



HELICOPTER UNDERWATER ESCAPE TRAINING

STUDENT INFORMATION PACK



HELICOPTER UNDERWATER ESCAPE TRAINING

CareFlight Queensland, through its training division, CareFlight Safety Services, conducts courses in Aviation Underwater Escape Training (AUET). The courses are designed specifically for the aviation industry, to meet ever increasing requirements for safety, awareness of dangers, and standards for flight over or near water.

The following information outlines details on CareFlight Safety Services' aviation underwater escape training course.

CareFlight Queensland Company Profile

Since 1981, CareFlight Queensland has operated a high quality air medical and rescue helicopter service based in southeast Queensland. CareFlight is a non-profit, registered charity and is provided to those in need totally free of charge. CareFlight presently operates a Bell 412 helicopter. CareFlight Safety Services offers the following courses and services.

- Operates an air medical search and rescue helicopter service.
- Specialist marine safety and survival training.
- Accredited Aviation Underwater Escape Training.
- Aviation Dangerous Goods Awareness.
- Vertical rescue and specialist teams access and rescue.
- Specialist medical retrieval and evacuation from within and outside Australia.

These services and programs have been offered within Australia, Papua New Guinea and New Zealand, to, military aviation units, emergency service personnel, offshore helicopter and fixed wing aircraft operators, and companies involved in flying over or near water.

Significantly, all profits generated by CareFlight Safety Services' programs go directly towards providing funding to help CareFlight's air medical and rescue service, and the continued development of training courses and services.

Accreditation

CareFlight Queensland is an Approved Training Organisation with the Department of Training and Industrial Relations.

The underwater escape training course conducted by CareFlight Safety Services is recognised nationally by the Australian National Training Authority as an accredited course. The National Training Package is PMA 02, PMA OHS 214B, including Maritime STCW95.

Why do you need a course like this?

Statistics show that many water based accidents were actually the result of a planned (as opposed to an unplanned) ditching and that those who do not survive, are more likely to have become disorientated. Any aircrew or passenger who flies over or near water is susceptible to a water ditching. This could occur when flying over the ocean, a river, or a lake.

Course Aim

The course aims to provide participants with a thorough understanding of the events and dangers of a water ditching, and the skills necessary to survive an emergency aircraft ditching into water. These skills are taught through the correct emergency and exit procedures, sea survival, sea safety skills, and knowledge of medical considerations.

Course Presentation

Instructors are all presently employed in a wide variety of emergency service vocations and have many year's experience in aviation search and rescue operations, marine safety, survival techniques, and medicine.

Instructors are all operational personnel from CareFlight Queensland one of Australia's leading search and rescue organisations.

The following training techniques are used:

- Lecture and audio visual presentations
- Practical demonstration
- Discussion/debate
- Case studies
- Simulation
- Problem solving
- Specific industry or company course related content

Course Content

The course has both theoretical and practical content. It is conducted by CareFlight Safety Services fully qualified and experienced staff in accordance with relative Civil Aviation Authority Orders and the accredited National Training Package Endorsed competencies.

Theoretical subjects include:

- ❖ ***Emergency preparation*** – includes pre-flight preparation and briefing procedures.
- ❖ ***Emergency Procedures and Drills*** – includes impact positions, personal response control, cockpit management, and cockpit orientation.
- ❖ ***Aircraft Underwater Escape Skills*** – includes cockpit orientation, personal response control, vertical, slide and inverted exits and existing requiring problem solving.
- ❖ ***Sea Survival*** – includes sea hazards, weather considerations, sea conditions, and dangerous marine animals.
- ❖ ***Life Saving Applicants*** – includes inflation, boarding, righting of liferafts and liferaft management.
- ❖ ***Distress Signals*** – includes emergency distress signals and EPIRB
- ❖ ***Personal Life Saving Skills and Survival*** – includes cold water survival, HELP and HUDDLE positions, flotation techniques
- ❖ ***Rescue Procedures*** – minimising your rescue time
- ❖ ***Medical Considerations*** – includes hypothermia, salt water ingestion, liferaft medicine, basic life support and basic first air.

The practical component includes:

1. Underwater escape from an aircraft simulator
2. Self survival techniques
3. Liferaft and life jacket drills
4. Use of life saving appliances

Students will be given instruction in underwater escape procedures for a variety of ditching situations. These include:

- Inversion
- Night time simulation
- A combination of day and night simulation
- Injury simulation

- Obstructed exits
- Assisting other persons from a ditched aircraft
- Liferaft and EPIRB recovery

Our instructors, to suit specific client needs introduce advanced sessions at various stages of the practical component.

The content of each course can be specifically tailored to suit any company or organisation's operation. For example, a company flying over rugged, inaccessible locations can have the course content modified to include land survival, basic first aid, fire fighting, helicopter landing officer (HLO) training, and search and rescue techniques.

Assessment Criteria

Training is competency based, with practical components being assessed during the sections of the course. Assessment criteria is stated in the student assessment form which is included in the course package sent to the student prior to starting the course

Simulator Features

CareFlight Safety Services' advanced underwater escape training simulators have been specifically designed and certified for instructing students on how to escape from a wide range of aircraft's. The method used is to provide an understanding of the difficulties that may be encountered when faced with a water ditching.

The simulator can carry up to six students, two seated in the front cockpit area and up to four in the rear cabin. The front doors are hinged, with jettison facility, while the rear doors are sliding.

Hard points are fitted to the floor of the rear cabin to simulate harness attachments.

Leads can be fitted to simulate intercom and headset leads.

Course Duration and Cost

The course is conducted in one day and the normal duration is 7 hours. It can be adjusted to meet specific client needs. This cost includes manuals, all practical demonstration aids, morning tea, and lunch.

CareFlight Safety Services is happy to prepare a competitive quotation for courses to be run in other locations and for accreditation, and recurrent raining.

Refund / Cancellation Policy

“All cancellation must be received in writing. Those cancellations received up to ten (10) working days prior to course commencement will be fully refunded.

Cancellations received within ten (10) working days or no notification given will be subject to full payment unless a replacement is found, in which case a 15% administration fee will be charged. This clause applies regardless of the student being removed from the course.

Student Application

All intended course participants will be required to complete an application form and medical questionnaire. If necessary, at the discretion of the course facilitator, student suitability may be reviewed by the Medical Director of CareFlight.

Full payment of course fees must accompany all registrations. Organisations / Company purchase orders are acceptable.

Course Notes

Detailed course notes are provided on all topics covered in the course.

Number of participants

A minimum of 12 participants and a maximum number of 18 participants is recommended for each course.

Statement of Attainment

A Statement of Attainment is issued to those who successfully complete this course. Training remains current for two years from the date of completion, and is registered throughout the world as a fully accredited training program.

Location of training

The training is regularly conducted in:

- Brisbane
- Adelaide
- Mackay
- Townsville
- Cairns
- Thursday Island
- Sydney
- Canberra
- Melbourne

This can however, be relocated depending on a clients particular needs and the number of people who require training. CareFlight Safety Services training program is fully portable.

Grievance

Grievances unable to be satisfied immediately will be directed to the Executive Director – CareFlight Queensland. Grievances must be lodged within 7 days of the course completion date, whilst an appeal will commence within 21 days of the course completion date. All grievances relating to any aspect of training is to be directed to:

Operations Manager
CareFlight Safety Services
PO Box 5078
Robina Town Centre
Qld 4230

Full details of the grievance should be forwarded, in writing, **within seven (7) days** of the course completion.

Appeals

Students who are still aggrieved following the determination of a grievance outcome or who wish to appeal any decision regarding assessment and course outcomes will be required to appeal to:

Chief Executive Officer
CareFlight Queensland
PO Box 5078
Robina Town Centre
Qld 4230

within 21 days of the course completion. Should students fail to obtain adequate resolution with this process, they will be directed to the appropriate regulatory body.

CareFlight Safety Services Clients

CareFlight Safety Services clients list is extensive and in addition to many individual pilots, regular air crew and passengers, includes the following companies and organisations:

Civil Aviation Safety Authority	NSW Police Air Wing
Army Aviation	Australian Customs Service
NRMA CareFlight (NSW)	Queensland Transport
Telstra	Torres Strait Pilots Association
National Parks and Wildlife Services	Queensland Ambulance Service
Queensland Ports Authority	Sunlover Helicopters
Channel 7, 9 & 10	Hunter Helicopter Rescue Service
Gulf Kvaerner (Timor Sea)	Teekay Shipping

Chevron Oil	Helijet
Asia Pacific Helicopters	Reef Helicopter
AeroPower Ltd.	Heli Reef
Australian Quarantine Service	Immigration Department
Queensland DPI	Australian Fisheries

Insurance Cover

CareFlight Safety Services carries full Public Liability Insurance Cover for all its Underwater Escape training Operations. This certificate covers the Insured's legal liability to pay compensation in respect of bodily injury and damage to property.

Professional Indemnity Insurance cover is also carried.

Conclusion

CareFlight Safety Services welcomes your inquiry and would like your business. To help you with your decision, or if you would like to talk personally with our course facilitator, please do not hesitate to contact the Operations Manager at CareFlight Safety Services at any time.

**For further information, please call CareFlight Queensland
on 07 5553 5999**

E-mail address: css@careflight.org.au

Code of Practice

Registered Training Organisation Number – 2762

Legislative Requirements

CareFlight Safety Services will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement Standards will be met at all times.

Access and Equity

All trainees will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that trainee selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the application is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

Quality Management Focus

CareFlight Safety Services has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from trainees staff and employers for incorporation into future programs.

Client Service

We have sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of trainee assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a fair and equitable Refund Policy, a Grievance and Appeal Policy, an Access and Equity Policy and student welfare and guidance services. If necessary, information detailing client literacy and / or numeracy support programs will be made available. It will include contact phone numbers of organization offering bridging training. Welfare counseling is available as directed by the CareFlight Medical Director.

Our trainee information will ensure that all fees and charges are known to trainees before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

External Review

CareFlight Safety Services has agreed to participate in external monitoring and audit processes required by the state training agency. This covers random quality audits, audit following complaint and audit for the purpose of re-registration.

Management and Administration

CareFlight Safety Services has policies and management strategies which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguard trainee fees until used for training/assessment. We have a Refund Policy which is fair and equitable. Trainee records are managed securely and confidentially and are available for trainee perusal on request. CareFlight Safety Services has adequate insurance policies.

Marketing and Advertising

CareFlight Safety Services markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Training and Assessment Standards

CareFlight Safety Services has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles. Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

Sanctions

CareFlight Safety Services will honor all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code of supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.



Refund Policy

And

Statement of Course Costs

Refund Policy

Careflight Safety Services has adopted a policy, for student refunds, that is fair and equitable to both the student and CareFlight Safety Services, as the training provider.

This refund policy is advised to the student, in detail, at the time of joining the course. The refund policy has been established so as not to discourage students from seeking a refund should they legitimately believe it is applicable.

Students will be required to complete an application form prior to commencing training. The application form will include the following statement:

Payment in full must accompany all registration. Organisation / Company purchase orders are acceptable. If payment is not received (company purchase orders accepted) 5 working days prior to course commencement, will result in student(s) being removed from the course. Note cancellation fees continue to apply.

“All cancellation must be received in writing. Those cancellations received up to ten (10) working days prior to course commencement will be fully refunded.

Cancellations received within (10) working days or no notification given will be subject to full payment unless a replacement is found. in which case a 15% administration fee will be charged.

This clause applies regardless of the student being removed from the course.

CareFlight Safety Services will establish a separate bank account into which all course fees will be paid. These monies will not be accessed by CareFlight Safety Services until after the completion of the course. This will guarantee that funds are available for refunds to students as required.

If an agent is acting on behalf of a group of students, the cost of the course and refund policy will be advised to the agent for communication to the students.

Course Costs

The cost of courses is determined by CareFlight Safety Services.

Each course is inclusive of all training, instruction aids, facilities and location fees as outlined in the advertising and joining instructions for each specific course.

CareFlight Safety Services will ensure that the student has a full understanding of the course content, the relevant fees and the refund policy at the time of course application.

Postal address:
PO Box 5078,
Robina Town Centre,
Queensland
4230



Telephone: (07)5553 5930
Facsimile: (07)5553 5900
Email: css@careflight.org.au
Website: www.careflight.org.au

Application form for
Helicopter Underwater Escape Training

COURSE DATE: ___/___/___ COURSE LOCATION: _____

Each participant will receive a photo ID card on successful completion of the training.

Personal Details

SURNAME:	GIVEN NAMES:

Email Address:

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Work:	Home:	Mobile:	Facsimile:

Emergency Contact/Next of Kin:

Relationship:	Telephone:	Address:

Company Name: (If applicable)

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Company Address: (If applicable)

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Exemptions/Disclaimer

I am aware that I, in participating in the following activities:

CareFlight Helicopter Underwater Escape Training encompassing the following:

- Detailed theory component (3 hours) to establish awareness of priorities and individual preparation
- Detailed safety briefing and familiarisation of HUET simulator
- Simulator lowered into the water via a crane
- Two safety divers in the water with breathing regulators
- Water safety officer also in the water as the link to the crane driver / dogman
- Up to six students per phase are in the simulator
- Students will complete a number of phases that will include 180 degrees rollover and blackout goggles
- Thorough de-briefing after each phase
- All safety personnel are required to sign the CSS Operations Procedures Manual that details the specific response by the divers and / or water safety officer.

I understand that such activities are potentially 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 this course that Gold Coast Helicopter Rescue Services Limited ACN45 010 316 462 trading as Careflight Safety Services ("Careflight Safety Services"), its directors, instructors, members, servants or agents are absolved from all liability however arising from injury or damage howsoever caused (whether fatal or otherwise) arising out of my participating in the activities or using the equipment used for or in connection with the activities or in any way whatsoever due to any negligent act, breach of duty, default and/or omission on the part of Careflight Safety Services, its directors, instructors, members, servants or agents.

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

I further elect to voluntarily participate in the activities, fully understanding the risks and dangers involved.

I release to the full extent provided for by law, Careflight Safety Services, their directors, instructors, members, servants or agents from all claims and demands with respect to any accident, damage, or loss to person or property (whether loss of life or otherwise). This release includes the programme and course design and implementation used by Careflight Safety Services in the training.

I indemnify and hold harmless Careflight Safety Services, their directors, instructors, members, 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.

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

I do not have nor in the past have had any special or specific learning requirements.

I, _____ (full name) ("Participant")

of _____

_____ (address)

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

Signed by the Participant _____ (Participants 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 Safety Services and to be directed to:

Executive Manager, CareFlight, P O Box 5078, Robina Town Centre, Qld 4230

Invoicing

If your company would like invoicing for the course please provide the following information:

Company Name _____

Address: _____

Contact Name: _____ Contact No: _____ Email: _____

Card Payment

Card Name: _____ Phone Number: _____

Please circle payment method

Payment Method: Credit Card Cheque Money Order Visa MasterCard Diners Amex Purchase Order

Credit Card Number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Signature: _____ Expiry Date: ____ / ____

Registration

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

Helicopter Underwater Escape Training

Medical Questionnaire - Underwater Escape Training

PO Box 5078
 Robina Town centre
 Qld 4230
 Telephone: (07) 5553 5999
 Facsimile: (07) 5553 5900
 Email: css@careflight.org.au

NAME:		
Are you presently or have you every suffered from any of the following:		
Condition	Yes	No
1. Heart Disease		
2. Elevated Blood Pressure		
3. Asthma		
4. Pneumothorax		
5. Any other Lung Disease		
6. Dizziness or Fainting Spells		
7. Epilepsy		
8. Migraine or Persistent Headaches		
9. Perforated Ear Drums		
10. Other Ear Disease		
11. Other Illness or Injury		
12. Claustrophobia		
Do you:		
Currently Wear Spectacles		
Currently Wear Contact Lenses		
Have any Known Allergies		

If you have answered YES to any question please give details below:

Question No.	Details

Do you have a current Aviation Medical Certificate?	Yes:	No:
Issues by:	Issued:	Expires:
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 effect 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.

