

# Apprentice Information Pack 2022 Intake



1800 155 155 | [www.rescuehelicopter.com.au](http://www.rescuehelicopter.com.au)





# The Community's Own Rescue Helicopter

Since 1975 thanks to the generosity and support from people right across Northern NSW, the Westpac Rescue Helicopter Service has proudly grown to become a vital 24-7 aeromedical operation.

## Aircraft and Bases

- ▶ The Service flies four AgustaWestland (AW139) Rescue Helicopters from three integrated bases at Belmont Airport, Lismore Airport and Tamworth Airport. Deep Level Maintenance, Engineering and Administration are located at Broadmeadow (Newcastle).

## On board

- ▶ The crew includes a Pilot, Aircrew Officer, Critical Care NSW Ambulance Paramedic, NSW Health Doctor and depending on the needs of each patient, the team may include a specialist nursing professional.

## Missions

- ▶ **Pre-Hospital Emergencies** – tasked when patients are hard to access, their condition is time critical or if they cannot be accessed by ground based emergency services.
- ▶ **Inter-Hospital Transfers** – conducted for critically ill or injured patients that require specialist care and timely transfer from a regional hospital to a specialist tertiary facility.
- ▶ **Search and Rescue** – involves assisting with land and marine based search and rescue operations. Often these types of mission require the extraction of people from remote and hard to access locations.



**FOUR AW139'S**  
across  
three bases



**SAVING  
LIVES**  
since 1975



Servicing **1.5 MILLION  
PEOPLE** throughout  
Northern NSW



Ready to  
respond  
**24/7**



## Flying Intensive Care Unit (ICU)

Providing advanced medical support in challenging environments, the AW139s support our medical crew so they can provide complex treatment and stabilisation of patients on the scene prior to transport, and continuing in flight on the way to the most appropriate emergency department.

Some of the medical fitout includes:

- ▶ 2 x stretchers
- ▶ Patient loading device (340kg)
- ▶ Haemorrhage control
- ▶ Plasma & blood
- ▶ Portable & internal oxygen
- ▶ Fracture & splinting kit
- ▶ Spinal injury equipment
- ▶ Defibrillator & ventilator
- ▶ Airway management equipment
- ▶ Paediatric transport equipment
- ▶ Neonatal incubator
- ▶ Diagnostic monitoring
- ▶ Anti-Venom

## Mission ready

The AW139s surpass all other medium twin-engine helicopters in operational range, performance and power and have greatly improved the Service's operational capabilities.

**Fuel capacity:** 1,270kg Jet A-1 (refined kerosene)

**Fuel burn:** 420kg/hour, 7kg/min

**Range:** 780km (420 nm)

**Endurance:** 2.5 hours

**Power plant:** 2 x Pratt & Whitney Canada PT6C 67C turboshaft engine

**Cruising Speed:** 260km/h (135 kn)

**Maximum weight:** 7,000kg

**Maximum speed:** 310km/h (167 kn)

**Rate of climb:** 10.9m/s (2140ft/min)



## Partnerships keep us flying

The Community, our Business Partners, and the NSW Government through NSW Health and NSW Ambulance, provide the funds to ensure the Westpac Rescue Helicopter continues to save lives across Northern NSW. We value all of our partners including community groups, business, media, mining, agriculture, farming, transport and sporting groups.

Please get in touch or visit our website if you would like find out more.



## Many ways to support



Donate



Volunteer



Workplace giving



Give a gift in your will



Attend events



Visit our Op Shops



Start a fundraiser

# Westpac Rescue Helicopter Service

Northern NSW Newcastle PO Box 230, New Lambton NSW 2305

Tamworth PO Box 6187, Westdale NSW 2340 | Lismore PO Box 3080, Lismore Delivery Centre NSW 2480

ABN 40 002 862 026 | CFN 11992 | Westpac Rescue Helicopter Service is operated by Northern NSW Helicopter Rescue Service Ltd



## 2022 Apprenticeship Program - Aircraft Maintenance Engineer

- Join iconic not-for-profit that changes lives every day
- Outstanding, supportive culture with room to grow
  - Based in Newcastle, NSW

The Westpac Rescue Helicopter Service is a not-for-profit organisation providing world class aeromedical, search and rescue services to those in need 24/7. The Service has more than 40 years of proud history, and now operates from three bases in NSW (Tamworth, Belmont, Lismore) in addition to a Head Office and deep level maintenance facility based in Broadmeadow NSW.

As a Westpac Rescue Helicopter Apprentice you will join the highly skilled and passionate Engineering team responsible for the maintenance, modification and repair of the Company's world class AW139 fleet. Whilst the role is primarily based at our Deep Level Maintenance facility in Broadmeadow NSW, you will also get the opportunity to travel to our other line bases on occasion to broaden your experience and skills.

Working toward a Certificate IV in Aeroskills (Mechanical), you will gain an in depth knowledge of engineering systems, procedures and processes, major aircraft inspections, repairs, overhauls and hybrid troubleshooting. You will also be required to attend TAFE to complete your qualification, most likely the Tamworth campus.

To be considered for this opportunity, you will have completed your high school studies (minimum year 10 or equivalent) at the time of commencement and will demonstrate:

- A positive and proactive attitude toward safety, environmental responsibility and sustainability,
- A genuine interest in a career within the aerospace industry as demonstrated through school, work experience and/or hobbies and interests.
- Motivation to achieve individual and team goals.
- Initiative and an eagerness to learn.
- Sound academic achievements including above average literacy and numeracy skills.
- A commitment to the Service's values of compassion, unity, accountability and integrity.

You will be an Australian citizen or permanent resident, be eligible to hold an ASIC (Aviation Security Identification Card) and be willing to maintain a minimum level of immunisation based on assessed risks and in accordance with NSW Health's framework for the assessment, screening and vaccination of workers to minimise the risk of transmission of vaccine-preventable diseases. A current Australian Drivers Licence is essential. Completion of a pre-apprenticeship or relevant vocational training or experience working within the aviation industry will be highly regarded.

Proudly supported by



And the Community

# Westpac Rescue Helicopter Service

Northern NSW



As an Apprentice with WRHS you will be recognised as a contributor to a critical community based service and will have access to a range of employee benefits, including:

- Competitive salary with pay increases as you progress through your training,
- Individual coaching and development from a dedicated mentor,
- Individual and group safety training with our team of experts,
- Reward and Recognition Program,
- Health and Wellbeing initiatives including discounted gym memberships,
- 24/7 support through our Employee Assistance Program.

WRHS is an equal opportunity employer who value a diverse workforce and recognise the innovation and competitive advantage this creates. We are excited to hear from applicants who come from a diverse range of backgrounds.

To find out more, or to obtain an information pack, please visit

<https://rescuehelicopter.com.au/careers/>.

To register to attend our virtual information session on Wednesday 8 September 2021, 6pm-7pm please click [here](#).

To express your interest in this exciting role, click '**apply**' via seek.com to submit your application. Only those applications received via seek.com and including the following will be considered:

1. A cover letter addressing the selection criteria outlined above.
2. A current resume including 2 referees (maximum 2 pages).
3. Your 2 most recent school reports.
4. Supporting documentation including relevant qualifications, licences and academic awards.

As part of the recruitment process, suitable applicants will be required to complete pre-employment medical testing including drug and alcohol screening.

Applications close **26 September 2021** with a commencement date expected in January 2022.





Hunter - Tamworth - Lismore

Westpac Rescue Helicopter Service



## OUR VISION

To be Australia's leading aeromedical and rescue services provider.

## OUR MISSION

Always be there for the community delivering the highest standard of aeromedical and rescue services to those in need.

## OUR VALUES

- ▶ Compassion
- ▶ Accountability
- ▶ Unity
- ▶ Integrity

## POSITION DESCRIPTION

<b>Position Title</b>	Apprentice Aircraft Maintenance Engineer (AME)
<b>Position Number</b>	59411
<b>Team</b>	Operations
<b>Location</b>	Broadmeadow
<b>Reports To</b>	Senior Base Engineer (SBE)
<b>No. Of Direct Reports</b>	0

### Primary Purpose:

Undertake "on the job training" to develop competencies and proficiency as an Aircraft Maintenance Engineer, in accordance with CASA regulations and Westpac Rescue Helicopter Service operating procedures, manuals and guidelines. The focus of work will include maintenance, repair, overhaul, modification, assembly and/or testing on the Company's fleet of aircraft in a safe and efficient manner and to a high standard.

### Position Requirements

Key Performance Area	Accountability
Training	<ul style="list-style-type: none"> <li>• Undertake "On the Job Training" to learn about the maintenance requirement of the Company's fleet of aircraft.</li> <li>• Acquire competencies in the performance of maintenance practices.</li> <li>• Attend training blocks to acquire a Cert IV in Aeroskills (B1 Mechanical).</li> <li>• Maintaining a journal on all maintenance performed.</li> <li>• Keep team members informed of relevant issues impacting them or their work.</li> </ul>
Maintenance	<ul style="list-style-type: none"> <li>• Comply with and work within engineering systems, procedures and processes.</li> <li>• Ensure aircraft are clean and presentable at all times.</li> <li>• Assist the Engineering team with major aircraft inspections, repairs and overhauls.</li> <li>• Assist the Engineering team with hybrid troubleshooting and recurrent technical problems.</li> <li>• Assist with the maintain NNHRS aircraft support equipment.</li> <li>• Assist with the NNHRS aircraft stores procedures.</li> <li>• Perform relief maintenance at other NNHRS bases as required.</li> </ul>



Hunter - Tamworth - Lismore

Westpac Rescue Helicopter Service



Key Performance Area	Accountability
	<ul style="list-style-type: none"> <li>• Carry out maintenance activities in accordance with approved Company, manufacturer and Airworthiness Authority manuals.</li> <li>• Ensure that all maintenance and defect rectification is carried out to the relevant design and quality standards.</li> <li>• Communicate any abnormalities to the Senior Base Engineer.</li> <li>• Ensure the aircraft, tools, equipment and hangar is kept in a clean and tidy condition.</li> </ul>
Planning	<ul style="list-style-type: none"> <li>• To effectively plan work activities in accordance with tasks and timeframes allocated by the Senior Base Engineer.</li> <li>• Communicate any variations to timeframes to the Senior Base Engineer as soon as possible.</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• Complete paperwork in an accurate and timely manner and in accordance with Company and Airworthiness requirements.</li> </ul>
Stakeholder Management	<ul style="list-style-type: none"> <li>• Build collaborative working relationships with internal and external stakeholders.</li> <li>• Proactively anticipate customer needs where possible.</li> <li>• Manage work with a continual focus on the impact of decisions and actions on customers/stakeholders.</li> <li>• Contribute to a team culture where individual members are valued and recognised for their diverse skill sets.</li> <li>• Suggest and promote creative ideas and approaches to improve individual and team performance.</li> <li>• Communicate effectively with the SBE, Engineering team and Technical Services team in the carrying out of activities.</li> <li>• Maintain a positive working environment and open communication with Pilots and Crew.</li> <li>• Maintain an effective and efficient working relationship with all team members and provide assistance when requested to achieve contractual Key Performance Indicators.</li> </ul>
Safety, Health, Environment and Quality	<ul style="list-style-type: none"> <li>• Demonstrate and promote a positive and proactive attitude at all times toward safety.</li> <li>• Actively create and maintain a safe and healthy work environment by working safely, adhering to instructions and using equipment in accordance with safe operating procedures.</li> <li>• Initiate and participate in worksite inspections, accident reporting and investigations, developing safe work procedures and providing appropriate information, instruction, training and supervision.</li> <li>• Address any unsafe working practices or hazardous working conditions.</li> <li>• Utilise the Safety Management System of Air Maestro to initiate reports and assist in investigations.</li> <li>• Continuously seek to identify, develop and deliver sustainable improvements in service delivery.</li> <li>• Uphold safety standards in accordance with NNRHS procedures including the cessation and reporting of any unsafe acts, activities or hazards.</li> <li>• Uphold quality standards in accordance with NNRHS procedures.</li> </ul>



Hunter - Tamworth - Lismore



Key Performance Area	Accountability
	<ul style="list-style-type: none"> <li>Uphold environmental standards in accordance with NNRHS procedures.</li> </ul>
Company Expectations	<ul style="list-style-type: none"> <li>Actively develop own capabilities and technical expertise.</li> <li>Model professional conduct according to our values and Code of Conduct.</li> <li>Perform role in a manner that supports the Company's Strategic Plan and Our Values.</li> <li>Positively and proactively participate in Company programs e.g. training and development, team meetings, communication forums.</li> <li>Adhere to all NNRHS procedures &amp; policies.</li> <li>Comply with all legislation and regulations applicable to the role.</li> <li>Perform other duties as agreed.</li> </ul>

## Our Values

<b>Compassion</b>	Demonstrate a high level of genuine care and empathy to all.
<b>Unity</b>	Working together respectfully, valuing each other, to deliver the best outcomes for the customer, community and stakeholders.
<b>Accountability</b>	Taking responsibility and ownership of our behaviour, priorities & our growth.
<b>Integrity</b>	We are honest, fair, transparent & conduct ourselves with the highest ethical and professional standards.

## Qualifications and Experience

<b>Qualifications Essential</b>	Completed Year 10.
	Australian citizen or permanent resident.
	Be eligible to hold an ASIC (Aviation Security Identification Card).
	Maintain a minimum level of immunisation based on assessed risks.
	Undergo a pre-employment drug and alcohol test and will continue to be subject to random drug and alcohol testing.
<b>Qualifications Desirable</b>	Certificate II in Aeroskills.
<b>Desirable Experience</b>	Experience working in the Aviation industry.

## Capability

Capability	Description
Knowledge of Business	Has an understanding of the Company's Vision, Mission, Strategic Priorities, Values and activities to effectively convey and communicate this to others.
Quality Technical Skills	Performs maintenance activities to a high standard, in accordance with qualifications and standards, with minimal errors.
Attention to Detail	Completes task accurately and to a high standard.





Hunter - Tamworth - Lismore

Westpac Rescue Helicopter Service



Capability	Description
Time Management and Prioritisation	Is able to undertake a number of different tasks simultaneously and autonomously, ensuring the tasks are completed in line with agreed expectations about timeliness, quality and resource use.
Resilience	Ability to work in an EMS environment and maintain safety and quality focus during periods of pressure.
Relationship Management	Ability to utilise interpersonal skills to develop and maintain relationships with internal and external stakeholders. Identifies stakeholder needs and keeps them informed and positively engaged. Adapts style to fit context and personality style of stakeholder.
Communication Skills – Verbal	Builds rapport, expresses ideas clearly and professionally and actively listens and questions others to determine needs.
Computer Literacy	Ability to utilise technology effectively to perform role including using Word, Excel and Powerpoint and Air Maestro to an intermediate standard.

Employee's Name:	Employee's Signature:	Date:
Manager's Name:	Manager's Signature:	Date:



## **FREQUENTLY ASKED QUESTIONS:**

Everything you need to know about completing an engineering apprenticeship with Westpac Rescue Helicopter Service (the Service)

### **WHAT IS AN AUSTRALIAN APPRENTICESHIP?**

An Australian Apprenticeship is a learning pathway combining on the job experience and formal training with the Registered Training Organisation (RTO), TAFE NSW. The Apprenticeship is established under a training contract between the Service and the Apprentice and is regulated by the NSW government. Supported by the NSW government's Smart and Skilled program, the Apprentice will have access to fee free training through TAFE NSW for the acquisition of formal qualifications which underpin the apprenticeship, as well as access to critical industry experience required to secure future employment.

### **HOW MANY APPRENTICESHIPS ARE AVAILABLE?**

The Service currently has an opportunity for one Apprentice Aircraft Maintenance Engineer (Mechanical) based in Broadmeadow, NSW and commencing in January 2022.

### **WHAT IS THE ROLE OF AN APPRENTICE AIRCRAFT MAINTENANCE ENGINEER WITH THE SERVICE?**

The core accountabilities and responsibilities of the Apprentice Aircraft Maintenance Engineer include undertaking "On the Job Training" to learn about the maintenance requirement of the Company's fleet of 4 X aw139 aircraft, while acquiring competencies in the performance of maintenance practices. This includes, but is not limited to knowledge of engineering systems, procedures and processes, major aircraft inspections, repairs, overhauls and hybrid troubleshooting. The Apprentice Aircraft Maintenance Engineer will be required attend training blocks with TAFE NSW Tamworth Campus and maintain a journal of experience with the goal of acquiring a Certificate IV in Aeroskills (Mechanical).

The Apprentice Aircraft Maintenance Engineer will complete tasks within the Apprentice's scope of practice and competency level including trades assistant activities, removable installations, inspections, testing and trouble shooting.

Further information can be found in the Position Description included in this information pack.

### **WHAT IS THE APPROACH TO SAFETY AND RISK MANAGEMENT THROUGHOUT THE APPRENTICESHIP PROGRAM?**

The Service has a CASA approved Safety Management System (SMS) to meet CASR Part 145 requirements. Our Safety and Quality Management System is known as Air Maestro which supports identification and management of the hazards and risks associated with your work environment. This includes a mechanism for Safety Reporting, Risk Management and Assurance (Audits).

# Westpac Rescue Helicopter Service

Northern NSW



You are responsible for your own safety and of those around you. On appointment you will receive face to face Safety and Quality training, including what to Safety report and when. We pride ourselves on a “Safety First” approach in everything we do. Additionally, you will be provided with supervision, training and mentoring throughout your apprenticeship which will shape your approach to safety throughout your employment experience.

## **WHICH QUALIFICATION IS ASSOCIATED WITH AN AIRCRAFT MAINTENANCE ENGINEERING APPRENTICESHIP?**

MES40718 Certificate IV in Aeroskills (Mechanical) is offered as a fee free course via the Governments Smart and Skilled Fee Free Apprenticeship Initiative. Based on the training provider’s flexibility to meet the needs of the Service, TAFE Tamworth will be engaged as the registered training organisation for the Engineering Apprenticeship Program.

A Certificate IV in Aeroskills (trade specific) is required by the Civil Aviation Safety Authority (CASA) to conduct aircraft maintenance within an aviation organisation. To ensure qualifications and skills are aligned with both current and future workplace requirements, the successful Apprentice will complete MES40718 Certificate IV in Aeroskills (Mechanical) (Aircraft Maintenance Stream). This qualification will be obtained over a four-year period and comprises eight (8) core common and imported units, and thirteen (13) elective technical stream units.

## **WHERE WILL THE TRAINING BE DELIVERED?**

TAFE NSW (Tamworth) is registered by Australian Skills Quality Authority (ASQA) to deliver vocational education and training (VET) services and will provide quality training, assessment and qualifications that are nationally recognised and industry relevant.

The typical Apprenticeship structure will see the Apprentice attend a block release pattern of study for the first three (3) years of the Apprenticeship, with each block requiring the Apprentice to attend TAFE NSW Tamworth Campus for three (3) weeks per term, per year (total of 12 weeks per year for the first 3 years). During block release, the Apprentice will complete theoretical training, whilst the remaining time will involve the application of this knowledge within the workplace, and on the job competency acquisition as demonstrated through a daily experience journal.

Confirmation of the exact structure of the block release program will be provided closer to commencement in January 2022.

The Apprentice home base will be Broadmeadow, NSW however from time to time the Apprentice may be provided with an opportunity to gain specific skills and experience at any one of our three operational bases across Northern NSW including Belmont, Tamworth and Lismore.



## **WHAT IS THE ROLE OF THE AUSTRALIAN APPRENTICESHIP NETWORK PROVIDER (AANP)?**

Apprenticeship Support Australia provide support at every stage of the employment cycle and are engaged to assist with the administration to establish and maintain the apprenticeship to its completion including the National Training Contract. The Apprenticeship Support Australia team will submit the National Training Contract on behalf of the Service to the State Training Authority, who are responsible for registering and administering apprenticeship training contracts.

Information for Apprentices can be found via the following link:

<https://www.apprenticeshipsupport.com.au/Apprentices>

Information for parents can be found via the following link:

<https://www.apprenticeshipsupport.com.au/Parents>

## **WHAT IS THE ROLE OF THE ENGINEERING TEAM IN THE APPRENTICESHIP PROGRAM?**

The Engineering Manager has a vital role in the recruitment, onboarding, supervision and development of the apprentice. The Engineering Manager will provide suitably trained resources to ensure legislative obligations relating to supervision and training are met, whilst overseeing the competency based development of the Apprentice in accordance with RTO guidelines.

The Senior Base Engineer will supervise the day to day activity of the Apprentice including safety management, task completion, journal completion and competency development in consultation with the Engineering Training Coordinator and RTO.

The Engineering Training Coordinator will participate in the recruitment and onboarding process and support the Engineering department to provide competency based on the job training aligned with RTO guidelines.

The nominated Mentor will help to guide the Apprentice over the course of the four year apprenticeship across both theoretical and practical aspects of the role. The mentor will be available to assisting with onboarding, stakeholder relationships, problem solving and the development of general workplace skills and competencies.

## **WHAT IS THE ROLE OF THE SAFETY AND HUMAN RESOURCES TEAMS IN THE APPRENTICESHIP PROGRAM?**

The Safety, Health, Environment and Quality (SHEQ) Manager will provide technical expertise and guidance with regard to risk identification, assessment and mitigation throughout the Apprentice lifecycle, acknowledging increased risk as a result of the relative inexperience of the worker. The SHEQ Manager will ensure the provision of safe work method statements in consultation with the Engineering team and will reinforce a "Safety First" approach to all assigned tasks and work methodology.

# Westpac Rescue Helicopter Service

Northern NSW



The HR Team are responsible for the overall coordination of the Apprenticeship Program including development, recruitment and onboarding process and will act as the central point of contact between the Apprentice, Engineering Manager, Registered Training Organisation and Apprenticeship Network Provider. The HR team will ensure all stakeholders are aware of their legislative obligations relating to supervision and development of the Apprentice.

## **WHAT ARE THE TERMS AND CONDITIONS OF EMPLOYMENT?**

The Apprentice will be employed on a full time basis for a fixed-term period of four years. Terms and conditions of employment will be in accordance with the NORTHERN NSW HELICOPTER RESCUE SERVICE LIMITED ENGINEERING ENTERPRISE AGREEMENT NO.1 or any replacement Enterprise Agreements.

<https://www.fwc.gov.au/document/agreement/AE429327>

The Apprentice will be required to work predominately Monday to Friday. However, at times may be required to work other roster patterns such as 7 days on and 7 days off.

The annual starting salary for the first year Apprentice will be around \$46,868 per annum + superannuation for a junior Apprentice (under 21 years) and \$50,774 per annum + superannuation for an adult Apprentice (21 years and older).

The Apprentice will also have access to a range of additional benefits through salary packaging.

## **WHAT TRAVEL ASSISTANCE WILL BE PROVIDED?**

The Apprentice will be expected to travel independently to other locations across Northern NSW throughout the course of the Apprenticeship Program. The Apprentice will be provided with temporary accommodation together with a Daily Travel Allowance to cover the cost of meals and expenses whilst away from their home base for work or study purposes.

## **WHAT TOOLS AND EQUIPMENT WILL BE PROVIDED?**

The Apprentice will be provided with all tools, equipment, personal protective equipment (PPE) and uniforms required throughout the course of the Apprenticeship.

## **WHAT HAPPENS AT THE COMPLETION OF THE APPRENTICESHIP PROGRAM?**

At the completion of the four year fixed-term apprenticeship it is expected that the Apprentice will have successfully achieved a Certificate IV in Aeroskills (Mechanical) and the employment contract will conclude. Consideration may be given to the retention of an Apprentice into an Aircraft Maintenance Engineering role where an opportunity exists across one of the Service's four maintenance facilities.

# Westpac Rescue Helicopter Service

Northern NSW



## WHERE CAN I GET MORE INFORMATION ON THE APPRENTICESHIP PROGRAM?

Interested applicants and their parents are invited to attend a virtual information session on Wednesday 8<sup>th</sup> September 2021 from 6pm-7pm.

During the information session you will have an opportunity to hear from:

Richard Jones	CEO	The role of the WRHS within our local community
Richard Lalor	Engineering Manager	The Maintenance Engineering function
Mike deWinton	Chief Pilot	The real impact of our Engineers
Blake Mahaffey Matt Dube	Engineers	A day in the life of a WRHS Engineer
Brett McTeare	Engineering Training Coordinator	Completing a Cert IV in Aeroskills
Deb O'Grady	HR Business Partner	The Recruitment Process

To register your attendance at the virtual information session, please click [here](#). Further details will be sent to the email address provided.

## HOW DO I APPLY FOR THE WESTPAC RESCUE HELICOPTER SERVICE – 2022 APPRENTICESHIP PROGRAM?

Applications for the Apprenticeship Program will open on Monday 30 August 2021 and close on Sunday 26 September 2021. Applications must be submitted via the advertised vacancy on seek.com and must address the selection criteria outlined in the advertisement and this information pack.

