



AUSTRALIAN WINGS ACADEMY

International Student Handbook

RTO Number: 31285 CRICOS Number: 01302M





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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 will need to know about studying at Australian Wings Academy, this includes applying for your course and Visa. There is also important information about working in Australia and your accommodation options.

It is important that you read this Handbook prior to agreeing to and signing the International Student Letter of Offer and Agreement. You do need to 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 its high standards and producing commercially ready airline pilots. We are located on the beautiful Gold Coast in Queensland Australia. The Gold Coast is known around the world for its long sandy beaches, great surf, lush green rainforests and so much more.

Our academy is at Gold Coast Airport which is a great commercial environment to train in. 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 testing officers and instructors 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 Commonwealth Register of Institutions and Courses for Overseas Students (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, as well as the Education Services for Overseas Students Act 2000 (ESOS) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

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 offers courses as outlined on our web site at <https://awa.qld.edu.au/>

Australian Wings Academy accepts applications from all students who meet the entry requirements published in the International Student Brochure.

Before you enrol you will need to do the following:

- You will need to provide evidence that you meet our English language requirements as set out on our website.
- You will need to complete the Symbiotics Online Aptitude assessment (noting this is an additional fee of \$220). This test takes approximately 2 hours to complete online.
- If you have documents that have been translated into English, they will need to be certified as a true copy of the original

Following successful completion of the above assessment, you will be required to complete an enrolment form and provide the required documentation.

Email your enrolment form to carolynt@awa.qld.edu.au

Once your enrolment has been processed, we will send you a Letter of Offer that constitutes the agreement for your course.

Please note that once you arrive in Australia, you will also need to pass a Civil Aviation Safety Authority (CASA) approved Class 1 Aviation Medical examination and a CASA security and police check so as you can receive an Aviation Security Identification Card (ASIC). This is a national requirement for all pilots.

Education Agents

Australian Wings Academy does not use education agents to assist us in recruiting students.

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

A 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 course 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 international students will only be granted where an international student is transferring 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 Payment Terms

Australian protects all fees that are paid in advance through its membership of the Tuition Protection Scheme and does not require international students to pay more than 50% of course fees prior to course commencement, although students may pay more than 50% if they choose to.

Course Tuition Fees include:

- All syllabus flights
- Instructor time
- Pre and post flight briefings
- Ground school for all theory training
- Examination fees for internal and external exams
- Flight tests
- All pilot supplies including books, maps, chart, headset
- Air services and landing fees



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 Non-Tuition 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 to 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 are provided prior to enrolment, they include the Refunds Policy and Procedure plus the fees. It also 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.

Non-payment

International students who do not pay their fees will receive two warnings regarding non-payment of fees and thereafter will be reported to DET via PRISMS under student default.

Receipts of payments made by international students will be kept for at least 2 years after the person ceases to be an accepted student.

A current typical schedule of fee payment terms follows:

<i>Course</i>	<i>Study Period</i>	<i>Payment Due Date</i>	<i>Week Number</i>	<i>Amount</i>
Diploma of Aviation (CPL)	Deposit	When Letter of Offer accepted	N/A	AUD\$5,000
Diploma of Aviation (CPL)	PPL Phase	At start of course	1	AUD\$19,250
Diploma of Aviation (CPL)	PPL phase	During PPL Phase	6	AUD\$19,250
Diploma of Aviation (CPL)	PPL Phase	1 week before end of PPL	12	AUD\$19,250
Diploma of Aviation (CPL)	CPL Phase	1 week before end of CPL Theory	18	AUD\$22,250
Diploma of Aviation (MECIR)	Diploma Phase	2 weeks before start of course	50	AUD\$33,000

Non-payment

International students who do not pay their fees within 7 days will receive two warnings regarding non-payment of fees and thereafter will be reported to DET via PRISMS under student default, this could result in the cancellation of your Visa.



Receipts of payments made by international students will be kept for at least 2 years after the person ceases to be an accepted student.

Refunds

Full Refunds

A full refund of any course fees paid will be provided to students in any of the following circumstances:

- Where a course does not start on the starting date outlined in the Letter of Offer.
- If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).
- At the discretion of Australian Wings Academy's General Manager or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
- If an offer of a place is withdrawn by Australian Wings Academy and this is not due to incorrect or incomplete information being provided by the student.
- In any of the above situations, Australian Wings Academy will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

Partial refunds

Partial refunds will be provided in a range of circumstances as outlined below:

- Partial refunds will be paid in the event of provider default. The refund will be calculated from the day of the default as per section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- Partial refunds will also be provided in the same manner as for provider default (as above) where Australian Wings Academy fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the ESOS Act or the National Code.
- If an international student is refused a visa (student default) before commencing their course, Australian Wings Academy will refund the total amount of all course fees (tuition and any non-tuition fees) received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500.
- If an international student is refused a visa (student default) but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- If a student has supplied incorrect or incomplete information and as a result Australian Wings Academy withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid less a 20% administration fee.
- Where a student has not met the conditions included in the letter of offer and withdraws 0 – 28 days before course commencement, the deposit paid will be refunded less a 20% administration fee.
- Where a student withdraws from a course 0 – 28 days before the course commencement, 50% of the deposit paid will be refunded.
- If a student withdraws or defers their course after the course has started and they have paid for units/clusters that have not been commenced. This will be calculated on a per unit or cluster cost calculated as the course fee less administration fees of 20%, less textbook fees divided by the total number of units or clusters in the course.



Students who withdraw from a course may seek a refund or a reduction in fees owing by making a request for a refund in writing to the General Manager. This must include the details and reason for the request. Students who have not done so are not eligible for consideration of a refund or reduction in fees.

The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Australian Wings Academy to provide those services.

The outcome of the refund assessment will be provided in writing to the student's email address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policies and Procedure.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

Refund not applicable

A student is not entitled to a refund in the following circumstances:

- Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day or the student withdrew from the course at that location or the student did not pay the fees due.
- Where Australian Wings Academy terminates the student's enrolment because of a failure to comply with Australian Wings Academy policies, misbehaviour or unsatisfactory course progress.

Recording and payment of refunds

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

Refund assessments can be appealed following our *Complaints and Appeals Policies and Procedures* which are towards the end of this document.

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

Visas and Visa conditions

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa.

For more information about applying for a visa, visit the following link:

<https://www.homeaffairs.gov.au/trav/stud>

The information on the web site will include the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application.

You should ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can take some time.

If your visa is not approved, you will receive a full refund for the fees that you have paid.



If you are granted a visa, you are required to abide by all of the visa conditions, otherwise your visa may be cancelled.

Your visa conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) whilst in Australia
- Notify us of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the Australian Wings Academy for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

Travel to Australia and documentation requirements

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive on the Gold Coast at least 3-5 days before your course commencement day to give you time to settle in.

The nearest International Airport is here on the Gold Coast, Brisbane airport is approximately 1.5 hours away.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- IELTS or equivalent English test results
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage for safety and security purposes. In case you lose the originals, make copies that can be left behind with family and sent to you.

Entry into Australia

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage that nothing is missing. If something is missing, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage.



Once you have your bags you will go through customs where your bags may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Department of Agriculture and Water Resources website at <http://www.agriculture.gov.au/travelling>

Arriving into Australia

It doesn't matter if you fly into Brisbane or the Gold Coast, we can help you with getting you to your accommodation. Brisbane airport is approximately 1.5 hours drive from Australian Wings Academy, the Gold Coast airport is within 5 minutes of the academy.

If you would like to organise transport yourself you might like to look at the following:

<https://www.con-x-ion.com/services/brisbane-airport-transfers>

Keeping in contact

Before you leave home, you should provide your family and friends, and the General Manager at Australian Wings Academy, with details of your flights to Australia and where you will be staying when you arrive. Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change some money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into the Gold Coast you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

Accommodation

AWA can help you with all of the accommodation options that are available.

Boarding or Homestay

This is where you have your own room in a home and live with the homeowners. This is a great way to settle in to a new country, some students prefer to do this for the first 3-4 months and then look at other options. You can also pay to have meals included with this option.



More information about Homestay can be found on websites such as

<https://www.homestaynetwork.org/>

It is important to remember that as an international Student, you have the same renting rights as local residents. Review the information below about renting and tenants rights at:

<https://www.rta.qld.gov.au/Renting/Before-you-rent/Students>

Share house

A share house is when you share a unit or house with other people. AWA has student share accommodation subject to availability, all are fully furnished and include electricity and wireless internet. You should budget for around \$210 per week. All tenants are listed on the lease and pay their own share of rent and bond. Share house accommodation can be found in local newspapers or on websites such as <https://flatmates.com.au/gold-coast>

Private rental

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

Private rentals can be found through websites such as www.realestate.com.au, through real estate agents or through searching local newspapers.

Bringing your family with you

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit

<https://www.homeaffairs.gov.au/trav/stud/brin>

Where you have dependent children that need to attend childcare or school check out this website for information <https://www.careforkids.com.au/>

For school children, current costs vary, to find out more about application processes and costs go to:

<https://schoolsequella.det.nsw.edu.au/file/e2b3c362-84b4-4388-8815-e644ee6f9e19/1/fees.pdf>

You should also be aware that the above costs for childcare and schooling are in addition to living costs as outlined in the section on living costs.

Health

Read the following information about health in Australia.

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.



Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre. Australian Wings Academy can help you with this.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs (DHA) requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you. Australian Wings Academy is more than happy to help you with this.

- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents
- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC Worldcare www.oshcworldcare.com.au

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) [Frequently Asked Questions](#).

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

Living Costs in Australia

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.



The following web site includes information about average living costs in Australia:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

Carefully review the information at the web site link noting that the figures provided are average only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

Budgeting

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

Costs associated with living in Australia are included at:

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au

Working in Australia

Most student visa holder can work up to 40 hours a fortnight during term time and as many hours as you like during holidays. Before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the <https://www.homeaffairs.gov.au/trav/stud>

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions.

<https://www.studyinaustralia.gov.au/english/live-in-australia/working>

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at www.fairwork.gov.au

Safety

Australia is a safe country. However, it is always best to take precautions. Read the information at the following web site about personal safety tips:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

You should also review the section in this Handbook about health and safety and remember to listen carefully to all of the information provided to you on orientation day.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical or psychological.

Orientation

At the start of your course will be provided with orientation. The induction will provide you with specific details about AWA, our expectations, course requirements etc. It is also a great opportunity to meet staff and other students on your course.



The orientation will provide information on:

- details of internal and external support services available to assist in the transition into life and study in Australia.
- legal, emergency and health services
- safety and awareness relevant to life in Australia
- information on how to seek assistance for and report an incident that impacts significantly on your well-being, including critical incidents
- facilities and resources
- policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

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.

You will have the opportunity 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 that you progress at the expected rate. There will also be an expectation that you complete a certain amount of homework 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 a third attempt, however you may not attempt this test for a further 3 months due to CASA regulations which means your visa will be affected. You will need to meet with the General Manager to discuss this.

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 section on *Monitoring Course Progress* 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 preparing the work.

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 also available 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 at a reasonable rate.

You are required to attend all of your training (amounting to 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 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.

Transfer between Registered Providers

Students transferring in

Australian Wings Academy will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:

- the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider;
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.



Any student transferring in will need to provide a letter of release from their current provider.

Students Transferring out

Where an Australian Wings Academy student is seeking to transfer to another registered provider's course of study prior to completing six months of their principle course, they must apply in writing. Australian Wings Academy will assess this request in the following circumstances only:

- the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Australian Wings Academy intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
- there is evidence of compassionate or compelling circumstances.
- Australian Wings Academy fails to deliver the course as outlined in the student agreement.
- there is evidence that the student's reasonable expectations about their current course are not being met.
- there is evidence that the student was misled by Australian Wings Academy or an education or migration agent regarding Australian Wings Academy or its course and the course is therefore unsuitable to their needs and/or study objectives.
- an appeal (internal or external) on another matter results in a decision or recommendation to release the student.

Students must provide a valid offer of enrolment from another registered provider for the request for transfer to be considered and a letter of release provided,

A transfer to another course will not be granted where:

- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
- The student is trying to avoid being reported to the Department of Home Affairs for failure to meet the provider's attendance or academic progress requirements.
- There are no legitimate compassionate or compelling circumstances.
- Fees are not up to date.

Procedure for granting request to transfer

Students apply via email to the General Manager. Australian Wings Academy will consider all requests for transfer fairly and take into consideration the individual circumstances of each student.

The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application. If the student's application is refused, the reasons for this will be communicated, as well as the right to access the complaints and appeals process.

There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with Australian Wings Academy's *Fees and Refunds Policy and Procedures*.

Visa advice

All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required.

To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: <https://www.homeaffairs.gov.au/trav/stud>



Complaints and Appeals

Where the decision is made to refuse a course transfer or Australian Wings Academy does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Australian Wings Academy Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.

The refusal status will not be finalised in PRISM until the complaints and appeals process is finalised within the 20 working day period or the student withdraws from the course.

Records

All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.

Notifying changes

As an RTO under the VET Quality Framework and CRICOS Education Provider under the National Code, 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 by emailing the General Manager. As an international student, you are required to send the email within 7 days of any change occurring.

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 General Manager.

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 publicly 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 Directors 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 Head of Operations. 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.

Equal Opportunity Policy

Australian Wings Academy promotes recognition and acceptance that all persons have the same fundamental rights, and ensures that the policies and procedures of AWA ensure the effective recognition and observance of these rights.

In accordance with Anti Discrimination and Equal Opportunity Legislation in all States of Australia, our policy is to treat all enrolled students and persons seeking enrolment in an open, transparent, ethical and fair manner, and to provide a study environment that is free from all forms of discrimination and harassment. Fairness must be considered in the context of all of the relevant circumstances, including course pre-requisite requirements, age specific requirements, and the applicants capacity to take part in the program, and does not imply that all students are treated the same.

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, NCVET, Tuition Protection Scheme 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

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

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 will be available in your USI account in 2016.

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.

Transfer between Registered Providers

Students transferring in

Australian Wings Academy will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:

- the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider;
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Any student transferring in will need to provide a letter of release from their current provider.



Students Transferring out

Where an Australian Wings Academy student is seeking to transfer to another registered provider's course of study prior to completing six months of their principle course, they must apply in writing. Australian Wings Academy will assess this request in the following circumstances only:

- the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Australian Wings Academy intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
- there is evidence of compassionate or compelling circumstances.
- Australian Wings Academy fails to deliver the course as outlined in the student agreement.
- there is evidence that the student's reasonable expectations about their current course are not being met.
- there is evidence that the student was misled by Australian Wings Academy or an education or migration agent regarding Australian Wings Academy or its course and the course is therefore unsuitable to their needs and/or study objectives.
- an appeal (internal or external) on another matter results in a decision or recommendation to release the student.

Students must provide a valid offer of enrolment from another registered provider for the request for transfer to be considered and a letter of release provided,

A transfer to another course will not be granted where:

- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
- The student is trying to avoid being reported to the Department of Home Affairs for failure to meet the provider's attendance or academic progress requirements.
- There are no legitimate compassionate or compelling circumstances.
- Fees are not up to date.

Procedure for granting request to transfer

Students apply in writing to the General Manager. Australian Wings Academy will consider all requests for transfer fairly and take into consideration the individual circumstances of each student.

The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application. If the student's application is refused, the reasons for this will be communicated, as well as the right to access the complaints and appeals process.

There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with Australian Wings Academy's *Fees and Refunds Policy and Procedures*.

Visa advice

All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required.

To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: <https://www.homeaffairs.gov.au/trav/stud>

Complaints and Appeals

Where the decision is made to refuse a course transfer or Australian Wings Academy does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Australian Wings Academy Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.

The refusal status will not be finalised in PRISM until the complaints and appeals process is finalised within the 20 working day period or the student withdraws from the course.



Records

All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.

Deferring, Suspending or Cancelling an Enrolment

Australian Wings Academy will only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.

To *defer* or *suspend enrolment* means to *temporarily put studies on hold* (adjourn, delay, postpone). Providers do this by notifying the Department of Education and Training, through Provider Registration and International Student Management System (PRISMS) of the deferment or suspension of enrolment. A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student's enrolment due to misbehaviour of the student.

It is important to note the meanings of the terms for this context – **suspension** of enrolment is not necessarily due to misbehaviour – suspension of enrolment may also be initiated by the student.

A student would apply to defer their enrolment if they had a need to defer their course commencement date.

Students may apply for deferment or suspension of their studies if they have good reason for doing so (compassionate or compelling circumstances). Australian Wings Academy may choose to grant or decline any student's request for deferment or suspension of studies, in accordance with its documented procedures for assessing such requests.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa or visa refusal.

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances.

Students must apply in writing to the General Manager if they wish to defer or suspend their studies.

Each case will be assessed on its individual merit and documentary evidence must be provided to the General Manager to support the claim. After considering the evidence provided and the student's circumstances a decision will be made by management.

Students may withdraw from their course and cancel their enrolment at any time without reason.

Students must notify the General Manager in writing of their intent to cancel their enrolment.



There is no obligation on the part of AWA to reinstate any student who has withdrawn. A student who has withdrawn may reapply at a later date, subject to any relevant immigration restrictions that may apply. Any such re-application will be considered through the normal application processes.

If the deferral or suspension is for more than 28 days the student may be required under their visa requirements to leave Australia.

Under Commonwealth legislation, Australian Wings Academy is required to notify the Department of Home Affairs (DHA) of changes to the enrolment of Student Visa holders through the Provider Registration and International Student Management System (PRISMS) Cancellation and course suspension may lead to the cancellation or variation of your student visa, and you will need to contact DHA to discuss any requirements or restrictions that may be placed on your visa as a result.

Deferral, Suspension or Cancellation initiated by Australian Wings Academy

A student may have his or her enrolment suspended or cancelled as a result of unsatisfactory academic misconduct or misbehaviour by the student in breach of the Code of Conduct.

If a student's enrolment is deferred, suspended or cancelled, Australian Wings Academy is required to inform the Department of Education and Training, via Provider Registration and International Student Management System (PRISMS).

The student will be informed of Australian Wings Academy's intention to suspend or cancel and that he or she has 20 working days to access the provider's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply.

If a student accesses the internal complaints and appeals process the suspension or cancellation will not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply. During the 20 day period the student will not be denied the opportunity to continue their studies unless extenuating circumstances exist.

'Extenuating circumstances' relating to the welfare of the student may include, but are not limited to the following. The student: .

- is missing;
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- is at risk of committing a criminal offence.

Any claim of extenuating circumstances will be supported by appropriate evidence.

The student may choose to access an external appeals process as per the provider's policy, but the provider does not have to wait for the outcome of an external appeal before notifying via PRISMS change to the student's enrolment status.

Course deferment, suspension or cancellation of enrolment may affect a student's visa.

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 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.

Complaints and appeals should be in writing and sent to Australian Wings Academy's head office at attention to the General Manager.

When making a complaint or appeal, 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 without notifying DET via PRISMS of a change in enrolment status. 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 to report.

If the appeal is against Australian Wings Academy's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Australian Wings Academy will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process

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 Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). See information under external complaint avenues.

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 Overseas Student Ombudsman (OSO)

International students may complain to the OSO if their complaint is in relation to Australian Wings Academy:

- refusing admission to a course
- course fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent.
- if you believe we have failed to take action or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with Australian Wings Academy.

The OSO 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/making-a-complaint/overseas-students#quality-of-education-provider>

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 of \$25.00.

