



# INSTRUCTOR AND COMMERCIAL OPERATORS CODE OF CONDUCT

December 2003

## **A HGFA Instructor and/or Commercial Operator will seek to ensure that they:**

- 1. Respect the rights, dignity and worth of every human being.**
  - a) Within the context of personal and business life, treat everyone equally, regardless of sex, ethnic origin or religion.
  - b) Be courteous, fair, considerate and honest in pilot training and business dealings with customers, employees and all other instructors and training establishments.
  - c) Any contact with a student should be appropriate to the situation and necessary for the student's skill development.
  
- 2. Conduct him/herself as an appropriate role model.**
  - a) Provide a suitable standard of social behaviour and dress.
  - b) Consistently display a high standard of airmanship and a high regard for operational rules, safety and other requirements.
  - c) Respect sites and landowners.
  - d) Refrain from publicly criticising other training schools, other HGFA disciplines or other aviation sports.
  - e) Assist the HGFA General Manager and HGFA Clubs in disciplining pilots as necessary.

## **A HGFA Instructor and/or Commercial Operator must:**

- a) Conduct all training professionally and as required by the HGFA Training Syllabus, guidelines and legal requirements.
- b) Ensure that student safety is paramount in all training.
- c) Ensure all training equipment is appropriate and maintained as required.
- d) Advise customers of conditions of any contracts and fulfil any such contracts.
- e) Ensure that any aircraft or associated equipment offered for sale or hire is appropriate to the purchaser's needs and experience; and ensure that any such equipment has been maintained in accordance with HGFA or other requirements.

In addition to the elements contained on the first page of this document, it has become necessary to specifically address commercial operations and commercial competition issues, to the extent that procedures for managing conflict are established. This is required in order to maintain continued working relationships between Training Facilities in an amicable manner, to preserve continued access to sites, to foster growth, professional attitudes and relationships with in our sports. All commercial operations are required to adhere to the following code of conduct over and above, but not exclusive to, that already stated.



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## **A HGFA Instructor and/or Commercial Operator must seek to ensure adherence with the following:**

1. Soliciting and/or price setting (including the conduct of Trial Instructional Flights) is to occur only in such a way that does not prejudice, in any way, the conduct of other Commercial operations or Training Facility operations. This includes:
  - 1.1. Adjusting prices for Trail Instructional Flights on an ad hoc basis in order to encourage custom at the expense of other Training Facilities. *This practice does not support nor is it in accordance with the view that Trail Instructional Flights are an introduction to Hang Gliding Training and that the conduct of these flights requires a certain duty of care and professionalism for which the cost of is non-negotiable in an ad hoc competitive nature.*
  - 1.2. Negotiating Trial Instructional Flights or custom of any kind from consumers who have already made arrangements with another Training Facility operator or their employee.
  - 1.3. Flying or behavior of any kind that may have an affect on safety at or near flying sites.
  - 1.4. Predatory pricing or commercial conduct that offend any other law, regulation or requirement.
2. Public or personal behavior of any person associated with a Commercial Operation or Training Facility shall be in a manner that is civil and cordial, maintaining at all times common courtesy, to the extent that if a third party was at liberty to asses the interaction, no negative effect or comment could be made against any Commercial Operation, Training Facility or the Hang Gliding Federations membership, individually or as a whole. *Commercial Operations, Instructors and Trial Instructional Flights are the front line initiation for prospective and future members of the HGFA. Its members and instructional professionalism is judged in the first instance by these situations.*
3. All HGFA members must not behave in any manner which may bring disrepute upon any Club, Individual, Commercial Operation, Training Facility, the HGFA or any of its members.
4. If in the event that a Commercial operator, Training Facility operator or any of their employees believe that a breach of any of these requirements or any other responsibilities (i.e. HGFA Operations Manual or CASA Legislation) has occurred, they are AT FIRST, AND ONLY to notify the General Manager of the Hang Gliding Federation of Australia and any Club executive and Senior Safety Officers affected, in writing (by e-mail if preferred) of the full facts of the incident including time, date, location and specific details including any independent witnesses and their contact details, at the earliest possible convenience. *To address an incident in any other fashion (for example: by direct or indirect verbal complaint or comment to any other person than those specified) will be considered a breach of these requirements and as undermining the manageable process of continued amicable access to sites by Training Facilities and HGFA members.*
5. As a right, the access to sites lies predominantly with the individual Club and HGFA members and any conduct or behavior which endangers or may restrict this access will be the subject to the full HGFA Disciplinary processes as set out in the Constitution of the HGFA.

On the first occasion of any of these requirements being breached (if not a serious breach warranting disciplinary action) by any Training Facility operator or their employee, those authorities or individuals with ownership and/or control over any and all sites affected will be contacted and negotiations made for a restriction on access of Instructors or Operators, eligible to use a particular site.

In the event of a more serious breach of any of these, or any other requirements or regulations, action will be taken under full HGFA Disciplinary processes as setout in the Constitution of the HGFA.

General Manager

Hang Gliding Federation of Australia