
STUDENT

HANDBOOK



“We are a family of many cultures and people”



ARDMORE
FLYING SCHOOL

TABLE OF CONTENTS

TABLE OF CONTENTS	1
WELCOME FROM OUR CEO	2
ARDMORE FLYING SCHOOL	3
MEET THE TEAM	4
WELCOME TO ARDMORE FLYING SCHOOL (AFS)	6
HEALTH AND SAFETY	7
CODE OF CONDUCT	12
ARDMORE PRIVACY POLICY	13
FOR OUR INTERNATIONAL STUDENTS - WHY NEW ZEALAND	14
STUDENT SERVICES	15
STUDENT HUB	
UNIFORM ORDERING PROCESS	
WORKING AND STUDYING	
INTERNATIONAL PASTORAL CARE	
INTERNATIONAL EDUCATION APPEAL AUTHORITY	
VISA AND IMMIGRATION ASSISTANCE FOR INTERNATIONAL STUDENTS	17
MEDICAL AND TRAVEL INSURANCE	18
AVIATION MEDICAL	19
MEDICAL INFORMATION	20
DURING YOUR TRAINING	21
ARDMORE FLYING SCHOOL CAMPUS MAP	22
DISCIPLINARY ACTION	23
STUDENT LOANS AND ALLOWANCES	26
CREDIT TRANSFER, RPL AND CROSS CREDITS	28
AFS DRESS CODE	20
SOFTWARE PROGRAMMES USED BY STUDENTS AT ARDMORE	31
SMART	
SELMA	
GENERAL INFORMATION FOR OUR INTERNATIONAL STUDENTS	33
DEALING WITH GRIEVANCES	35
SUPPORT SERVICES	36
YOU AND THE NEW ZEALAND LAW	37
ASPEQ REGISTRATION INFORMATION	38
STUDENT HANDBOOK FORMS LIBRARY	43
ACKNOWLEDGMENT OF RECEIPT OF MATERIAL FORM	44
ARDMORE FLYING SCHOOL MEDIA RELEASE FORM	45
STUDENT EVALUATION – POST INDUCTION/PRE-COURSE FORM	46
SMART PERSON PROFILE CREATION FORM	47
ARDMORE FLYING SCHOOL IMPORTANT CONTACT DETAILS	48

1.0 WELCOME FROM OUR CEO



Irene King
Chief Executive Officer

Welcome Message

Welcome to Ardmore Flying School! I hope you enjoy your time with us.

I am the CEO of the school, 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 my door is always open. Alternatively, you can email me anytime on irene.king@ardmore.co.nz

In April 2024, we responded to a worldwide demand for more pilots to meet the demands of a growing aviation industry post COVID. That spelt opportunity for many aspiring pilots, and was the driving force behind the formation of New Zealand's largest flying school, Auckland Pilot Training Group.

APTG is a partnership between two large, established operators: our own Ardmore Flying School and Auckland International Pilot Academy, based on the North Shore of Auckland.

New Zealand's biggest flying school has 30 aircraft, 40 experienced Instructors, 6 simulators and operates from two airport campuses within 30 minutes of the Auckland CBD: Ardmore and North Shore.

Our shared values of professionalism, diversity and inclusion, safety, integrity, and respect are the cornerstone of our new partnership. By aligning our visions and pooling our expertise, Ardmore Flying School and Auckland International Pilot Academy form a unified force ready to achieve new heights in aviation education!



2.0 ARDMORE FLYING SCHOOL

We are New Zealand Qualification Authority (NZQA) approved and hold the New Zealand Civil Authority (NZ CAA) Part 141 approval for flight training. This allows us to deliver the New Zealand Diploma in Aviation (DipAv) and licensing at all levels.

OUR HISTORY

We've been training pilots at Ardmore Airport in Auckland, New Zealand for close to 65 years. Since then, we have become recognised worldwide as delivering consistently high standards in all aspects of flight training.

OUR MISSION AND VISION

Mission Statement: To provide world class flight training for the next generation of professional pilots that fosters a culture of safety, excellence, inclusion, professionalism and lifelong learning.

Vision Statement: To be the premier flight training institution globally, recognized for our commitment to producing skilled and confident pilots who uphold the highest standards of aviation safety and proficiency.

OUR VALUES

Our mission and vision are driven by our **VALUES**:

Strength through cultural diversity and inclusion:

We value equity, inclusion and dignity for all. We strive for excellence and recognise that differences make us stronger. We respect and seek out inclusion of differences, realising we can learn from them.

Professionalism:

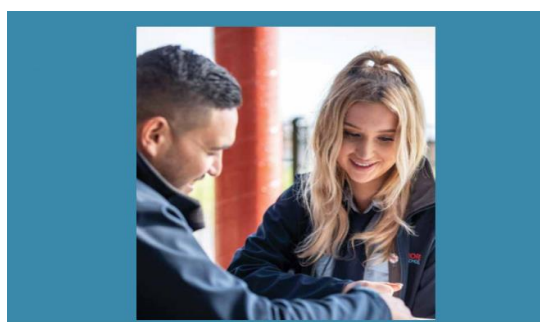
We demonstrate daily our commitment to being responsible and dependable, honest and ethical and demonstrate our willingness to learn in advancing our skills.

Safety:

We do the right thing to keep each other safe. Our "Just Culture" is at the heart of our safety practices.

Respect:

We promote an environment where you can be yourself and understand everyone is contributing their best.



3.0 MEET THE TEAM



KEY PEOPLE:



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, Tiger is a great source of information. **Email:** shitong.liu@ardmore.co.nz



Warren Sattler

A Cat Examiner

Warren is one of our two A-Cat Instructors and also one of our Flight Examiners. Warren is well known throughout the industry both here in NZ and globally. He is one of the most experienced Flight Instructors in New Zealand, with over 35,000 hours training pilots. **Email:** warren.sattler@ardmore.co.nz



Kim Jenkins

Finance Manager

Kim is your first point of call if you have any queries regarding your account, bank transfers and any finance related matters. **Email:** kim.jenkins@ardmore.co.nz

STUDENT HUB OFFICE:

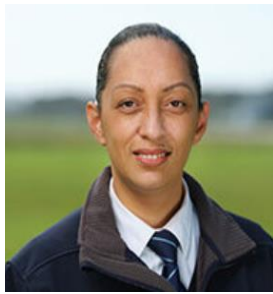


Hannelie Welman

Programme Manager

Hannelie keeps your training profile up to date, reporting to our governing bodies NZQA and TEC with your achievements.

Email: hannelie.welman@ardmore.co.nz



Uria George-Temanu

Deputy CFI - Operations

Uria's role is to work alongside our other Deputy CFI (Regulatory) and assist our CFI/Head of Training. Her duties as a BCat Instructor are to improve our learner's quality of training through check rides, fault analysis and trouble shooting. If you have any issues with your practical training, please come to see her for guidance. **Email:** uria.george-temanu@ardmore.co.nz



Stephanie Harris

Manager Marketing and Events

Steph manages our marketing, website, events, student pastoral care and accommodation. She is always happy to assist with student enquiries.

Email: stephanie.harris@ardmore.co.nz



Steve Chon

Flight Instructor/Enrolment Co-ordinator

Steve is a Guru in all things from an Enrolment perspective. He is happy to assist you with any enquiries regarding enrolment, SMART administration and any general student queries.

Email: steve.chon@ardmore.co.nz



Loveleet Singh

Flight Instructor/Programme Co-ordinator

Loveleet co-ordinates ground courses and monitors student attendance and academic progress. He is very proficient in Aeroplanned and student and training management systems. Loveleet supports the Programme Manager and is a key contact in the Student Hub for queries re scheduling, systems, and student progress.

Email: loveleet.singh@ardmore.co.nz

4.0 WELCOME TO ARDMORE FLYING SCHOOL (AFS)

Thank you for choosing AFS to begin your pilot training.

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

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

NEW ZEALAND (AOTEAROA)



5.0 HEALTH AND SAFETY

AFS operates a 'Just Culture' safety and reporting policy. This means that if you make a mistake, or unintentionally cause an incident or accident, you can report it to your Instructor, our 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.

SAFETY GUIDELINES

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.

AFS RULES, CAANZ RULES OR NZ LAW

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.

STUDENT ABSENCE/ASSISTANCE

At AFS, we care about your wellbeing and need to be **advised as soon as possible on Day 1** of any unplanned absence from School. 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 the lesson.

Our Student Services team based in the Student Hub office are here to support you, as is your Instructor or any Ardmore staff member. If you need help with medical or psychological advice, or any other support during your time at AFS, **please do reach out and contact any of the Team.**
Tel: 09 298 5055.

In case of emergency after hours, please contact: Shitong Liu: Tel: 021752275

EMERGENCIES

The NZ 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.

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.

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 Safety and Operations Manager (see contact details at the end of this book), who can immediately assess the situation and take action.

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).

EMERGENCY RESPONSE PLAN (ERP)

AFS have an ERP (Emergency Response Plan) which can be activated during an accident or major inflight 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 in the Ardmore Flying School building.

HEALTH AND SAFETY RULES AT ARDMORE

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 carefully 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 No 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.

SAFETY REPORTING

To submit a Safety Report, access SMART and click on the road cone icon (highlighted in yellow below). The process of submitting a report is reasonably intuitive. Complete the fields indicated below and submit.

Please talk to our Safety Co-ordinators: Lei Zhao (BCat Instructor) or Connor Burson (CCat Instructor) if you require any assistance.

A Safety Report

Photos and documents can be added by dragging and dropping, or pressing here. 50 MB max per file.

Hazard
A danger, risk or situation that could cause injury or damage if not appropriately managed or left uncontrolled.

Fatigue
Any time fatigue impacted yourself, another crew member, a FDP, an incident, a hazard, reduced alertness, and so on.

Minor Incident
Not a serious outcome, but safety was affected or could be affected, also known as a Routine Reportable Matter (RRM)

Serious Incident
Involving death, serious injury, destruction or serious damage, also known as a Immediately Reportable Matter (IRM)

Details
No matter how small or minor things may appear, every detail matters. Even if it doesn't seem important now, it may be in the future.

Was there any associated injury? Was there any associated damage?

What Happened?

Report Anonymously? When did this happen?

Note, incidents can't be anonymous. 2025-07-10 02:37 UTC

Where did this happen?

The Ardmore Flying School Safety Management System (SMS) will foster open communication about safety-related incidents, and this information will be shared with others so that they may benefit from the knowledge of the incident. The Ardmore Flying School SMS will provide a mechanism for the recognition and rewarding of flight and ground safety enhancement, improvement, and performance through submitting an occurrence report, or hazard identification report to the Safety Manager. The success of our SMS is dependent upon the active participation of all staff and students at Ardmore Flying School.

CODE OF CONDUCT

The purpose of this Code of Conduct is to ensure a safe, respectful, and inclusive environment for all students and staff at Ardmore Flying School. It outlines the expected standards of behaviour and provides guidance for addressing misconduct.

All students and staff are expected to uphold the Ardmore Values at all times.

Values:

- Strength through cultural diversity and inclusion
- Professionalism
- Safety
- Respect

Expected Behaviour:

All Ardmore Flying School staff and students are responsible for working safely and maintaining a safe and healthy work environment. Individuals will be expected to accept responsibility and accountability for their actions and behaviours. Each staff member and student must:

1. Ensure they are not under the influence of alcohol, drugs or medication of any kind where doing so could adversely affect their ability to perform their duties safely or efficiently or be in breach of the workplace policies
2. Co-operate with management to ensure all SMS (Safety Management System) obligations are complied with
3. Report any incidents, hazards, improvements, concerns, unsafe conditions, equipment, near-misses or practices to management, as soon as practicable
4. Be given the opportunity to participate in the development and improvement of safety standards, policies, and procedures
5. Concern themselves with the safety of others and their own safety at all times

Unacceptable Behaviour:

- Harassment, bullying, or discrimination of any kind
- Threats, intimidation, or violence
- Theft, fraud, or misuse of company resources
- Substance abuse or being under the influence while on duty

Reporting and Enforcement:

- Reports of misconduct can be made to our CEO, Head of Training or Safety Manager
- All reports will be investigated promptly and confidentially
- Disciplinary actions may include warnings, suspension, or termination, depending on the severity of the violation

Acknowledgment:

All students and staff are required to read, understand, and comply with this Code of Conduct. By continuing association with Ardmore Flying School, you agree to uphold these standards.

ARDMORE PRIVACY POLICY (Student Enrolments)

Effective Date: 2025

Last Updated: November 2025

Ardmore Flying School (“we,” “our,” “us”) is committed to protecting student privacy in accordance with the New Zealand Privacy Act 1993 through to 2020 (“the Act”). This Privacy Policy explains how we collect, use, store, and disclose personal information provided during the student application and enrolment process.

1. Purpose of Collection

We collect personal information from you to:

- Assess and process your application for enrolment;
- Comply with our obligations under aviation, immigration, and education laws;
- Communicate with you regarding your study program, training progress, and administrative matters;
- Meet reporting requirements to government agencies such as the New Zealand Qualifications Authority (NZQA), Immigration New Zealand, the Tertiary Education Commission (TEC), and the Civil Aviation Authority (CAA);
- Ensure the safety, wellbeing, and security of our students, staff, and premises.

2. Information We Collect

We collect the following categories of personal information directly from you through the application form, supporting documents, and subsequent correspondence:

- Identification details: Full name, date of birth, gender, contact information, and proof of identity (passport or driver’s licence).
- Educational information: Academic records, ADAPT tests, English proficiency results, and any flight training history.
- Immigration information: Police reports, Visa status and copies of relevant permits (if applicable).
- Medical information: Aviation medical certificates and any relevant health declarations required for flight training.
- Financial information: Payment records, fee payment details, and sponsorship or funding information.
- Emergency contact information: Details of next of kin or emergency contact person.

We may also collect additional information like accommodation requirements or if required by law as necessary to ensure your eligibility and safety in flight training.

3. How We Collect Your Information

We collect your personal information:

- Directly from you through our online enquiry forms and application form (online or paper);
- From supporting documents you provide (such as transcripts, passport, or visa evidence);
- From authorised Ardmore Flying School contracted staff and third parties, such as education agents, referees, or government agencies, where you have consented;
- Automatically through our internal systems when you interact with us by email, website, or student management platforms.

4. Use and Disclosure of Personal Information

We use your personal information solely for the purposes described above.

We may disclose information:

- To government agencies (e.g., NZQA, TEC, NZCAA, Immigration NZ) to meet regulatory and compliance requirements;
- To education partners, instructors, and operational staff (contracted or direct) directly involved in your training or enrolment;
- To external auditors, insurers, or legal advisors where necessary to protect our legal interests;
- To agents or sponsors you have authorised to act on your behalf;
- Where required or permitted by law (e.g., under the Privacy Act 2020 or pursuant to a lawful request).

We do not sell or rent your personal information to third parties.

5. Storage and Security

Your personal information is stored securely in both electronic and physical formats. We take reasonable steps to protect your information against:

- Loss, misuse, or unauthorised access;
- Modification or disclosure;
- Destruction or accidental damage.

Only authorised staff who require access for legitimate purposes are permitted to handle your personal information.

6. Retention of Information

We retain personal information for as long as necessary to fulfil the purposes for which it was collected, or as required by:

- Civil Aviation Authority record-keeping standards;
- NZQA or other education-related retention obligations;
- New Zealand tax or audit laws.

When no longer required, information is securely destroyed or anonymised.

7. Access and Correction

Under the Privacy Act 2020, you have the right to:

- Request access to your personal information; and
- Request correction of any information that is inaccurate, incomplete, or out of date.

Requests can be made in writing to the Privacy Officer (details below). We may require verification of your identity before releasing or amending any information.

8. Overseas Disclosure

Some student data may be shared with overseas recipients (e.g., education agents or international regulatory bodies) for enrolment verification, where necessary and with your consent. In such cases, we ensure that these parties are subject to comparable privacy protections as required under the Privacy Act 2020.

9. Website and Digital Services

If you apply or communicate with us online:

- Our website may collect standard analytics data (e.g., IP address, browser type, usage patterns).
- Cookies may be used for functionality and security purposes.
- No sensitive personal information is collected without your knowledge and consent.

10. Privacy Officer Contact

If you have any questions or concerns regarding this Privacy Policy or the handling of your personal information, please contact:

Office Manager

Ardmore Flying School
Stephanie Harris

We will respond to privacy enquiries or complaints in accordance with the Privacy Act 2020 and the guidance of the Office of the Privacy Commissioner (www.privacy.org.nz).

11. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or in legal requirements. The latest version will always be available on our website or upon request.

By submitting your application to Ardmore Flying School, you acknowledge that you have read and understood this Privacy Policy and consent to the collection, use, and disclosure of your personal information as described above

6.0 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 5.1 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 AFS, 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.

AFS 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 AFS 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.



7.0 STUDENT SERVICES

STUDENT HUB

The Student Hub (open 8.00am - 5.00pm, Monday-Friday) provides assistance and support to all students from the time they apply to study at AFS through to graduation.

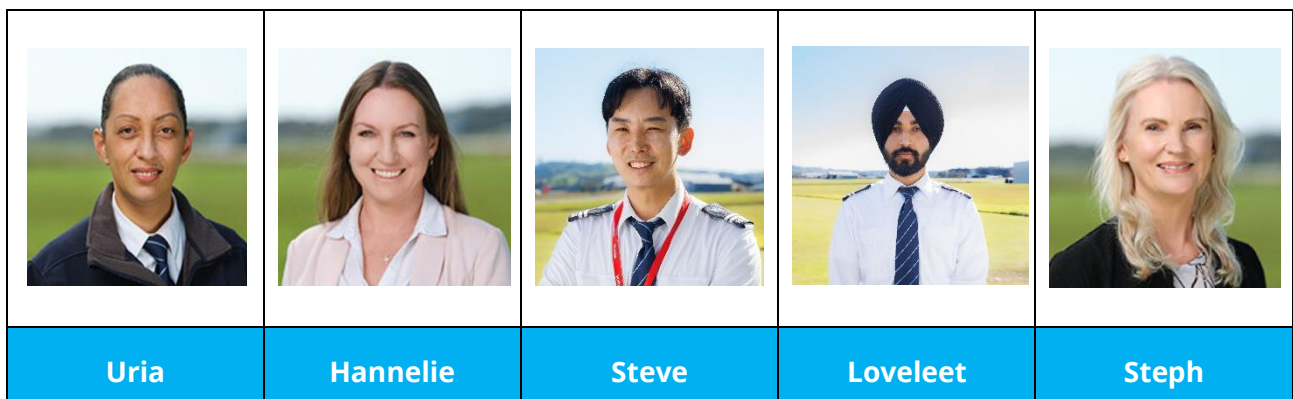
Throughout the year, we provide ongoing pastoral care, monitor students' academic progress, help with visa renewals and insurance claims, and provide a listening ear to anyone wanting assistance.

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 Student Hub 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*



UNIFORM ORDERING PROCESS

How to Order your Uniform:

Students can either scan a QR code or head over to the website (the password will be sent out to laptop/desktop users). Once you're logged in to the website, you can browse through the Ardmore uniform catalogue and place your order online.

Link: <https://ardmore.myarrow.nz/login>





Password: Ardmore24

All the transactions will be handled through Arrow. You can pay directly on the website, and your items will be delivered straight to your house or to the school - depending on what address you enter. If you would like your items delivered directly to the school, please make sure you put your **own name** on it.

If you have any queries, please ask Josh Cunnold or someone in the Student Hub Office.

ARROW UNIFORMS

CLOTHES THAT WORK

<p>Ardmore Flying School Students</p> 	
  <p>Epaulette Shirts – Long and Short Sleeve</p>	
<p>Scan to Order</p>  <p>If you have any questions or require support, please contact our Arrow Customer Service on student@arrowuniforms.co.nz.</p>	 <p>Unisex Epaulette Jersey</p>  <p>Hi Vis Vest</p>  <p>Dress Pants</p>

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 (only if completing the L5/6 Diploma).

INTERNATIONAL PASTORAL CARE

AFS 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 AFS/AFS website <http://www.ardmore.co.nz> or from the NZQA website at:

[pastoral-care-code-of-practice-2021-english.pdf \(nzqa.govt.nz\)](http://www.nzqa.govt.nz/pastoral-care-code-of-practice-2021-english.pdf)

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/>

8.0 VISA AND IMMIGRATION ASSISTANCE FOR INTERNATIONAL STUDENTS

INTERNATIONAL STUDENT VISA

If you are an international student, it is your responsibility to check 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 Student Hub office. If you allow your visa to expire or INZ declines your visa application, your enrolment will be cancelled as per Immigration policy.

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: (Please click on links below):

[Fee Paying Student Visa | Immigration New Zealand](#)

[Student visa information | Immigration New Zealand](#)

9.0 MEDICAL AND TRAVEL INSURANCE

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

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.

HEALTH INSURANCE



'Southern-Cross' offer Travel/Health Insurance for International students who are studying in New Zealand. Click on the following website link for more information, and the links to the explanatory documents at the bottom of the webpage. [International Student Travel Insurance NZ | SCTI NZ](#)

10.0 AVIATION MEDICAL

To obtain and use the privileges of a pilot's license, you require a current Aviation Medical:

(PPL License – Class 2 or NZTA DL9) (CPL license – Class 1). If you are wanting to obtain a CPL and/or IFR rating, you will need to complete an aviation medical with an approved Aviation Medical Examiner (a normal General Practitioner won't be able to complete this). Click on the link below to view the CAA website's approved list of examiners:

<https://www.aviation.govt.nz/licensing-and-certification/medical-certification/nz-medical-examiners/show/3001-5499>

Refer to the link below to the CAA (Civil Aviation Authority NZ) website's guide to obtaining an aviation medical:

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

See the page's drop-down option: **>Applying for a Medical Certificate**

You can also use 'SKYCERT' to get a medical through an online process that saves your data and provides online bookings:



<https://www.skycert.nz/>

Be aware that other specialists will need to be visited to complete the medical (Eye specialist, Hearing specialist etc.), hence it will take a few weeks to obtain.

11.0 MEDICAL INFORMATION

MEDICAL CENTRES/CONTACT NUMBERS

If you have a medical issue, the following medical professionals are near to Ardmore Flying School/Takanini/Papakura:

(Call 111 and ask for an ambulance in a medical emergency)

- **Emergency Hospital:**

MIDDLEMORE HOSPITAL – Open 24hrs/7days – 100 Hospital Road, Middlemore Hospital –
Tel: 09 2760044

- **General Medical Centre:**

LOCAL DOCTORS – COUNTIES MEDICAL – Mon – Fri: 8:00am – 5.00pm

Papakura Clinic, 6 – 18 O’Shannessey Street, Papakura Tel: 09 299 9384 (Urgent 09 399 9380)

Takanini Clinic, 2 Napi Drive, Waiata Shores, Takanini Tel: 09 280 6202 (Urgent 09 299 7670)

- **Dentist:**

NOVA DENTAL CARE – 7 O’Shannessy Street, Papakura – Mon – Sat: 8am – 5pm
Tel: 09 298 7501

WAIATA SHORES DENTAL - 7/2 Te Napi Drive, Takanini – Mon, Tue, Fri: 830am – 5pm/Wed,
Thur: 830am – 6pm/Sat: 8am – 5pm

Tel: 09 391 7777

- **Pharmacy:**

CLEVEDON ROAD PHARMACY – 76 Clevedon Road, Papakura – Mon – Fri: 8:30 – 6.00pm
Tel: 09 299 6051

12.0 ACCOMMODATION/TRANSPORT SERVICES

Ardmore Flying School provides an Accommodation Service to assist you in matters relating to your accommodation during your pilot training. We have limited availability of rooms, so please organise early if you require a room. We provide a free transport service to and from your accommodation for school related activities (Theory classes/Exams (First sit only)/Ground courses/Flying activities). Please use the dedicated FB Messenger group to book a van ride.

If you need further advice, please call the Operations team or Stephanie Harris for more help and information.

Stephanie Harris/Josh Cunnold | Transport and Accommodation Services

Stephanie will assist you with booking accommodation and information and Josh regarding transport via the Ardmore Flying School Van (available to accommodation patrons only). They always have a listening ear if you want to talk over anything relating to your accommodation, transportation or send an email stephanie.harris@ardmore.co.nz; josh.cunnold@ardmore.co.nz

13.0 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.

All students must sign in for every scheduled lesson, flight, meeting or study via the iPad located in the Front Reception Area.

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 consists of a theory phase which includes the PPL, CPL and/or IR subjects. At completion of the theory phase, all KDRs should be completed and checked by a C-Cat and then signed off by a B-Cat. An instructor will then be assigned to you and you will attend briefings and start your practical training. Depending on the programme you enrolled in, you will follow the structure of the applicable programme. For Level 6, all students who wish to start must have passed their IR flight test before being allowed to begin the MCIC and ATPL 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 a primary instructor and will be supported by their team and Supervising Instructor.

After successfully finishing all exams and your KDRs, our Programmes Manager will send an email notification to our Deputy CFI (Operations) indicating your readiness to begin your practical phase. Flight instructors will then be assigned to students based on the training phase. The aim is to ensure synchronized progression among your classmates therefore moving through your training and your journey together with Ardmore Flying School.

KDR PROCESS (KEY DEFICIENCY REPORT)

At the end of each ground course (PPL, CPL or IR), students are scheduled for **two dedicated KDR days** at the school before progressing to the next ground course.

These sessions provide students the opportunity to:

- Ask questions and clarify doubts directly with instructors.
- Focus solely on completing their KDRs without the distraction of other classes or coursework.

During this period, students are expected to complete and submit their KDRs to the designated C-Cat instructor for review. It is a mandatory requirement for all the students to attend these sessions if they still have some exams to re-sit.

Instructor Review and Feedback

1. **Initial Review:** The C-Cat instructor will review each KDR report and provide feedback.
2. **Revisions (if required):** If the report requires corrections or improvements, students must revise and **resubmit their KDR to the same C-Cat instructor**.
3. **Approval:** Once the C-Cat instructor is satisfied with the content and accuracy of the report, they will approve it. **N.B.** The relevant C-Cat lecturer/instructor **is required to sign/initial the KDRs once approved**.

Note: It is the **student's responsibility** to follow up on their submitted KDRs with the **same C-Cat instructor** they submitted the report to.

B-Cat Sign-Off

Oral Review: After receiving C-Cat approval, the student must present the signed KDR report to a **B-Cat Instructor**. Students are advised to retain their draft copies and bring them along with the completed versions for review. This assists with confirming that the drafts have been previously checked and have undergone review.

4. The B-Cat instructor will:
 - a. Ask questions based on the content of the KDR report.
 - b. Assess the student's understanding of each point addressed.
5. **Final Sign-Off:** The B-Cat instructor will sign off the KDR only when fully satisfied that the student has a clear and accurate understanding of all deficiencies addressed in the report.

Note: The **best time to present your KDR report to a B-Cat instructor is over a weekend**, as a B-Cat instructor is typically on duty at Ops during this time.

School Policy

It is Ardmore Flying School's policy that **all KDRs must be signed off by a B-Cat Instructor before a student can begin the flying phase of their training**.

To avoid any delays in the training schedule, students are **expected to have all KDRs fully signed off before moving on to the next course** in their training programme.

14.0 ARDMORE FLYING SCHOOL CAMPUS

ARDMORE FLYING SCHOOL LOCATION AT ARDMORE AIRPORT AND AERIAL PHOTO



15.0 DISCIPLINARY ACTION

DISCIPLINARY ACTION

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

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

The CEO, or CFI of AFS 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.

AFS'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 GM or 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 GM 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 CEO 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 (Training Agreement) 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.

WITHDRAWAL POLICY

Ardmore Flying School will meet with all students withdrawing from programmes, whether voluntary or involuntary, and complete withdrawal procedures in a timely, fair and supportive manner. AFS will follow the principles of natural justice when determining whether a student should be withdrawn resulting from a breach of policy/non-compliance and/or student rules and regulations.

REFUND ENTITLEMENT POLICY

Students will be 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 (Training Agreement), fees paid may only be refunded by AFS to the Student under the following circumstances:

- Termination of this contract due non-performance of AFS
- 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 AFS 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 (Training Agreement), 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 (Training Agreement) 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 (Training Agreement), 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 (Training Agreement) incurred prior to withdrawal (ie flying hours completed, exam fees etc)

Any theory course that is part of a Diploma, that a 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

16.0 STUDENT LOANS AND ALLOWANCES

GOVERNMENT FEES FREE SCHEME AND STUDENT LOANS AND ALLOWANCES:

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

STUDENT FEE PROTECTION

All AFS student fees are held in Public Trust and paid to AFS as the student progresses through the course. For further information regarding the Student Fee Protection scheme, please refer to the following link: [NZQA Student Fee Protection](#)

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 of our Administration team. Studylink Tel: 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.

ARDMORE FEES FREE PURPOSE AND POLICY

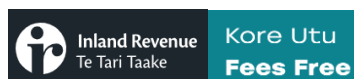
The purpose of the Fees Free policy is to make the final year (moved to final from early 2025) of tertiary education or training Fees Free for new learners. As such, learners must meet the prior study criteria to ensure that they meet the intent of the policy as new learners.

All domestic applications are assessed for Fees Free to ensure that the qualified students are not directly charged for the Fees Free amount.

FEES FREE – IRD

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

Starting tertiary study or work-based learning for the first time? You may be able to get Fees Free after you complete your first eligible qualification or programme. Fees Free covers the cost of your fees for the final year of study or final two years of work-based learning, up to \$12,000. When you enrol, you will need to pay your fees. To help you cover this cost, you may wish to apply for a student loan. Find out more at [Student Loan - Study Link](#). For more information on the eligibility requirements and when it is best to apply for Fees Free, visit [Fees Free - Inland Revenue](#)



17.0 CREDIT TRANSFER, RPL AND CROSS CREDITS

ARDMORE POLICY

Ardmore Flying School is committed to ensuring quality prior learning is acknowledged and not repeated without cause. AFS will recognise the skills, knowledge and understanding already acquired outside formal education and training and the achievement of credit from qualifications that can be credited towards Pilot training components and programmes.

CREDIT TRANSFER:

All programmes offered by AFS 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 AFS qualification, shall be granted credit for that component of the course, upon provision of proof.

18.0 AFS DRESS CODE

UNIFORM

AFS 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. However, a **high standard of dress is required** – no shorts, jandals or t-shirts.

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: 1 Silver bar (upon gaining entrance to C-Cat Instructor Course)

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 items that may be visibly worn are:

Watch

Earring stud(s) – maximum 2 per ear

Necklace

A single wrist bracelet/band

Items of cultural or religious significance

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

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.

19.0 SOFTWARE PROGRAMMES USED BY STUDENTS AT ARDMORE

SMART

S M > R T

SMART is the cloud/online based platform that Ardmore Flying School uses to:

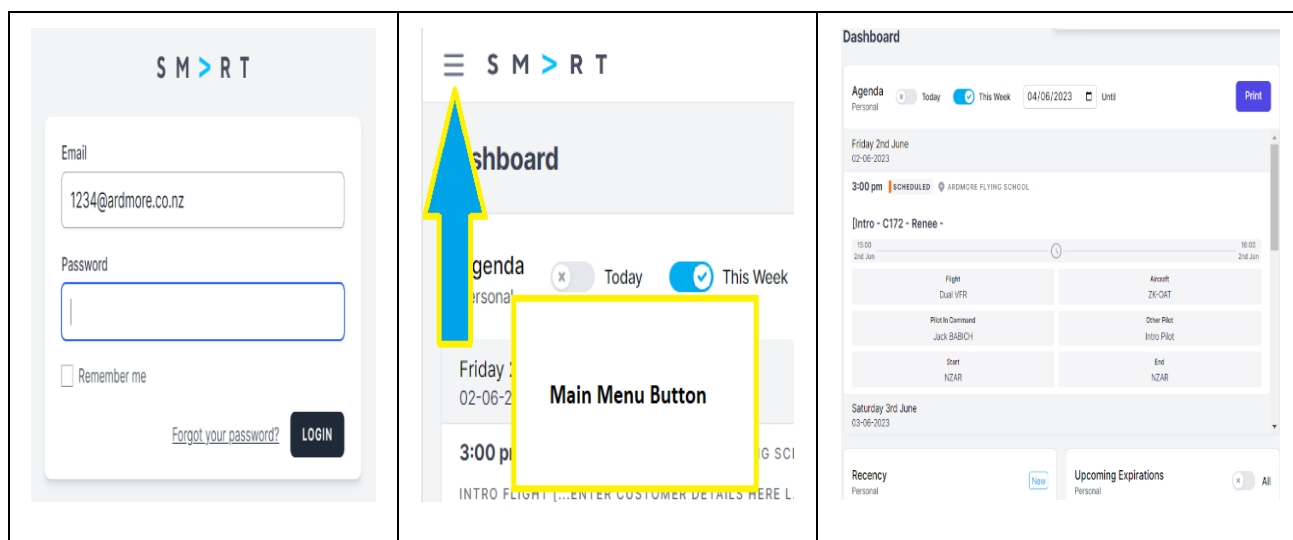
- Schedule aircraft bookings
- Track aircraft maintenance
- Track logbook entries/lesson records, sit internal practise exams and other functions.

It can be accessed from any internet-connected device or computer, however a native mobile app is still in the works. We recommend using a PC to access SMART at this stage. See Hannelie or Jack to create your account for you, or for any other SMART questions.

Logging In:

Navigate to: <https://ardmore.smartaviation.net/dashboard>

Enter in the email address for your account. Click "Forgot your password". Check your email to reset your password.



Open the Dashboard page to see your upcoming flights. Browse options from the Main Menu Button to see your Logbook/Lesson Records etc. You will receive email notifications for flight bookings.

SELMA – Student Management System



At our organisation, we use SELMA (Student, Enrolment, and Learner Management Application) as our central Student Management System (SMS). SELMA plays a vital role in supporting your learning journey. It is the secure platform where we manage all your enrolment information, academic records, attendance, course progression, and results. This system also ensures that our reporting to NZQA (New Zealand Qualifications Authority) and TEC (Tertiary Education Commission) is accurate and compliant with all national education and aviation training standards.

In addition to managing individual student data, SELMA helps us monitor and improve the quality of our programmes by providing essential insights. It enables us to analyse key performance indicators such as student completion rates, funding categories (e.g. international, domestic loan-funded, or self-funded), and demographic trends like gender and nationality. This data is crucial for maintaining compliance with NZQA, TEC, and CAA regulations, and for continuously enhancing the educational experience we offer. Through SELMA, we are better equipped to ensure that every learner receives the support needed to succeed and that our institution remains accountable, inclusive, and forward-thinking.

20.0 INFORMATION FOR OUR INTERNATIONAL STUDENTS

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 or the Uber App 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

LOCAL LIVING INFO

Food and Shopping

Situated close to the student accommodation is the Takanini Village and Southgate shopping centre. This area includes restaurants, stationery 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, CEO, GM and Programme Manager.

Sporting and Recreational Facilities – Bruce Pulman 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 Pulman 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.

Auckland Airport Transport:

International to Domestic transfers

A free terminal transfer bus service operates every 15 minutes between the international and domestic terminals. The bus operates 5am - 11pm daily and takes approximately ten minutes to travel between terminals.

International terminal: The bus leaves from the forecourt outside Door 8.

Domestic terminal: The bus leaves outside Door 2 at bus stop C.

Alternatively, stretch your legs and get some fresh air by taking the inter-terminal walkway between the two terminal buildings. The walkway is indicated by a green line painted on the footpath and is approximately a 10-minute walk.

Airport to City

To and from central Auckland, taxis take about 30 minutes (Allow an hour at peak times) and cost from \$55.00 - \$85.00.

Shuttle buses cost upwards of \$36.00, however take longer as they pick up and drop off enroute. Pick up is outside Door 4 at Auckland Domestic Terminal. The link to their website is: <https://www.supershuttle.co.nz/> or phone 0800 SHUTTLE.

Bus Services

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, click on [Ferry services \(at.govt.nz\)](http://www.ferry.govt.nz)

Train Services

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 right, left then right 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 AFS 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, AFS 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 Student Hub 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!

21.0 DEALING WITH GRIEVANCES

If you have a complaint, it should be taken to the CEO. 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

22.0 SUPPORT SERVICES

MONEY MATTERS


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.

(N.B. If you are accommodated in Ardmore student accommodation, we can provide a letter verifying your address for bank/administration purposes).

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.

PAN (Peer Assisted Network New Zealand)

	<p>Trained peer volunteers supporting fellow flight crew members.</p> <p>Call 0800 726 100 for assistance.</p>
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QUICK REFERENCE GUIDE: NATIONAL HELPLINES AVAILABLE 24/7

Lifeline (24/7): Tel. 0800 543 354 or (09) 5222 999 within Auckland

Mental Health Crisis Helpline: Tel: 0800 800 717 or text 1737

Samaritans: Tel: 0800 726 666

Victim Support: Tel: 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. <https://sparx.org.nz/>

AFS SUPPORT:

Student Leader and Student Council

23.0 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 AND ALCOHOL

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

Flying and the use of alcohol and drugs do not mix. Drug use is strictly prohibited and the use of drugs impacts your ability to hold a Class 1 Medical. There are also clear guidelines regarding alcohol consumption and flying.

We have a random drug and alcohol testing program in place. However, from April 2027 CAA require us to have a more formal DAMP. As we develop this, we will share more information with you.

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.

24.0 ASPEQ REGISTRATION INFORMATION

As a student at AFS, you need to register with ASPEQ so that you have a number and are registered to sit your PPL and CPL exams at the Exam Centre.

Instructions:

- Logon to <http://www.caanz.aspeq.exams.com>
- Select Register
- Fill in your name and other personal details asked for
- You will also be asked to create a password for this site
- Select Ardmore Flying School from the organisation section
- At the bottom for 'Organisation' click on the box and choose Ardmore Flying School
- Tick Register

We will then receive information via email from ASPEQ informing us of your registration.

Please don't hesitate to contact one of our Student Hub team should you have any queries or concerns with this.

25.0 STUDENT HANDBOOK FORMS LIBRARY

The following forms can be removed from the Handbook and are to be signed and returned to the Enrolments Team. Copies will be kept on your individual Student file.

Acknowledgement of Receipt of Materials Form

Ardmore Flying School Media Release Form

Student Evaluation Form – Post Induction/Pre Course

SMART Person Profile Creation Form

The **Ardmore Flying School Important Contact Details information** can also be removed from the Student Handbook, and we suggest you keep it somewhere safe and visible in your accommodation/home for future reference.

ACKNOWLEDGEMENT OF RECEIPT OF MATERIAL FORM

STUDENT NAME:	
ITEM	Please Sign beside each item received
Equipment:	
Navigation Computer	
AIP Vol 1 & 4 & Subscription Service	
Ruler	
Protractor	
8 VNC Charts (Maps	
Reference Material/Forms:	
2025 Student Handbook	
EQRH (Emergency Quick Reference Handbook)	
Elements of our SMS (Safety Management System)	
Media Release Form	
Student Evaluation Form	
ASPEQ Registration Form	
SMART Profile Creation Form	
RECEIVED BY: Student Signature:	
DATE:	

ARDMORE FLYING SCHOOL MEDIA RELEASE FORM

I hereby grant Ardmore Flying School permission to use photographs, video or other media of me in any of its publications, including, but not limited to, web-based, news releases, online media, internal company documents, external marketing material and in other communications from the date signed upon this release, without payment or other consideration.

I understand and agree that all media will become the property of Ardmore Flying School and will not be returned.

I hereby irrevocably authorise Ardmore Flying School to edit, alter, copy, exhibit, publish or distribute media for any lawful purpose

In addition, I waive any right to inspect or approve the finished product wherein my likeness appears. Additionally, I waive any right to royalties or other compensation arising or related to the use of the media.

I HAVE READ AND UNDERSTOOD THE ABOVE MEDIA RELEASE BEFORE AFFIXING MY SIGNATURE BELOW AND I AGREE TO ITS TERMS.

SIGNATURE _____	DATE _____	WITNESS _____	DATE _____
NAME _____		NAME _____	

I have read the above and DO NOT give Ardmore Flying School permission to use photographs, video or other media of me in any of its publications, including, but not limited to, web-based, news releases, online media, internal company documents, external marketing material and in other communications from the date signed below, indefinitely, without my express written permission.

SIGNATURE _____	DATE _____	WITNESS _____	DATE _____
NAME _____		NAME _____	

STUDENT EVALUATION – POST INDUCTION/PRE-COURSE FORM

We would appreciate your feedback on your experience with Ardmore Flying School to date. In addition to the questions below please feel free to add any additional comments in the space provided.

Programme #: _____

Start Date _____

International or Domestic Student Loan (please circle one)

How did you hear about Ardmore Flying School? _____

		Inadequate			Excellent		N/A
1	Pre-course information clearly communicated relevant information about the training programme	1	2	3	4	5	N/A
2	Enrolment processes were completed in a timely and professional manner	1	2	3	4	5	N/A
3	Recruitment agents acted professionally and were able to provide accurate and relevant information on request	1	2	3	4	5	N/A
4	The induction process made you feel welcome and set clear expectations for your programme of study	1	2	3	4	5	N/A
5	Additional support from the school was available (if needed) to complete the enrolments process	1	2	3	4	5	N/A
6	All resources and materials are available for your start date	1	2	3	4	5	N/A
7	Accommodation and transport services meet your expectations	1	2	3	4	5	N/A
8	The school teaching resources and classroom facilities meet your expectations	1	2	3	4	5	N/A

General Comments

What did Ardmore Flying School do well with your enrolment and induction process?

What can Ardmore Flying School do better?

SMART PERSON PROFILE CREATION FORM

S M > R T

PERSON PROFILE CREATION FORM – Details

First Name:	
Last Name:	
Email address:	
Date of Birth:	
Mobile No.:	
Current Living Address:	
Next of Kin/Emergency: Full Name & Mobile: Relationship to NOK:	
Course Enrolling In:	

Please scan both sides of current medical and pilot's licence if held to:

steve.chon@ardmore.co.nz

ARDMORE FLYING SCHOOL IMPORTANT CONTACT DETAILS

The NZ Emergency Phone Number is: **111**

Physical Address

Ardmore Flying School
2 Harvard Lane
Ardmore Airport, Papakura
Auckland 2582

Tel: (09) 2985055

Postal Address

Ardmore Flying School
PO Box 72-744
Papakura
Auckland 2244

Email Address – Student Hub

info@ardmore.co.nz

Ardmore Flying School Website:

<http://www.ardmore.co.nz>

Auckland Pilot Training Group Website:

www.aucklandpilottraining.com

In case of emergency

Contact Person: Shitong Liu
Phone Numbers: 021 752275
Within New Zealand: **0800 ARDMORE or
09 298 5055**
Outside New Zealand: **+64 9 298 5055**
mobile/cell phone number **021 752275**

THE PEER ASSISTANCE NETWORK (PAN)



Feeling like you need a helping hand to get through the day? Work pressures, relationship issues or just overwhelmed.

A confidential talk with a peer about any issue you're struggling with is on hand through PAN.

Tel: 0800 NZALPA (0800 726 100) and ask for member assistance from the Peer Assistance Network (PAN)

www.nzalpa.org.nz

Auckland Pilot Training Group (APTG) Contacts:

Irene King

CEO Ardmore Flying School
Irene.king@ardmore.co.nz
Tel: **021 936838**

John Punshon

CEO Auckland International Pilot Academy
John.punshon@aipa.ac.nz
Tel: **021 959497**