



AUSTRALIAN WINGS ACADEMY

Domestic Student Handbook

RTO Code: 31285





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Welcome

Welcome to Australian Wings Academy (AWA).

The purpose of this Handbook is to provide you with all the information that you need to know about studying at Australian Wings Academy.

It is important that you read this Handbook prior to completing your enrolment contract so you understand the services we will provide you with, as well as the expectations we have of you.

About Australian Wings Academy

Australian Wings Academy prides itself on producing commercially ready airline pilots. We are located on the Gold Coast in Queensland.

Our training facility is at Gold Coast Airport which is a busy commercial environment. Train here and you'll be ready for any airspace in the world.

Our syllabus is specific to Australian Wings Academy. We use unique and realistic scenario-based training, developed by an industry specialist that gets you flying navigation exercises in just 5 hours. It's not just about ticking the box. You will be employable and commercially ready. That's why our pilots are in demand around the world.

Our instructors and testing officers are experienced and dynamic. Dedicated to you in the air or on the ground, we love what we do and will ensure you reach your full potential. We pride ourselves on a high level of professionalism, mentorship and standardisation.

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver to our students.

We must comply at all times with the Standards for RTOs 2015, which are part of the VET Quality Framework) and the VET Student Loans Act 2016 and VET Student Loans Rules 2016.

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

Contact Information and Emergency Contacts

Australian Wings Academy Main Contact Details

Address: 19 Lores Bonney Circuit, Bilinga QLD 4225

Phone: 61 7 5536 3622

Email: carolynt@awa.qld.edu.au



Enrolling with Australian Wings Academy

Australian Wings Academy courses are available on our web site at <https://awa.qld.edu.au/>

Students may enrol for our courses as fee for service students or through the VET Student Loan Scheme (if eligible).

Australian Wings Academy accepts applications from all students who meet the entry requirements published in the course information and on our web site.

Before you enrol you will need to the following:

- You will need to provide evidence that you meet our LLN requirements.
- You will need to complete the Symbiotics Online Aptitude assessment (noting this is an additional fee as advised in our fees information on our website). The test takes approximately 2 hours to complete online and costs \$220.00.
- You will need to pass a Civil Aviation Safety Authority (CASA) approved Class 1 Aviation Medical examination so that you can complete the flying component of their course.

Following successful completion of the above assessment process, you will be required to complete an enrolment form and provide the required documentation. If you are applying for a course through VET student loans, you will also be sent additional documentation that you will need to complete, including an electronic Commonwealth Assistance Form (eCAF) which is administered through the Department of Education and Training.

You can email your enrolment form to carolynt@awa.qld.edu.au

Please note that you will also need to pass a CASA security and police check to receive an Aviation Security Identification Card (ASIC) plus undergo a CASA Class 1 Aviation Medical. This is a national requirement for all pilots.

Unique Student Identifier

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognised training that has been completed.

We are required to ensure that you have a valid USI. This means that (unless you have an exemption issued by the USI registrar) you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit:

<http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.



Credit Transfer

Credit transfer is where you receive credit towards the course you are enrolling into for units of competency you have already completed with another RTO or authorised issuing organisation.

If you would like to apply for credit transfer, you should indicate this on the enrolment form and we will contact you to provide you with further information on the course credit process and the documentation you need to provide. Note that you will need to provide us with certified copies of your transcripts from your previous studies.

There is no charge to apply for credit. In some cases the credit granted to you may result in a reduction of courses fees and/or duration. This will be advised to you in writing at the same time as advising you of the outcome of your credit application.

Recognition of Prior Learning

Because of the nature of flight training with the Australian licencing authority, RPL for will only be granted from another Australian approved flight training school.

If you would like to apply for Recognition of Prior Learning, you should indicate this on the enrolment form and we will contact you to provide you with further information on the RPL process and the documentation you need to provide.

Fees for the RPL process are currently \$500.

If you are awarded RPL, this may result in a reduction of courses fees and/or duration. This will be advised to you in writing at the same time as advising you of the outcome of your RPL application.

Fees and Refunds

Fee information and the payment schedule is provided to students on the Australian Wings Academy web site and in the course information documentation that you have received. Note that each fee period includes a census date and if you withdraw before this date you will not be liable for any fees.

If you are accessing this course through VET Student Loans, a gap fee is payable. More details about fees and refunds under the VET Student Loans Scheme is provided in the Course Information and Enrolment Process for a VET Student Loan document.

All payments must be made by the required date, otherwise we may need to withdraw your enrolment.

Note:

- The course may take longer than quoted due to occurrences outside our control such as weather and where the student requires additional training to meet the meet the standard. CASA and Air Services charges and fuel costs are also subject to increases.
- Tuition fees include the cost of one exam attempt (for each exam) and one flight test attempt (for each flight test). Second and subsequent attempts are an additional student expense, calculated at the same rate as the initial attempt.

Additional Fees

- A Class 1 Medical Certificate (approximate cost \$550.00)
- An Aviation Security Identity (ASIC) Card (approximate cost \$275.00)



Should a student require a replacement testamur due student loss or destruction this will be issued at a fee of \$25. Should the testamur need reissuing due to the fault of the school, this will be provided at no fee.

The Student Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are required to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.

Refunds

As indicated above, if you withdraw before the census date, a full refund of your fees will be payable or if you are a VET Student Loans no debt will be incurred.

Students who withdraw from a course before the census date will have any fees they have paid automatically refunded.

If you withdraw after the census date, no refund will be payable and you will be liable for the full fees for the unit of study in which you are enrolled.

Details of the withdrawal process are included on our web site at:

<https://awa.qld.edu.au/wp-content/uploads/2017/11/VET-Student-Withdrawal-Policy.pdf>

Recording and payment of refunds

Refunds will only be paid to the person or organisation that made the original payment.

Refund assessments for fee for service students can be appealed following our Complaints and Appeals Policy and Procedure which is available on our web site. Students may appeal a decision not to re-credit a FEE-HELP balance. See our policy and procedure at:

<https://awa.qld.edu.au/wp-content/uploads/2017/11/Student-Review-Policy-and-Procedure.pdf>

Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

Orientation

On commencement of your training we will provide orientation. The induction will provide you with specific details about your course requirements and will be an opportunity to meet your instructor and the other students in your course.

The orientation will provide information on:

- details of internal and external support services available.
- information on how to seek assistance for and report an incident that impacts significantly on your well-being
- facilities and resources
- policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation and complaints and appeals.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures, critical incidents and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.



The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed.

Code of Conduct

Australian Wings Academy seeks to create an environment where all persons are treated equitably and with respect, where person's rights are respected and where staff and students efforts are encouraged and their achievements given due recognition.

Staff and students should treat each other with respect. This involves:

- Courtesy and responsibility
- Avoiding unfair discrimination on grounds such as race, gender, national origin, sexual orientation, disability or religion
- Avoiding behaviour which might reasonably be perceived as harassing, bullying or intimidating
- Respecting the rights and property of others

Students are expected to carry out their duties in a professional, responsible and continuous manner and to be accountable for their conduct and decisions.

Material, financial and computerised resources should be used only for the legitimate school purposes for which they are provided. All training material and handouts are the copyright of Australian Wings Academy and cannot be copied for distribution to other parties.

Course Expectation and Requirements

The training and assessment offered by Australian Wings Academy focuses on providing you with knowledge and skills required to the standard of performance required by aviation licensing and regulatory requirements and as per the Civil Aviation Safety Authority's Manual of Standards.

Training for your course will be provided as follows:

1. **Ground theory:** This involves CASA endorsed Flight Instructor led, institution based, classroom delivery.
2. **Practical in-flight training:** One on one instruction in-flight supports and confirms the assimilation of relevant underpinning knowledge and skills.
3. **Simulator training:** This involves extensive simulation of a variety of weather types and other physical variations to enable students to familiarise themselves with aircraft instrumentation, navigation systems and to develop the skills required to pilot an aircraft with reference to instruments solely.

It is an expectation that you attend every class so as to not fall behind. There will also be an expectation that you complete a certain amount of study each week. Your instructor will guide you on what to do during this time and how much is expected.



A range of assessment methods will also be used to assess your competency including:

Computer Based Exams set and marked by Australian Wings Academy

- Radio telephone Operator
- Pre-solo Air Law
- Pre- Area solo
- Basic Aeronautical Knowledge

Computer Based Exams set and marked by CASA.

- Private Pilot Licence
- Navigation
- Meteorology
- Human Factors
- Aerodynamics
- Air Law
- Aircraft General Knowledge
- Operation, Performance & Flight Planning

Practical Flight Tests conducted by a CASA Approved Flight Examiner.

For theory assessment, you will have 2 attempts at each subject. If you fail the first attempt, you will receive additional training before your next attempt. If after a second attempt, you fail will have additional training prior to a third attempt, if you fail the third attempt it is possible that you would need to wait a further 3 months before you can attempt the exam again, this is due to CASA regulations.

For practical assessments, if you fail the first attempt, you will receive additional training. After the second attempt If you fail you will be referred to the Head of Operations who will identify the re-training you require and conduct a final assessment with you.

See the Monitoring Course Progress section within this document for more information.

Plagiarism, cheating and collusion

Australian Wings Academy has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

Support services

We are committed to ensuring that you get all the support you need to be successful in your studies.

Services that we can offer to you include:

- Study techniques training (provided at orientation)
- One to one support from our instructors assist you with your studies.
- One to one support from the General Manager relating to any student concerns.



- Referral to relevant external services such as English language support and counselling.

All management and staff of Australian Wings Academy will make themselves freely available to the students at any time to discuss difficulties they are experiencing with their training.

Should a student appear to be suffering difficulties they will be discreetly approached by their Instructor or the Head of Operations. The HOO will attempt to remedy the situation quickly. The General Manager is available by appointment to discuss issues arising during training.

Internal welfare services will be provided at no additional cost to you. However, in the event that we need to refer you to an external provider, you will be responsible for meeting the costs of the provider. We do not charge for such referrals to the provider

External Support services

For students requiring additional support with their studies, work or life, Australian Wings Academy provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Anti-Discrimination Commission Queensland

Telephone: 1300 130 670

Website: <http://www.adcq.qld.gov.au/>

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid Queensland

Telephone: 1300 65 11 88

Website: <http://www.legalaid.qld.gov.au/Home>

Queensland Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Queenslanders. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.



Basic Rights Queensland

Telephone: 1800 358 511

Basic Rights Queensland provides free, state-wide information, advice, advocacy and legal services.

Fair Work Australia

Telephone: 1300 799 675

Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Monitoring Course Progress

Monitoring the course progress of students allows Australian Wings Academy to identify and offer support to those at risk of not progressing.

You are required to attend all of your training (amounting to a minimum of 20 hours a week) and complete all the required homework and assessments. Your attendance will be monitored through a face recognition/finger print scanner that you will need to scan through on arrival and when leaving.

Your progress through the course will be monitored as follows:

1. If your performance assessed as unsatisfactory on more than two consecutive flight lessons or theory exams, the training instructor will refer the matter to the Head of Operations.
2. The Head of Operations will review your training records and provide guidance to the student's instructor/s on the remedial action to be taken. This may include either additional ground or flight training.
3. If your performance is again assessed as unsatisfactory during the subsequent two consecutive flight lessons, the training instructor will again refer the matter to the Head of Operations and you will be sent a warning letter advising of the need to meet to discuss an intervention strategy.
4. The Head of Operations will meet with you and your training instructor to discuss and agree on an "intervention strategy" in the form of an Action Plan,. This will be documented and signed by both the student and the instructor.

The Action Plan includes ongoing monitoring, agreed benchmarks and dates for those benchmarks to be achieved and turn-around to satisfactory performance. Options presented to you will take account of previous attempts at the same flight sequence or theory assessment, attendance, and information provided by you in support of his or her continuation in the program. Participation in previous intervention strategies by you will also be considered.

The intervention strategy 'Action Plan' may include one or more of the following:

- Remedial or additional flight training
- Additional ground school tuition
- The assignment of additional study material and/or practice exams
- Back-seating of flight training sorties
- Synthetic trainer sessions
- Recommendation to seek third party tuition or assistance

Monitoring of your progress will continue until the Action Plan has concluded at which time you, if having demonstrated satisfactory performance will continue as per the syllabus.

If you do not participate in the actions identified as part of the intervention strategy you will be sent a second warning letter and have the opportunity to meet to discuss the reasons why.



However, you will be expected from this point to participate in all required activities as per the intervention strategy.

If after this, you are deemed to have not met satisfactory course progress, despite the intervention measures implemented, you will be notified in writing of the intention to report for not achieving satisfactory course progress.

You may access the complaints and appeals process to appeal this decision but you must do so within 20 working days.

The process will commence within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures will be taken to finalise the process as soon as practicable.

Where a student initiates an appeal the decision to cancel their enrolment, Australian Wings Academy will maintain the student's enrolment while the complaints process is ongoing. The student may engage in a modified program during this time so as not to further impact on the student's risk of course cancellation (at the discretion of the General Manager).

If the appeal is upheld, the decision will be overturned and, if necessary, a further meeting between the student, The General Manager and the Head of Operations will be held to determine further intervention and support strategies to assist the student to get their course progress back on track.

Where the student has chosen not to access the complaints and appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting the Academy's decision, Australian Wings Academy will notify through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

Notifying changes

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Australian Wings Academy will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

Please make sure we always have your most current home address, email address, mobile number and emergency contact on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details in writing.

Social Media Policy

Social media are an increasing, legitimate part of our social lives and also increasingly figure in the way in which we, and our Company, are publicly perceived.

Behaviour which is not acceptable in the workplace in relation to our work colleagues, clients and those with whom we do business; or which is in any way dishonest, discriminatory, unethical or unprofessional, is equally unacceptable when we make use of social media. The use of social media platforms to harass, bully or intimidate; to demean or denigrate; or where we fail to respect the privacy, dignity or confidentiality of our clients or work colleagues is unacceptable.



Expressions of opinions or attitudes which reflect negatively upon our Company or upon our work colleagues and bring any of them into disrepute are unacceptable. It is also improper to suggest or infer that the Company takes an attitude or position on any matter or question without the authority of the Chief Executive.

Under no circumstances are images or video recordings taken in-flight or following any accident or incident involving a company aircraft to be posted on any publically accessible website or forum if the aircraft registration is identifiable.

Students may not remove company equipment from the campus, except where this is necessary for use by the staff and students for school purposes and where they have appropriate permission.

All property of the Australian Wings Academy is to remain the property of the Australian Wings Academy.

Disciplinary Action

The Management and Staff do not ever expect to discipline students who are undertaking an aviation course. Students may however fall in to the following disciplinary areas.

Flight Safety Issues – This must be treated with utmost urgency and dealt with by the Chief Flying Instructor. Counselling will occur and in all cases remedial tuition will occur. The remedial work will be documented in the student records. Incidents or accidents will be reported to the Air Transport Safety Board.

Workplace Health & Safety - All students have a duty of care to work and a study in a safe manner that cannot cause harm to themselves or others.

Abuse - Australian Wings Academy will not condone abuse of any sort. CASA regulations are specific regarding drug or alcohol abuse and students ignoring these regulations will be expelled from the school.

No verbal or physical abuse of staff or other students will be tolerated.

Abuse of school's resources will not be tolerated.

Discrimination- Australian Wings Academy will not condone sexual harassment or racial prejudice in any form.

Non-Attendance- Students are required to attend full-time study which requires a minimum attendance of 20 hours per week. A student is required to achieve an overall attendance of greater than 80% throughout the course. If a student is at risk of not meeting their attendance requirements, they will receive a written warning and will be required to attend the academy for counselling. The student will be given every opportunity to rectify their attendance record.

Privacy Policy

Australian Wings Academy acknowledges and respects the privacy of individuals. The information collected includes but is not limited to personal contact details, course enrolment details and changes.

The academy uses the information only for the purpose that it was provided and to communicate with nominated persons in the event of an emergency. Australian Wings Academy does not provide or sell personal information to external companies for the purpose of marketing. The academy may also collect statistical information in order to improve the level of service provision, however none of this information can be attributable to any individual.

The academy is required to provide personal information to external agencies or organisations including the Australian Government and designated authorities and licensing bodies in order to provide specific services and as required by law. This may include sharing information with



the Australian Skills Quality Authority the Department of Education and Training, NCVER, ACPET and the Civil Aviation Safety Authority. Australian Wings Academy will do everything reasonably within its power to prevent unauthorised use or disclosure of information contained in the record from these external bodies.

Personal information will not be disclosed to a third party other than as described above without written consent of the individual concerned unless:

- Australian Wings Academy believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or of another person;
- the disclosure is required or authorised by or under law; or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue. Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the record-keeper shall include in the record containing that information a note of the disclosure.

Access to records

Whilst all training records are the property of Australian Wings Academy, students have access to their records by logging on with their user access to Smart Class Systems.

Relevant Legislation for Training

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Australian Wings Academy must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Australian Wings Academy has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your Instructor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Australian Wings Academy emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying



Organisation> is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Australian Wings Academy will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Australian Wings Academy Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by Australian Wings Academy aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Australian Wings Academy.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Australian Wings Academy provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 onwards will be available in your USI account.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.



- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

Australian Wings Academy also abides by the regulations of the following Acts and Regulatory bodies:

- Civil Aviation Regulations
- Civil Aviation Safety Regulations
- Civil Aviation Orders

Physical Resources

Students have access to the necessary facilities/materials/equipment.

These include:

- Well maintained aeroplanes for flying training and navigation
- Modern training room facilities with computers and audiovisual equipment for e-learning
- Library and reference materials
- Refreshment facilities and vending machines in the students lounge.
- A comprehensive stock of pilots supply needs from text books to navigation equipment and uniforms is available from the pilot shop in the next building.

Complaints and Appeals

Australian Wings Academy recognises that customers who train and study at Australian Wings Academy have the right to have their grievances dealt with in a fair, just and prompt manner based on a policy and procedure that is accessible, effective and easily understood. A grievance will be dealt with on a professional level, without bias or prejudice, in a balanced and confidential manner.

Definition of a complaint

Complaints may be made against Australian Wings Academy and services provided and any of its instructors or staff, any third party providing services for AWA or any other student.

Definition of an appeal

Appeals are both non-academic and academic. Non-academic appeals are in relation to appeals against decisions made by AWA. Academic appeals concern appeals against and against an assessment decision made by AWA. This policy does not cover appeals against an external exam set and marked by the licencing authority.

Principles of resolution

Australian Wings Academy is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Australian Wings Academy ensures that complaints and appeals:

- Are responded to in a professional, consistent and transparent manner.
- Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.



- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

Australian Wings Academy will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.

There are no charges for students to submit, a complaint or appeal to Australian Wings Academy, or to seek information or advice about doing so.

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Making a complaint or appeal

Complaints should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.

A Complaints Lodgement form is available from the General Manager. You should provide as much information as possible to enable Australian Wings Academy to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

Timeframes for resolution

The complaint or appeal will be acknowledged in writing within 3 business days.

The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.

In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

Resolution of complaints and appeals

The Head of Operations and General Manager of Australian Wings Academy will be involved in resolving complaints and appeals as outlined in the procedures.

If a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.

Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.

In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.

Australian Wings Academy will maintain a student's enrolment throughout the internal appeals processes. In the case of an external appeals process it will depend on the type of appeal as to whether Australian Wings Academy maintains the student's enrolment as follows:

If the appeal is against Australian Wings Academy's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until



the external process is completed and has supported or not supported Australian Wings Academy's decision.

Independent Parties

Australian Wings Academy acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Australian Wings Academy.

The independent party is the <http://www.ombudsman.gov.au/about/vslo> for VET Student Loans students. This service is free of charge. Where a VET Student Loans student is not satisfied with the outcome or conduct of the internal process, they are referred to the Commonwealth Ombudsman. See information under external complaint avenues.

For fee for services students, the recommended external mediator is the Resolution Institute. Students are responsible for all associated costs.

Australian Wings Academy will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.

The General Manager will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by Australian Wings Academy.

External complaint avenues

Complaints can also be made via the following avenues:

- National Training Complaints Hotline:
 - The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:
 - Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
 - Email: ntch@education.gov.au

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to Australian Wings Academy's registering body, Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about Australian Wings Academy in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

For students:

- ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.
- If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
- Please refer to the relevant webpage below before making a complaint to ASQA:
 - <https://www.asqa.gov.au/complaints>



For other stakeholders:

- Information about the process and information you should provide is available here: <https://www.asqa.gov.au/complaints/make-complaint-other-stakeholders>
- The Commonwealth Ombudsman

Students may complain to the Ombudsman if you believe AWA has not treated you fairly or has made an incorrect decision.

The Ombudsman may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above.

Please refer to the following website if you are considering making a complaint: <http://www.ombudsman.gov.au/about/vslo/information-for-students>

Records of complaints and appeals

Australian Wings Academy will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

Issuing of certification documents

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Australian Wings Academy reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Australian Wings Academy is not permitted to do so by law.

Australian Wings Academy must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

