



COURSE INFORMATION HANDBOOK

FOR

INTRODUCTORY CREWMAN COURSE

RTO Provider No. 2762

CRICOS Provider No.03103B



NATIONALLY RECOGNISED
TRAINING

INTRODUCTION

CareFlight Training Services (CTS), a Registered Training Organisation and a division of the CareFlight Group Queensland, trains more than 3000 aviation professionals each year. CTS courses are held in various major cities and regional centres around Australia, including Sydney, Melbourne, Brisbane, the Gold Coast and Townsville.

The Basic Crewman Course has been specifically designed to upgrade the skills of those people who are currently in ground based positions in the aviation industry. This course will further develop these experiences to flight based crewman skills. This course is not a full qualification in its own right but does contribute towards a Certificate III in Aviation (Rescue Crewman) AVI30510.

CTS instructors are highly qualified and experienced operational personnel from the CareFlight Group Queensland, one of Australia's largest air medical retrieval organisations. The instructors have experience in a wide variety of emergency rescue and aviation areas, including search and rescue operations, winching, marine safety and survival techniques.

CTS provides training which allows our students to gain the necessary skills and knowledge to work as a competent and confident air crewman in a range of aviation environments.

All courses offered by CTS meet national training program requirements. The course materials and practical simulation training reflect the environment and situations that you may experience as an air crewman.

Most importantly, every student on a CTS course contributes important funds directly to the medical rescue services provided to everyday Australians by Careflight. We thank you most sincerely for considering undertaking your training course with CTS.

Warm regards,



Ashley van de Velde

Chief Executive Officer

CareFlight Group Queensland

COURSE INFORMATION

Aims of the Course

This course aims to provide the skills and knowledge required to an introductory level of competence as an in training crewman in the helicopter operational environment. These skills are taught by training in safely working in the aviation workplace, winching, health and security procedures and managing emergency situations in a helicopter.

Content of the Course

The course includes important background information, aviation theory and skill development in a range of aviation operations.

Theoretical and Practical subjects include:

- **Pre and Post Flight Preparation** – includes the importance of pre-flight preparation, briefing procedures and safe boarding techniques.
- **Personal Protective Equipment and Safety Equipment** – includes identifying and using common aviation PPE and helicopter safety equipment.
- **Emergency Procedures and Drills** – includes brace positions, personal response control, managing passengers and working with other crewmembers during an emergency, cockpit/cabin management and dealing with equipment failures.
- **Aircraft Underwater Escape Skills** – including development of an escape plan and the use of primary and secondary exits for escape from a submerged helicopter and sea survival skills.
- **Use of Life Saving Equipment** – includes knowledge on how to safely deploy life jackets and life rafts. This subject also covers how to safely board a life raft and life raft management.
- **Aviation Security Procedures** – includes aviation base and helicopter security procedures.
- **Helicopter Landing and Winching Procedures** – includes procedures for landing in prepared helicopter landing sites and unprepared landing sites. It also includes winching activities in a range of different situations (CAR 29-11)

The competencies covered in the course include:

- AVI3F508B – Maintain the safety of people and aircraft
 - AVI3F608B – Respond to abnormal and emergency situations within the aircraft
 - AVI2F1409A – Undertake aircraft underwater escape and survival
 - TLIO207D – Follow security procedures
 - AVI3W2508A – Complete aircraft/equipment pre- and post-flight actions
 - AVI3Y5208A – Conduct Helicopter Landing Site and Unprepared Helicopter Landing Site operations
 - AVI4Y5408A – Conduct hoisting operations
 - AVI1Z508B – Maintain basic situation awareness in the aviation workplace
 - PUAFIR209B – Work safely around aircraft
- **Please note:** Due to the practical components of the course it is important that you advise us if you are **unable to swim, have a fear of water, fear of flying or confined spaces**. These issues will not prevent you from participating in the course but this will assist us to ensure your well being during training.

Assessment

To gain a nationally recognised Qualification or Statement of Attainment, students need to demonstrate competence in both the skill and knowledge requirements of this course. This assessment will be conducted through observing skills during practical flying sorties and ground based activities.

Knowledge of the theoretical components of the course will be assessed through the use of written questionnaires. Both assessments will be conducted at the end of each component of training. Notification of results will be given at the completion of that segment of the training. If at any time you would like to view your assessment records please see the CTS Training Coordinator.

Recognition of Prior Learning

RPL can be gained in the competencies in this course. If you wish to apply for any competency contained in this course or the full qualification please ask our Training Co-ordinator for an RPL Assessment Kit and application form.

Course Duration, Location and Dress Code

The course is a full time course conducted over two weeks. The course starts promptly at 8am each morning at the HEMS Academy unless otherwise advised by your instructor. Some practical training will take place at CareFlights' Operational Base at Coolangatta Airport. You are expected to arrive suitably dressed for the scheduled training for each day. If flying is being undertaken as part of the days training you are expected to arrive in your flight suit. On non-flying days neat, clean casual dress is required. Your instructor will inform you at the end of each day as to the location of training and the activities that will be undertaken on the following day. Most days training will be completed at 5pm.

COURSE COST AND REFUND POLICY

The cost for the Introductory Crewman Course is \$10,000 AUD. Course costs include training manuals (some are contained on CD), all practical demonstration aids and all tuition. You will need to provide your own morning tea and lunch. To secure a place on a nominated course you will need to provide payment in full ten working days prior to course commencement. Late enrollments will be accepted if vacant positions on the desired course are available. Late enrollments will need to be paid in full at time of booking the course.

For organisations who wish to book a course for a minimum of 12 participants, a 50% booking payment will be required. Group discounts do apply and clients are invited to enquire about these at the time of booking. Group courses can be scheduled to suit the individual needs of the organisation. The final 50% payment will be required at the completion of the training course.

Available payment methods include credit card, cheque and electronic funds transfer (EFTPOS). Payment details will be provided when course bookings are made.

Refund Terms

Cancellations must be received by CareFlight Training Services via email or in writing within **seven** working days of the course commencement date. Another participant may be nominated to fill the booked position in the event of cancellation. If another participant is not nominated in the event of cancellation, a refund of the course cost minus 15% for administration costs will be given if CareFlight Training Services is notified within **seven** working days.

If CareFlight Training Services is unable to deliver the course for any reason participants will be notified within **five** working days of the course commencement. Participants will be offered an alternative date to attend the course. If the alternative date is not suitable the course cost will be refunded in full.

CONTACT DETAILS

For further information please call CareFlight Training Services on (07) 5656 9500

ENROLMENT AND BOOKING INSTRUCTIONS

Participants wishing to enroll in the course must complete the questionnaire and enrollment form contained on the following pages. Payment for the course must be received when the enrollment form is lodged. This will confirm the participants place in the course.

TRAINING QUESTIONNAIRE

1. Have you undertaken any form of aviation training in the past? If yes, when?

2. What is your current role and responsibilities within your organisation?

3. What is your reason for doing an Introductory Crewman course?

4. What are you hoping to gain from the course?

5. How well can you swim?

6. How would you rate your level of physical fitness? (Please circle)

Very Fit

Fit and active

Not very active or fit

7. Do you have a fear of water/flying or heights or have you had a traumatic experience involving water/flying or heights? If yes, please explain.

8. Is there any additional information regarding your participation in this course which would be useful for us to know?

9. Do you wish to apply for Recognition of Prior Learning (RPL)? (Please circle)

YES

NO

MEDICAL QUESTIONNAIRE

NAME:		
Are you presently or have you suffered from any of the following:		
Condition	YES	NO
1. Heart Conditions		
2. Elevated Blood Pressure		
3. Asthma		
4. Pneumothorax		
5 Lung Conditions		
6. Dizziness or Fainting Spells		
7. Epilepsy		
8. Migraine or Persistent Headaches		
10. Perforated Ear Drum		
11. Other Ear Disease		
12. Pregnancy		
13. Diabetes		
14. Back Condition		
15. Neck Condition		
Do you:		
Currently Wear Spectacles		
Currently Wear Contact Lenses		

Have any known allergies		If YES, what?
Do you suffer from any condition, medical or psychological, that may affect your participation in or completion of this training? Please give details below		
If you have answered YES to any of the above questions please give details below:		
Question No.	Details	

Please Circle YES or NO

Do you have a current Aviation Medical Certificate?	YES	NO
Issued by:	Date of Issue:	Expiry Date:
Name of Current Doctor:	Last Visit:	Contact No:

I acknowledge that the information disclosed in this medical questionnaire, to the best of my knowledge and belief, is true and correct. I have disclosed all known and pre-existing conditions that may affect my ability to participate in Underwater Escape Training.

Signature	Date

NOTE: If necessary, at the discretion of the course facilitator, student suitability may be reviewed by the CareFlight Medical Director.

Application Form for Introductory Crewman Course

Course Date:

Course Location:

Personal Details

SURNAME:

GIVEN NAMES:

Date of Birth:

Email:

Company Name:

Company Address:

Home Address:

Work:

Home:

Mobile:

Facsimile:

Emergency Contact/Next of Kin:

Relationship:

Telephone:

Address:

Exemptions/Disclaimer

I am aware that as part of this course I will be participating in the following activities:

- A theory session (3 hours) covering important background information and preparation for practical skills training in the aircraft simulator
- Detailed poolside safety briefing and familiarisation of HUET simulator

- Practical escape training in a HUET simulator – this will involve being lowered into a swimming pool.
- Aircraft escape simulations involving a 180 degree rollovers and the use of blackout goggles.

I am aware that Careflight Training Services will take every effort to ensure my safety during these activities by providing:

- Two safety divers in the water with spare breathing regulators
- Water safety officer also in the water as the link to the crane driver / dogman
- Pool deck safety officer

I understand that such activities are dangerous undertakings, and in undertaking such activities I do so at my own risk.

I am also aware that it is a condition of my admission to and participation in this course that **CareFlight Queensland Limited** ACN 010 316 462 trading as **CareFlight Training Services** (“**CareFlight Training Services**”) and its directors, officers, instructors, servants or agents are absolved from all liability (including liability for negligence) however arising for injury or damage howsoever caused (whether fatal or otherwise) arising out of my participating in the activities mentioned above or using the equipment used for or in connection with the activities or in any way whatsoever due to any act (negligent or otherwise), breach of duty, default and/or omission on the part of **CareFlight Training Services**, its directors, officers, instructors, servants or agents.

I am also aware that any other person participating in the activities or using equipment in connection with the activities carried out by **CareFlight Training Services** are allowed to do so on the distinct understanding that they also do so at their own risk.

I acknowledge and agree that I have and will voluntarily participate in the activities, fully understanding the risks and dangers involved.

I release and discharge, to the full extent permitted by law, **CareFlight Training Services**, its directors, officers, instructors, servants or agents from all claims and demands with respect to any accident, injury, damage, or loss to person or property (whether loss of life or otherwise), howsoever caused (including negligence). This release and discharge includes the programme and course design and implementation and methods used by **CareFlight Training Services** in the course.

I indemnify and hold harmless **CareFlight Training Services**, its directors, officers, instructors, servants or agents against any action, suit, damage, costs and expenses which may be made by me or on my behalf or by other persons or parties for or in respect of or arising out of my death or any injury, loss or damage caused to me by participating in the activities.

In the event that **CareFlight Training Services**, its directors, officers, instructors, servants or agents are considered or found to be liable with respect to any accident, injury, damage, or loss to person or property (whether loss of life or otherwise), howsoever caused (including negligence), I acknowledge and agree that their liability shall be limited in any event to an amount of five hundred dollars (\$500).

I acknowledge receipt of the student information pack and understand the information contained therein.

I have fully disclosed in the pre training questionnaire information that may place me at risk during my participation in this training course and its practical training activities.

I, _____ (full name) (“**Participant**”)

of _____
 _____ (address)

DO HEREBY ACKNOWLEDGE that of my own free will and desire I have contracted with **CareFlight Training Services** for instruction and training in the activities and I have read and understood the warning and disclaimer above.

Signed by the Participant _____ (Participant's signature)

in the presence of: _____ (Witness)

_____ (Name in full)

PAYMENT

General

Payment is to be made by cheque/ money order, direct debit, credit card, made payable to CareFlight Training Services and to be directed to:

CareFlight Training Services
 P O Box 5078
 Robina Town Centre QLD 4224

Card Payment
 Card Name: _____
 Phone Number: _____
 Payment Method: Credit Card - Visa - MasterCard - Diners - Amex Purchase Order Cheque Money Order

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Signature: _____ Expiry Date: / _____

Registration
 Payment in full must accompany all registration. Organisation / Company purchase orders are acceptable.

How did you hear of this course? (Please tick)

- Web site Referred by employer Referred by another
 Previous student needing renewal CareFlight Training Services email reminder

Other –please state how _____

Are you happy for us to send you information on new courses and future course dates? (Please tick)

- YES NO