

CODE  
OF  
PRACTICE  
FOR  
PROFESSIONAL PILOT TRAINING

(ISSUED BY THE FLIGHT TRAINING DIVISION OF THE NEW ZEALAND  
AVIATION INDUSTRY ASSOCIATION INCORPORATED WITH THE  
APPROVAL OF THE TERTIARY EDUCATION COMMISSION)

NEW ZEALAND AVIATION INDUSTRY ASSOCIATION INCORPORATED  
FLIGHT TRAINING  
CODE OF PRACTICE

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**(A) BACKGROUND**

The purpose of this document is to enhance the professional practice of flight training providers through a process of consultation and collaboration within the Aviation Industry and to give confidence to the Government and stakeholders in the effectiveness of aviation provision by:

- i. The linkage of all aspects of the selection, training and exit policies of aviation students, as closely and effectively as possible to achievable and sustainable employment outcomes.
- ii. Maximizing employment outcomes through links with industry.
- iii. Providing responsible advice and guidance in managing the average student debt.
- iv. Providing more visible and reliable “pathways” that aviation students can follow as they move from training to employment.
- v. Linking, as far as is practicable, Equivalent Full Time Student (EFTS) growth requirements for pilot training to anticipated industry demand.

The Code of Practice directly links, as a pre-requisite, to training and education organisations receiving Government funding and student loans and allowances, access, under the basis that they demonstrate ongoing compliance with the Code.

An additional outcome of the Code would be benchmarking that makes New Zealand pilot training and education more attractive internationally.

The Code proposes a range of ‘best practices’ to provide confidence to Government, Flight Trainers, students and to the aviation industry as a whole.

Only flight training providers who are signatories to this Code and who demonstrate compliance with this Code in accordance with audit procedures set down in Section 12, shall receive accreditation and/or be eligible to train students that receive student loans and allowances.

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**(B) RECORD OF AMENDMENTS**

Amendment No.	Effective Date	Date Entered	Entered By
1			
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**(C) LIST OF EFFECTIVE PAGES**

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**(D) DOCUMENT CONTROL**

It is the responsibility of the New Zealand Aviation Industry Association Incorporated (A.I.A.) Flight Training Secretary to maintain a register of manual holders and to issue amendments to each holder as soon as they are promulgated.

This document is controlled by the AIA Flight Training Division. Amendments will be made only by the AIA Flight Training Committee with the authorisation of the Flight Training Division.

It is the responsibility of each manual holder to record amendments to this manual and any appendices by the authorised substitution of pages as soon as they are received from the secretary. Each amendment action shall be recorded in ink on the page titled RECORD OF AMENDMENTS, the LIST OF EFFECTIVE PAGES changed and written confirmation sent of this action to the AIA within seven (7) days of receiving the amendment.

In the event that AIA ceases to exist or the signatories vote to change the holder of the Code, the responsibility for holding the Code of Practice would move to another appropriate independent organisation.

## 1. CODE OF PRACTICE

### 1.1 Purpose

The intention of the Code is to provide benefit to all participants in industry by unifying the practices of the profession of flight instruction. It is required that the training organisation bring the Code to the attention of those they teach, supervise and/or employ.

The overall purpose of this code of practice is:

- 1.1.1 To promote high standards of professional service
- 1.1.2 To inspire the quality of behaviour which reflects the professional practice of the industry
- 1.1.3 To encourage and emphasise those positive attributes of professional conduct that characterize effective teaching
- 1.1.4 To enable the profession to declare itself publicly accountable
- 1.1.5 To ensure consistency in selection and training quality among training providers
- 1.1.6 To ensure that flight training course expectations of the students are met.

## **2 COMPLIANCE**

### **2.1 General**

All private flight training schools and TEIs associated with private flight training schools involved with the training of any EFTS funded student must be a signatory to the Code.

### **2.2 Audits**

TEIs and PTEs shall be audited on a regular cycle by the applicable organisation from:

2.2.1 NZCAA

2.2.2 NZQA

2.2.3 All signatories to this Code shall be audited for compliance with it's provisions by AIA appointed auditors on an annual basis (see Section 12). A checklist of Code of Practice requirements will be provided

### **2.3 Payment of Subscriptions**

It shall be a requirement of this code that all signatories must make payment of outstanding subscriptions to professional bodies or member associations to which they belong within the financial year they are due.

### **3 ORGANISATION EXPOSITION**

#### **3.1 General**

The organisation applying to be a signatory of this Code must hold an exposition. The exposition is a means by which the organisation defines itself, showing how it will conduct its day-to-day business and ensure compliance with this Code.

The exposition shall include:

- 3.1.1 A statement by the Chief Executive defining the goals and objectives of the organisation and its intention to comply at all times to this Code
- 3.1.2 The titles and names of the senior persons within the organisation. Their duties and responsibilities must be clearly defined
- 3.1.3 An organisation chart showing reporting lines of the organisation. The chart must show the lines of responsibility from the nominated senior persons to the Chief Executive. The exposition must show the staffing arrangements at each place where the organisation intends to carry out air operations
- 3.1.4 Details of the organisation's procedures regarding the competence and training of personnel
- 3.1.5 Details of the organisation's procedures regarding the control of documentation
- 3.1.6 Details of the organisation's procedures regarding the retaining of records
- 3.1.7 A statement on the scope of activities at each location. This requires the organisation to identify each location at which it intends to carry out training and the scope of activity at these locations. This should identify:
  - 3.1.7.1 the location of principal bases where training and assessments are normally conducted
  - 3.1.7.2 the number and types of aircraft or other major equipment used for training at each location
  - 3.1.7.3 the location of the principal maintenance base
- 3.1.8 Details of resources that the training organisation must provide in support of the proposed courses and assessments
- 3.1.9 Details of an induction programme for staff whether or not they are employed or contracted by the organisation and how the organisation intends to maintain or improve staff qualifications

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- 3.1.10 A training programme comprising of a list of the training courses and assessments to be carried out at the training organisation. The training programme is more than just the syllabi and the list shall include:
- 3.1.10.1 Rooms for ground training of the appropriate size for the maximum number of students that may be instructed in the room at one time
  - 3.1.10.2 A list of which textbooks, distance education courses, or other material will be used and how the quality and effectiveness of that teaching material will be monitored
  - 3.1.10.3 A list of each type of audio-visual aid, computer, mock-up, aircraft component and other special training aid used for ground training
  - 3.1.10.4 A list of each pilot ground trainer used for instruction
  - 3.1.10.5 A listing of the aerodromes to be used as training bases and a description of the facilities, including pilot briefing areas that are available for use by the students/operating personnel at each of those aerodromes
  - 3.1.10.6 A list of the type of aircraft including any special equipment used for each phase of flight
  - 3.1.10.7 The qualifications and experience of each instructor position for either ground or flight training
  - 3.1.10.8 The prerequisites required for enrolment in the course
  - 3.1.10.9 A description of each lesson, including its objectives and standards and the measurable unit of student accomplishment or learning to be derived from the lesson or course
  - 3.1.10.10 The time scale of the course
  - 3.1.10.11 A description of the tests and checks used to measure a student's accomplishment at appropriate stages during the training
  - 3.1.10.12 The student attendance required by the organisation for satisfactory completion of the course and how any reasonable shortfall can be made up
  - 3.1.10.13 Details of how the organisation is going to ensure the continued airworthiness of their aircraft. The procedure should provide for a maintenance planning and monitoring system
  - 3.1.10.14 Details of a flight following service

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- 3.1.10.15 Details of the Internal Quality Assurance system including safety management systems
- 3.1.10.16 Details of procedures to control amend and distribute the organisations exposition
- 3.1.10.17 Details of a flight and duty policy.

## 4 PERSONNEL REQUIREMENTS

### 4.1 General

This section identifies the safety critical members of the organisation who will exercise an appropriate level of control, direction and responsibility, to ensure the continued effectiveness of the organisation.

All such persons shall meet the CAA's criteria for 'fit and proper person.

### 4.2 Chief Executive

There shall be a senior person identified as the Chief Executive who has the authority within the organisation to ensure that all training courses and assessments conducted by the organisation can be financed and carried out in accordance with this code. The Chief Executive shall also ensure that the organisations activities are carried out in accordance with the procedures contained within their exposition.

### 4.3 Other Senior Personnel

In addition to the Chief Executive, the organisation shall engage, employ or contract a senior person or group of senior persons who are responsible for ensuring the organisation complies with the requirements of this code. Such nominated person or persons shall be ultimately responsible to the Chief Executive. Specific areas of responsibility for such senior person(s) are:

- control and direction of aviation training
- control and direction of aviation assessment
- control and direction of aviation maintenance
- internal quality assurance
- aviation safety and investigations

The person or persons nominated shall be suitably qualified for the role. The functions of Chief Executive and Quality Assurance Manager may not be combined.

### 4.4 Other Personnel

The organisation shall engage, employ or contract sufficient personnel to plan, conduct and supervise the training courses and assessments listed in the organisation's exposition.

#### 4.5 Personnel training and competency requirements

- 4.5.1 To help in the assessment of a person's competence, job descriptions shall be formulated for all positions within the organisation which define the responsibilities, authority and their interrelationships with other positions.
- 4.5.2 The qualifications and experience required by the organisation for all personnel shall be documented.
- 4.5.3 The organisation shall establish a procedure for initially assessing (and a procedure for maintaining) the competence of those personnel conducting the training courses and assessments listed in the organisation's exposition.

#### 4.6 Flight Instructor Standards

- 4.6.1 Organisations shall establish a formal instructional standards policy. This policy shall identify:
  - 4.6.1.1 The senior person responsible for maintaining training standards
  - 4.6.1.2 The total number of instructors, the number of instructors of each category rating and the spread of experience levels required of those instructors that are deemed necessary for the organisation to be compliant with minimum standards
  - 4.6.1.3 How instructor quality will be assured
  - 4.6.1.4 The outline of training and training programmes flight instructors will be required to complete both before instructing students at a higher level than PPL and before qualifying as a higher category of instructor
  - 4.6.1.5 How instructor competency will be assessed
  - 4.6.1.6 A professional aviation induction programme for flight instructors, which ensures knowledge of the CAR requirements for competency training and assessment in the various flying disciplines (such as CAR Part 121/125/135 VFR and IFR competency training and assessment) as opposed to licence based training under CAR Part 61
  - 4.6.1.7 A programme which will orient instructors and/or students with industry practices
  - 4.6.1.8 A programme to train pilots in both the practical and theory aspects with relevance to real or simulated situations rather than just passing examinations.

#### 4.6.2 Maintenance of Standards

Chief Flight Instructors (CFI's) are to maintain high standards of competence and to maintain knowledge of current information and methods in the areas of training they are responsible for by attending CAA/RNZAC/AIA courses.

#### 4.6.3 Flight Instructor Code of Ethics

The primary obligation of flight instructors is to educate their students to the highest standard in keeping with professional aviation competencies.

Flight instructors have obligations to their students and to their profession. The following code of ethics must be read and adhered to by flight instructors:

Flight instructors will:

- 4.6.3.1 Base their professional practice on continuous professional learning and the best knowledge available, which will include attending relevant NZCAA seminars and/or relevant RNZAC/AIA courses
- 4.6.3.2 Encourage an understanding of significant industry issues by students, appropriate to their experience
- 4.6.3.3 Develop and maintain a professional relationship with students that has the best interests of the student in mind. Due to the unequal power distribution between student and instructor, this includes not forming an emotional or sexual relationship during the time an instructor is responsible for a student
- 4.6.3.4 Maintain a high standard of professionalism and ethical behaviour
- 4.6.3.5 Actively support policies and programmes that promote direct links to industry employment
- 4.6.3.6 Stress the importance of analytical, critical and innovative thinking in operating safely, legally, economically and in ensuring passenger comfort and confidence
- 4.6.3.7 Contribute to the development and promotion of sound educational policy
- 4.6.3.8 Assist newcomers to the profession
- 4.6.3.9 Treat colleagues and associates with respect and work with them cooperatively to promote the learning of students

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- 4.6.3.10 Take appropriate action if the behaviour of a colleague is seriously in breach of this code
- 4.6.3.11 Be truthful when making statements about qualifications and competencies
- 4.6.3.12 Recognise the limits of their own competence and provide only those services for which they are competent, based on their education, training, supervised experience, or appropriate professional experience
- 4.6.3.13 Teach in new areas of flight training or utilise new techniques only after undertaking appropriate study, training, supervision and/or consultation with persons competent in those areas or techniques
- 4.6.3.14 Have regular supervision and undertake regular evaluation of their work in order to ensure quality flight and ground instruction
- 4.6.3.15 Share information and promote education within the profession
- 4.6.3.16 Gain a knowledge of the students background and an understanding of the students learning techniques and abilities.

## 5 DOCUMENTATION

### 5.1 General

The organisation shall hold current copies of all relevant technical standards and practices and any other documentation that is necessary for the provision of the training courses and assessments listed in the organisation's exposition. They shall include all relevant technical data such as *aeronautical information, publications, flight manuals, maintenance manuals, flight test standards guides, course syllabi and training manuals* and may be kept in hard copy or electronic form.

### 5.2 Document Control

The organisation shall establish procedures to control such documentation.

The procedures shall ensure:

- 5.2.1 All documentation is reviewed and authorised by appropriate personnel before issue
- 5.2.2 All documentation is monitored to ensure that it is kept up to date and current
- 5.2.3 Current issues of relevant documentation are available to personnel for the provision of training courses and assessments listed in their exposition
- 5.2.4 All obsolete documentation is promptly removed from all points of issue or use
- 5.2.5 Changes to documentation are reviewed and approved by appropriate personnel.

## 6 RECORDS

### 6.1 Procedures

The organisation shall establish procedures to identify, collect, index, store, and maintain the records that are necessary for the training courses and assessments listed in the organisation's exposition. All records must be legible.

The procedures shall ensure that:

- 6.1.1 There is a record for each person who conducts training courses or assessments. The Privacy Act (1993) governs how agencies collect, use and disclose personal information. Each organisation will be required to maintain an individual file for each instructor to which the instructor can have access and is able to request corrections. The record shall include details of their experience, qualifications, training, and competence assessments
- 6.1.2 There is a record for each person being trained or assessed by the organisation. The Privacy Act provisions also apply in this case so each organisation will be required to maintain an individual file for each student to which students can have access and are able to request corrections. The file must contain a minimum of a record of:
  - 6.1.2.1 Attendance
  - 6.1.2.2 Instructor comments
  - 6.1.2.3 Results of all theory exams sat and the mark obtained
  - 6.1.2.4 All courses completed
  - 6.1.2.5 The results of all flight tests
  - 6.1.1.6 Instructor recorded training deficiencies or performance inadequacies and the remedial training required
  - 6.1.1.7 Any other significant achievements e.g. Aerobatic Rating
  - 6.1.1.8 The student's first employment where possible.
- 6.1.2 There is a record of each internal quality assurance review of the organisation carried out under the procedures required in Section 10
- 6.1.3 There is a record of when the qualification is completed
- 6.1.4 All records shall be retained for a period of at least 3 years from the date of the last entry made on that record.

## **7 RESOURCES**

- 7.1 The organisation shall provide facilities and resources appropriate to the training courses listed in the exposition. These must include as a minimum:
- 7.1.1 Sufficient appropriately equipped and serviceable aircraft to be available to enable flying programmes to be carried in accordance with the flying training programme, and within the advertised time frame, for the number of students training
  - 7.1.2 Sufficient rooms in which briefings are carried out to be suitably furnished and equipped for the proper conduct of pre-flight and post-flight briefings
  - 7.1.3 Sufficient classrooms to be adequately equipped, heated, lighted and ventilated. Such classrooms should be located where students using them are isolated from any significant distractions
  - 7.1.4 Training aids and equipment, including any audio-visuals, mock-ups, charts, or aircraft components listed in the training course outline, to be accurate and appropriate to the course for which they are used
  - 7.1.5 Students enrolled on a training course to have text books and study notes available that cover the complete syllabus to the appropriate standard. This material to be supplemented by general reading material and specimen examination papers
  - 7.1.6 Examination rooms to be dedicated to that sole use from at least 10 minutes before the examination until at least 10 minutes afterwards
  - 7.1.7 Examination rooms to be adequately equipped, heated, lighted and ventilated. Such rooms should be located where students using them are isolated from any significant distractions
  - 7.1.8 All subject reference material, other than that permitted for that particular examination, to be removed prior to the examinations
  - 7.1.9 Only examination candidates and the conducting officer to be permitted in the examination room
  - 7.1.10 The conducting officer to have absolute control over the examination room and over the candidates for the period of the examination
  - 7.1.11 Secure storage for examination papers and scripts.

## **8 TRAINING PROGRAMME**

### **8.1 Standard Information Provided to Prospective Students**

Signatories must annually review all information provided to prospective students to ensure its accuracy and relevance.

The information provided to students will consist of:

- 8.1.1 Tuition fees and associated course costs
- 8.1.2 Application and acceptance procedures
- 8.1.3 The maximum number of students that may be enrolled at the organisation at any time in order to ensure that at least 80% of students complete the course for which they are enrolled within the advertised time frame. This number shall take into account:
  - 8.1.3.1 The instructor and aircraft resources required to deliver the advertised flight training programme, full time within the advertised course duration
  - 8.1.3.2 A maximum instructor-student ratio of 1:5
  - 8.1.3.3 How non-government funded students will be managed in order to meet their training needs without impinging on access to aircraft and instructors required by full-time, funded students
- 8.1.4 Timetables and course structure
- 8.1.5 Refund and withdrawal policies
- 8.1.6 Exit points, exclusion, misconduct and complaints procedures
- 8.1.7 Training options and qualifications
- 8.1.8 Maintenance of training records
- 8.1.9 Information on training facilities and resources
- 8.1.10 Aircraft types
- 8.1.11 Instructor to student ratios.

## 8.2 Student Selection

### 8.2.1 Entry Requirements

For admission, applicants must meet the following minimum criteria:

8.2.1.1 Be at least 17 years of age

8.2.1.2 Hold a current Class 1 Medical Certificate

8.2.1.3 Demonstrate the ability by assessment to undertake the entire qualification with a reasonable likelihood of success i.e. future employment within the aviation industry, through the completion of a compulsory selection process. (*See below*)

8.2.1.4 As CAA fit and proper person status applies students are required to produce a character reference and two referees, produce a criminal record history from the Ministry of Justice and a Land Transport offence history from Land Transport NZ

8.2.1.5 Level 2 NCEA with at least 14 Level 2 credits in a language-rich subject (e.g. English, history, art history, geography, biology) and at least 14 Level 2 credits in a number orientated subject (e.g. accounting, statistics, physics, chemistry, calculus); **or** the International Baccalaureate, Cambridge Examinations or foreign country equivalent of an NCEA Level 2 Certificate; **or** a recognised trade qualification (at level 4 or above) such as that required to be a registered plumber or electrician; **or** a pass in all of the PPL theory subjects

8.2.1.6 Have a sufficient standard of English to complete the programme (IELTS requirement 5.5 with no individual score lower than 5 or equivalent for applicants who speak English as a second language.

### 8.2.2 Aptitude Testing Criteria

The provider must demonstrate processes whereby all candidates undergo Aptitude Testing Criteria recommended by the AIA Flight Training Group. Candidates undergoing the ADAPT Pilot Screening in 2012 must show justification for accepting any student with a below average or poor rating.

### 8.2.3 Selection Interview Criteria

No flight training provider shall enrol any candidate who fails to perform to the required standard in the interview on to a government-funded course of flight training. The interview must show that candidates demonstrate:

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- 8.2.3.1 A genuine interest in an aviation career which must include a written statement by the candidate
- 8.2.3.2 Appropriate information from background checks, character references and/or referees statements
- 8.2.3.3 Above-average communication skills with emphasis on being a member of a team
- 8.2.3.4 A positive and open attitude to learning
- 8.2.3.5 Self-motivation and self-awareness
- 8.2.3.6 Sound character and a person of sound judgment who is able to demonstrate clear decision making skills
- 8.2.3.7 Responsibility, maturity and a disciplined attitude to learning and work.

8.2.4 Successful Applicants

The initial process for successful applicants will include:

- 8.2.4.1 Student to sign documentation accepting conditions of entry and progression
- 8.2.4.2 A standard letter of acceptance including information on the Code requirements.

8.3 Training courses and assessments

- 8.3.1 The organisation must establish a training programme for each course of aviation training listed in the organisation's exposition.
- 8.3.2 The programme established under paragraph 8.3.1 must include:
  - 8.3.2.1 Aviation training to meet the applicable syllabus prescribed by the Civil Aviation Rules
  - 8.3.2.2 A training schedule for the aviation training course
  - 8.3.2.3 Internal assessment of the student during the aviation training course.
- 8.3.3 The organisation must establish procedures for implementing the training programme and must ensure that:

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8.3.3.1 The initiation, continuation and termination of each training flight is authorised in writing by the instructor designated for the control and direction of that student. Flights must not be authorised by instructors under supervision

8.3.3.2 Each person who conducts aviation training is supervised, if the person is required to be supervised in accordance with applicable Civil Aviation Rules

8.3.3.3 Each person conducting aviation training must have a combination of qualifications and experience appropriate to the level of qualification being taught. In the case of teaching ATPL theory subjects, adequate training in the teaching of the subject must be shown.

8.3.4 The organisation must establish procedures for the conduct of each type of aviation assessment specified in the exposition and must ensure that:

8.3.4.1 That the aviation assessment is conducted without any compromise to the integrity of the assessment

8.3.4.2 Each person conducting aviation assessments must have a combination of qualifications and experience greater than the level of qualification being assessed

#### 8.4 Programme Planning

##### 8.4.1 General

The objective of Government funded pilot training is to ensure that only those students who plan a career as a professional aviator access government support. All students will be encouraged to embark upon a career pathway at an early stage. These career pathways must be documented.

The student and the training organisation must agree on the student's flying qualification goals prior to the beginning of the programme and identify the preferred career outcome. In all Government funded flight training organisations the qualifications applied for will be either the New Zealand Diploma in Aviation with strands in Agriculture and General Aviation (Aeroplane and Helicopter) Level 5, the New Zealand Diploma in Aviation (Aeroplane or Helicopter) with strands in Airline Preparation and Flight Instruction Level 6 or the Massey University Bachelor of Aviation ATP programme.

#### 8.4.2 Programme Changes

Where the training organisation is offering only one career pathway there is no opportunity to change, however some organisations may offer more than one career pathway and it may be possible for a student to change their pathway. Any subsequent change to the initial goal will depend on performance and be subject to consultation between the student and Chief Flying Instructor (CFI) or Academic Board e.g. a student who embarks on the New Zealand Diploma in Aviation with strands in Agriculture and/or General Aviation and subsequently wishes to change to the New Zealand Diploma in Aviation (Aeroplane and/or Helicopter) with strands in Airline Preparation and Flight Instruction.

#### 8.4.3 Change of Training Organisation

Where a student wishes to move from one organisation to another to complete the initial or subsequent goal and wishes to continue to access public funding, then the second organisation must make reference to the students full training records from the first organisation when assessing that students application.

#### 8.4.4 Change of Helicopter/Aeroplane to Aeroplane/Helicopter Course

No student should be permitted to access public funding for helicopter training after completing more than 50% of the CPL aeroplane training or vice versa without repaying their existing loan unless either the student is a helicopter student doing a fixed wing PPL for the purpose of doing an Instrument Rating or the additional training is authorised by the Flight Training Committee.

#### 8.4.5 Misleading Advertising

It is a breach of this code if any signatory markets its courses in an unethical or improper manner. This provision shall apply to signatories irrespective of whether the said unethical or improper advertising of the product is within New Zealand or offshore.

### 8.5 Critical Assessment

#### 8.5.1 General

Critical assessments are those that occur at the exit points outlined in 8.6. All theory and flight test results must be clearly documented, including all resits. The following policies apply to all critical assessments

#### 8.5.2 Re-sit Policy

The maximum number of resits shall be three for any CAA licensing examination and two for any CAA flight test.

### 8.5.3 Suspension of Flight Training

Failure of two or more PPL or CPL theory subjects will cause the student to cease flights towards gaining a PPL and CPL License and failure of one IR theory subject will cause the student to cease flights towards gaining the IR until these subjects are passed within the requirements of section 8.6.

### 8.5.4 Exceptional Circumstances Policy

Each organisation shall have an exceptional circumstances policy for the purpose of assessing the right to further study or opportunities to re-sit critical assessments.

'Exceptional circumstances' normally would include:

8.5.4.1 Personal hardship

8.5.4.2 Close bereavement

8.5.4.3 Circumstances beyond the individual or organisations control e.g. weather or aircraft unavailability due to circumstances beyond the provider's control

8.5.4.4 It may also take into account, excessive delays (over three weeks) in practical examinations where an individual has peaked for a flight test.

Any re-entry will be subject to the availability of EFTS and at the discretion of the organisation.

## 8.6 Exit Points

### 8.6.1 General

The organisation will demonstrate an early identification system for students having academic or practical difficulties and have a process to assign remedial programmes. Failure to succeed subsequent to these remedial programmes would result in exit from the overall programme in accordance with the procedures detailed below.

### 8.6.2 Exit Points

The Exit Points are applicable to each training organisation and shall not be less than the following:

Failure to reach competency at any of these levels:

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- 8.6.2.1 PPL theory
- 8.6.2.2 First solo
- 8.6.2.3 PPL issue flight test
- 8.6.2.4 CPL Theory
- 8.6.2.5 CPL issue flight test
- 8.6.2.6 IR theory
- 8.6.2.7 SEIR issue flight test
- 8.6.2.8 MEIR issue flight test
- 8.6.2.9 ATPL theory
- 8.6.2.10 C Category Instructor Rating flight test.

An individual who fails to meet the competencies required for each point will be able to continue in a programme of study by privately funding further tuition. The Exit Points serve the purpose of preventing student loan overruns or excessive re-enrolments for students who fail programme competencies.

<b>Critical Assessment</b>	<b>Exit Student if they:</b>
PPL Theory	Fail all subjects at first attempt or fail any subject 3 times to a total of a maximum of 6 across all subjects
First Solo	Are not solo within 20/28 (A/H) hours
PPL Issue Flight Test	Fail twice
ICAO Aviation English Proficiency Test	Fail twice
CPL Theory	Fail all subjects at first attempt or fail any subject 3 times to a total of a maximum of 6 across all subjects
IR Theory	Fail all subjects at first attempt or fail any subject 3 times to a total of a maximum of 3 across all subjects
SEIR Issue Flight Test	Fail twice
MEIR Issue Flight Test	Fail twice
ATPL Theory	Fail all subjects at first attempt or fail any subject 3 times to a total of a maximum of 6 across all subjects
C Category Instructor Flight Test	Fail twice

### 8.6.3 Exclusion/De-selection from the Course/Programme

Organisations must be able to demonstrate a formal process of exclusion once the student has commenced the course.

This process must deal with the following matters:

- 8.6.3.1 Failure to reach or maintain competency at the above levels
- 8.6.3.2 Serious misconduct
- 8.6.3.3 Misconduct that is likely to result in Fit and Proper Person issues, the aviation security card issued by the CAA being withdrawn or not issued
- 8.6.3.4 Conduct likely to result in the suspension or permanent removal of a class one medical such as drink-driving or misuse of alcohol/drugs
- 8.6.3.5 The non issue or removal of an aviation document
- 8.6.3.6 Non achievement of required academic outcomes
- 8.6.3.7 Where the CFI/CEO considers the student to be a significant safety risk.

### 8.6.4 Examples of Unacceptable Conduct

The flight training organisation must list examples of the various forms of conduct which are unacceptable and may result in the activation of the procedure. The list must contain the information that any criminal, drug or alcohol offence or medical related problem which may result in the suspension of a Class I medical prior to or during the course shall be notified to both the training organisation and CAA without delay.

### 8.6.5 Student Assistance

The student must be able to avail himself or herself of the assistance of a support person. Full and comprehensive notes are to be kept of any interviews, and/or other action taken. Where appropriate these notes are to be signed by the student.

### 8.6.6 Refund Policy

Every organisation shall have a refund policy. That policy shall be made available to the student and the implications of the policy clearly explained prior to joining the programme. Any uncommitted practical funds must not be unreasonably withheld.

#### 8.6.7 Disputes Resolution Process

All organisations shall have in place a disputes resolution process and must adhere to that process in the event of a dispute. Any dispute must be resolved within three months or as mutually agreed. If the dispute is not satisfactorily resolved then either party may refer it to a disputes tribunal.

## **9 MAINTENANCE PLANNING AND MONITORING SYSTEM**

### 9.1 General

The organisation must have in place a maintenance planning and monitoring system to ensure the continued airworthiness of their aircraft. The organisation may not delegate the responsibility for continued airworthiness; however it may contract other persons (a maintenance provider) for the provision of certain maintenance functions and services. When maintenance functions and services are to be contracted, the organisation's exposition must include:

- 9.1.1 The identity of the person who is to perform the maintenance
- 9.1.2 Details of the functions to be transferred to the person
- 9.1.3 Details of the scope of the maintenance to be carried out by the person
- 9.1.4 Details of the authority of the person in respect of the functions and maintenance to be carried out.

## 10 INTERNAL QUALITY ASSURANCE

### 10.1 General

Each organisation shall establish an internal quality assurance system to ensure compliance with, and the adequacy of, the procedures required by this code.

The internal quality assurance system shall include:

- 10.1.1 A safety policy and safety policy procedures that are relevant to the organisation's goals and the expectations and needs of its customers

The safety policy procedures shall ensure that the safety policy is understood, implemented, and maintained at all levels of the organisation

- 10.1.2 A procedure to ensure quality indicators, including defect and incident reports, and personnel and customer feedback, are monitored to identify existing problems or potential causes of problems within the system

- 10.1.3 A procedure for corrective action to ensure existing problems that have been identified within the system are corrected

The procedure for corrective action shall specify how:

10.1.3.1 To correct an existing problem

10.1.3.2 To follow up a corrective action to ensure the action is effective

10.1.3.3 Management will measure the effectiveness of any corrective action taken.

- 10.1.4 A procedure for preventive action to ensure that potential causes of problems that have been identified within the system are remedied

The procedure for preventive action shall specify how:

10.1.4.1 To correct a potential problem

10.1.4.2 To follow up a preventive action to ensure the action is effective

10.1.4.3 To amend any procedure required by this code as a result of a preventive action

10.1.4.4 Management will measure the effectiveness of any preventive action taken.

- 10.1.5 An internal audit programme to audit the organisation for conformity with the procedures in its exposition and achievement of the goals set in its safety policy

The internal quality audit programme shall:

- 10.1.5.1 Specify the frequency and location of the audits taking into account the nature of the activity to be audited
- 10.1.5.2 Ensure audits are performed by trained auditing personnel who are independent of those having direct responsibility for the activity being audited
- 10.1.5.3 Ensure the results of audits are reported to the personnel responsible for the activity being audited and the manager responsible for internal audits
- 10.1.5.4 Require preventive or corrective action to be taken by the personnel responsible for the activity being audited if problems are found by the audit
- 10.1.5.5 Ensure follow up audits to review the effectiveness of any preventive or corrective action taken

- 10.1.6 Management review procedures, which shall include the use of statistical analysis, to ensure the continuing suitability and effectiveness of the internal quality assurance system in satisfying the requirements of this Code.

The procedure for management review shall:

- 10.1.6.1 Specify the frequency of management reviews of the quality assurance system taking into account the need for the continuing effectiveness of the system
- 10.1.6.2 Identify the responsible manager who shall review the quality assurance system
- 10.1.6.3 Ensure the results of the review are evaluated and recorded.

- 10.1.7 The senior person who has the responsibility for internal quality assurance shall have direct access to the Chief Executive on matters affecting safety.

## **11 WITHDRAWAL FROM CODE OF PRACTICE**

Any signatory to this agreement may, on one month's written notice, withdraw from compliance with the Code of Practice.

If the signatory withdraws then the signatory must immediately advise both the Aviation Industry Association and Tertiary Education Commission.

Upon withdrawal the signatory ceases to be an accredited flight training service provider.

## **12 COMPLIANCE WITH THE CODE OF PRACTICE**

All new and potential new signatories to the Code of Practice must first undergo an external audit to demonstrate compliance with the Code. In carrying out this audit, the auditor will use the approved checklist based on the Code of Practice of items to be covered.

The auditor must be provided with all student records in order to make an assessment of whether or not training has progressed in compliance with all aspects of this document. The auditor must be provided with records showing the number of students who have enrolled and the number of students who have completed the course of training for which they enrolled within the advertised time frame. A course completion rate of less than 80% within the advertised time frame will require a review of the reasons for the lack of completions and, for government funded organisations, may result in the notification of such failure to the Tertiary Education Commission.

Any organisation seeking accreditation under this process shall apply to the CEO of the AIA. Costs arising from any Code of Practice audit shall be met by the applicant/signatory.

The accreditations shall be valid for one year from the date of audit in the case of initial accreditation or (not withstanding section 2.0.3) a period of up to three years on the recommendation of the auditor for subsequent accreditation renewals.

If any non-compliances are raised at an initial audit the applicant organisation has a maximum of one month to rectify the non-compliance.

If the non-compliances are still not satisfied at the end of the one month period the auditor shall notify the AIA who will withhold accreditation. For government funded organisations the auditor shall notify the Tertiary Education Commission that the signatory is in non-compliance with the Code of Practice.

Any decision to cease government funding for reasons of non compliance shall be the sole decision of the Tertiary Education Commission.

NEW ZEALAND AVIATION INDUSTRY ASSOCIATION INCORPORATED  
FLIGHT TRAINING  
CODE OF PRACTICE

**APPENDIX A      FORM TO BE SIGNED BY FLIGHT TRAINING PROVIDER**

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*(Name of Flight Training Service Provider)*

applies to the AIA to be accredited as a flight training service provider and by its signature of this form agrees and undertakes as follows that:-

- a. it meets, and at all relevant times will meet, all requirements of the Code;
- b. its accreditation is subject to the signing of this form by the Chief Executive of the New Zealand Aviation Industry Association Incorporated (AIA) which will not be unreasonably withheld;
- c. upon the signing of this form by the Chief Executive of the AIA and in the event of any inconsistency between any existing agreement or other arrangement between it and the AIA and/or the Tertiary Education Commission the Code takes precedence;
- d. it agrees to be bound by the Constitution and Rules for the time being of the AIA;
- e. while it remains a signatory to the Code of Practice, it will be and remain a member of the AIA Flight Training Division and will promptly pay all subscriptions and levies lawfully imposed by the AIA on its accredited members;
- f. in the event of any termination of its accreditation in accordance the Code, the AIA will notify the Tertiary Education Commission of such termination (whether voluntary or otherwise); and
- g. the signatory/signatories to this form have all necessary powers and authority to bind it to the obligations referred to in this form.

