternative accommodation if health and hygiene regulations permit.

Discovering a Fire

On discovering a fire, immediately operate the nearest fire alarm or evacuate as per the accommodation's emergency exit plan. Then phone the Fire Service on 111. Only attempt to extinguish the fire if there is no likelihood of risk to personal safety (do not use water on a fire involving an electrical appliance).

Money Matters

General Advice

Open a Student Bank Account as soon as you can. And deposit traveller's cheques and cash into your new bank account. It is not safe to keep large amounts of money at home - we recommend you deposit it into a bank account.

Use your ATM or EFTPOS card to make purchases. This is safer than carrying cash, and you can buy almost anything, anytime, anywhere, with your card. Make sure that you NEVER record your Personal Identification Number (PIN) or tell anyone.

Never leave your bag or wallet unattended - keep them with you at all times.

SUPPORT SERVICES

PAN (Peer Assisted Network New Zealand)



Trained peer volunteers supporting fellow flight crew members.
Call 0800 726 100 for assistance.

Quick Reference Guide: Helpful sites and numbers

NATIONAL HELPLINES AVAILABLE 24/7

Lifeline (24/7) - 0800 543 354 or (09) 5222 999 within Auckland

Mental Health Crisis Helpline - 0800 800 717 or text 1737

Samaritans - 0800 726 666

Victim Support - 0800 victim - (0800 842 846)

SPARX.org.nz - Feeling down, depressed or stressed? SPARX is an online e-therapy tool provided to help young people learn skills to deal with obstacles in life.

You and the New Zealand Law

Drinking

You must be at least 18 years old to drink alcohol in New Zealand. If you are under 18, you are not allowed to purchase alcohol or enter a bar or nightclub unless you are with a parent or guardian. Photo identification that shows your age is often requested before you are allowed to enter a hotel bar or club, this Photo ID must be in the form of one of the following, otherwise it will not be accepted:

Passport

New Zealand Driver's License

Official 'Hotel Association of New Zealand' 18+ Card

Driving

If you have a driver's licence in your home country or an international driving permit you can drive in New Zealand for up to 12 months before applying for a New Zealand licence. People may apply for the first stage of the driving licence process at age 16 or older. See www.landtransport.govt.nz

Recreational Drugs & Tobacco

The School does not allow smoking in any building and possession and distribution of drugs is strictly prohibited.

Discrimination

In New Zealand it is unlawful to discriminate against people, or treat them differently. Section 21 of the Human Rights Act 1993 says that no one may discriminate against another person because of their gender, which includes pregnancy and childbirth; marital status; religious belief; ethical belief; colour; race; ethnic or national origins, which includes nationality and citizenship; disability; age; political opinion; employment status; family status; or sexual orientation.

Harassment

Harassment can be defined as words, conduct or actions that are frequent and directed at a specific person resulting in that person becoming annoyed, alarmed, or experiencing substantial emotional distress. Harassment is uninvited, unwelcomed and undeserved. It can result in the serious interference of an individual's work or study pursuits.

Sexual harassment is a particular type of harassment that is focused on words, conduct or actions of a sexual nature.

Racial harassment is another type of harassment using words (written or spoken), conduct, actions or visual material that:

Express hostility against, or bring into contempt or ridicule, any other person on the grounds of the colour, race, or ethnic or national origins of that person,

Are hurtful or offensive to that other person (whether or not that is conveyed to the person complained about), and

Are either repeated, or of such a significant nature, that it has a detrimental effect on that other person.

General information, including examples of the types of behaviour that constitute discrimination and harassment and sources of advice and support on campus, is available from Student Services, or see one of the International Student Advisors. For information or to make a complaint under the Human Rights Act, contact The Human Rights Commission Info line 0800 496 877. Email infoline@hrc.co.nz (for general enquiries) and

TXT 0210 236 4253

Starting Employment:

Starting a new job is an exciting and challenging time. It's important for employers to use good hiring processes, and for everyone to follow minimum rights and responsibilities.

- **Pay and Wages:** Employees work in exchange for some form of payment. Pay can include wages, salary, commission and piece rates.
- **Rests and breaks:** Employees must have paid rest and unpaid meal breaks. The number and duration will depend on hours worked.
- **Hours of Work:** An employee's hours of work must be agreed to by the employer and employee in a written employment agreement.

Resolving Employment Problems: The best way to prevent and resolve relationship problems between employers and employees. There are processes to follow when working through employment relationship problems. Employers and employees should use these and try to resolve problems in a positive way.

Employers and employees can take further action if they can't resolve employment problems. You can seek assistance from the following

- Employment Relations Authority
- Employment Court
- Human Right Review Tribunal

For More Information: [Employment Relations Authority » Employment New Zealand](#)

Assault

It is not acceptable in New Zealand to push, hit, kick or punch another person. This includes friends, partners, wives and husbands. Yelling rude or hurtful words at someone can also be considered as assault.

Sexual Assault

This can be defined as any type of sexual activity that is not agreed to. It can range from inappropriate touching to attempted rape and rape. Sexual assault can be verbal, visual, or anything that forces a person to join in unwanted sexual contact or attention.

Please be careful as many things that may be acceptable in your country are not acceptable in New Zealand. All forms of assault carry harsh penalties and will probably affect your permit to remain in New Zealand.

Lawsuits

Most New Zealand businesses are honest but always read the small print to make sure you understand all the conditions. The legal saying is 'buyer beware'. Consumers are protected by the Fair Trading Act and the Consumer Guarantees Act.

If you are arrested:

The law says you must tell the police your name and current contact details. However, if you are arrested you should immediately ask for a solicitor or lawyer. Refusing to answer questions or saying the wrong thing may cause problems later in court so you should have a solicitor present to give you advice before you speak.

Ask the police officer for a duty solicitor to represent you. The police must get one for you and allow you to speak to your solicitor in private before they interview you. The duty solicitor is free while you are in the police station. You also have the right to have one phone call made on your behalf. Use the phone call to contact a friend or relative to let them know what has happened. If you are summoned to appear at court – you must attend.

Important Contact Details

Physical Address

2 Harvard Lane
Ardmore Airport
Papakura

Postal Address

PO Box 72-744
Papakura

Email Address: info@ardmore.co.nz

Website: www.ardmore.co.nz

In case of emergency

Person of Contact: Shitong Liu

Phone Numbers: 021752275

Within New Zealand: 0800 ARDMORE or
09 298 5055

Outside New Zealand: +64 9 298 5055
mobile/cell phone number 021752275

Police, Fire, Ambulance

111 from any phone

Takanini Medical Centre (Local Doctors)

30 Walters Road
Takanini

+64 9 274 7823

Opening Hours

Monday to Friday: 08.30 - 17:00

Saturday: CLOSED

Sunday: CLOSED

