



# AUSTRALIAN WINGS ACADEMY

## International Student Handbook

CRICOS Provider Code: 01302M



## Table of Contents

Introduction .....	3
Code of Conduct .....	4
Equal Opportunity Policy .....	5
Privacy Policy.....	5
Overseas Agents .....	6
Family members .....	6
Pre-requisites for Enrolment .....	6
Freedom of Information.....	7
Relevant Legislation for Training.....	7
Physical Resources .....	7
Course Credit .....	7
Course Content .....	8
Tuition Fees .....	9
Fee Payment Arrangements .....	10
Refund Policy.....	10
Fees Paid In Advance.....	10
Attendance .....	11
Attendance Recording and Monitoring Procedure .....	11
Transfer between Registered Providers .....	11
Deferring, Suspending or Cancelling an Enrolment .....	13
Monitoring Course Progress .....	15
Grievance Policies .....	16
Student Counselling/Support .....	19



## Introduction

---

Australian Wings Academy is committed to maintaining the highest professional standards in design, delivery, and marketing of aviation training.

As providers of training to international students Australian Wings Academy is bound by and complies with the Education Services for Overseas Students (ESOS) Act 2000 ). This Act sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa.

The ESOS laws benefit two particular groups:

- They protect overseas students coming to Australia on student visas.
- They set out clear roles and responsibilities for education institutions wanting to teach overseas students.

In accordance with that, Australian Wings Academy's policies and practices are aimed at:

- providing effective, efficient training services to its students, and
- safeguarding and perpetuating the high standards of the aviation industry.

AWA aims to provide a facility and a learning environment that is both interesting and enjoyable, and conducive to the success of each individual student.

It is important that you read and understand the entire contents of this document prior to signing the Australian Wings Academy enrolment contract. This document is your official notice of the RTO's Rules and Regulations as well as Legislative Requirements.

If you have any queries you need to ensure that you address these prior to enrolment.



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.

### **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 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 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.

## Equal Opportunity Policy

---

### Overview

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 Department of Industry, Innovation, Science, Research and Tertiary Education (Department of Education and Training), Australian Council for Private Education and Training (ACPET); the tuition assurance scheme, state and national regulatory bodies, 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.



## Overseas Agents

---

Australian Wings Academy will not accept overseas students recruited by an agent, or authorize an agent to use Provider Registration and International Students Management Systems (PRISMS) on their behalf, if they suspect the agent of using dishonest practices.

These would include:

- Suggesting to overseas students that they come to Australia on a student visa with a primary purpose other than full-time study.
- Facilitating the enrolment of overseas students who do not comply with the conditions of their student visas.
- Engaging in false or misleading advertising and recruitment practices.
- Using PRISMS to create Electronic Confirmation Of Enrolment (COEs) for other than bona fide students.

If AWA becomes aware of an education agent being negligent, careless or incompetent or found to have given false information or in any way acted outside the agreement, their contract will be cancelled immediately

## Family members

---

If you are bringing family members with you while you study, the following conditions must be met:

- School-age family members, children aged 5–18 years, who join the student in Australia for more than three months must attend school. The student must meet any associated education or tuition costs for that child.
- Family members aged 18 years or over may only study for up to three months. If they want to undertake a course of study that exceeds three months, they must apply for a student visa in their own right.
- A student's child aged 18 years or over cannot apply for a student visa as a family member. If they want to study in Australia, they must apply for a student visa in their own right.

## Pre-requisites for Enrolment

---

Australian Wings academy does not accept international students under the age of 18 for flight training. An equivalent of Grade 12 is recommended. International students must supply copies of their academic qualifications which show a satisfactory result in year 12 English or equivalent and/or tertiary studies in English. Where documents have been translated into English they will need to be certified as a correct copy.

You would need to complete the Symbiotics Online Aptitude assessment, this would be at a cost to you and would take approximately 2.0 hours to complete online.

- Students should be aware they must pass a Civil Aviation Safety Authority approved medical examination to complete the flying component of their course.
- CASA regulations state that students must be 18 years of age to hold Commercial Pilot's Licence.
- Students must pass a CASA security and police check to receive an Aviation Security Identification Card (ASIC). This is a national requirement for all pilots.

### **Language, Literacy and Numeracy**

All students are encouraged to express any concerns they have regarding the LLN standards of their chosen course. Several tools are available within the school to assess students for LLN. i.e. the induction program and initial briefs are a valuable assessment tool for LLN.

If students are assessed as having inadequate literacy skills to cope with extensive self paced learning, a literacy course will be recommended at a local institute prior to enrolment in the AWA course.



## Freedom of Information

---

Whilst all training records are the property of the company, Australian Wings Academy guarantees the right of access of each student to his or her own training record on written request and in the company of an appointed AWA employee.

## Relevant Legislation for Training

---

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

- Civil Aviation Regulations
- Civil Aviation Safety Regulations
- Civil Aviation Orders
- VET Quality Framework
- Australian Qualifications Framework
- The National Vocational Education and Training Regulator Act 2011
- Education Services for Overseas Students Act 2000 (ESOS Act)
- The Copyright Act 1968
- Anti Discrimination Act 1991
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy and Personal Information Protection Act 1998
- Privacy (Private Sector) Regulations 2001
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Act 1992
- Disability Standards for Education 2005

To research copies of this legislation please see administration.

## 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.

## Course Credit

---

Australian Wings Academy accepts and provide credit to learners for Units of Competency evidenced by AQF certification documents issued by another RTO or AQF authorised issuing organisation or authenticated VET transcripts issued by the Registrar. Students wishing to apply for course credit must do so by completing the relevant section of the enrolment form. Students who indicate they wish to receive course credit will receive additional information on the course credit process.

Because of the nature of flight training with the Australian licencing authority, Australian Wings Academy does not allow for RPL for international students unless the student is transferring from another Australian approved flight training school.

Students may apply for Recognition of Prior Learning for flight experience previously gained during the enrolment process. The student training records will be requested from the previous school by the Head of Operations. The student will be required to provide evidence of their previously gained experience by way of their log book or training record entries. Australian Wings Academy will then provide a training plan and an estimate of fees for completion of the course.



For students returning to flight training after an extended absence, the Head of Operations will assess the flight skills and knowledge through an assessment briefing and flight. Following this a training plan will be developed to complete training.

CoEs issued after the granting of course credit will take into account credit granted such that a visa is granted will be granted based on a shorter duration because of the granting of course credit.

Where course credit is granted after the issuing of a student's visa, this change will be reported to DET via PRISM within 14 days and the student will be notified by DIBP about the impact on their visa.

## Course Content

---

The course is based on the CASA 150 hour integrated Commercial Pilot Licence, in alignment with the Civil Aviation Safety Authority's Manual of Standards CASR Part 61 and has been structured to support the applicable aviation licensing and regulatory requirements. Additional requirements must be fulfilled in line with the current Civil Aviation Safety Regulations before a licence will be issued. These requirements include extra units of competency, theory tests, flying hours and flight tests.

### Delivery Methods

The three delivery modes used for this course are:

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.

Aspects of the course require demonstration of underpinning knowledge through written assessments, observation of in-flight skills and the practical demonstration of appropriate flying skills. Assessment is competency based and in accordance with the National Assessment Principles incorporating the standards of the Australian Quality Training Framework.

Formative assessment is conducted to determine whether the student can demonstrate the target competencies at each stage of flight training.

### Assessment methods include

**Observation** – the completion of a specified task or set of procedures normally performed under close supervision, using a detailed lesson plan for each flight sequence.

**Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.

**Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or paragraph.

**On line exams** administered for CASA by an approved testing centre

**These exams and tests cover the required knowledge from the training package for Certificate IV in Aviation/Commercial Pilot Licence**

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 the Head of Operations or other CASA Approved Flight Examiner.

These tests are:

- Private Pilot Licence
- Commercial Pilot Licence

### **These tests cover the skills requirements for the Diploma in Aviation/MECIR**

Computer Based Exams set and marked by CASA.

- IREX

Practical Flight Tests conducted by the Head of Operations or other CASA Approved Flight Examiner

- Command Instrument Rating (the skills test for the Diploma of Aviation)

### **Tuition Fees**

---

The course fee covers:

- All flights
- Instructor time
- Pre and post flight briefings
- Ground school for all theory training
- Examination fees for internal and external exams
- All pilot supplies including books, maps, chart, headset, uniform etc.
- Air services and airport charges

*Note:*

- Tuition fees are current at the time of printing. Please contact Australian Wings Academy to confirm that these are still valid.
- 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 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
- An Aviation Security Identity Card

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.

### **Extra costs**

All are not classified as course fees and these are referred to as "Living Costs"

- Accommodation
- Meals
- Transport
- Spending money



## Fee Payment Arrangements

---

A typical schedule of payments follows:

Course	Study Period	Payment Due Date	Week Number	Amount
Diploma of Aviation (CPL)	Deposit	When 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

## Refund Policy

---

### *Refund due to Provider Default*

- In accordance with subsection 46D(6) of the Act, if the provider cancels the course or is unable to provide the course prior to the course commencement date, a full refund will be given within four weeks of a written request for refund from the student. If the provider cancels the course or is unable to continue providing the course after the course commencement date, a full refund of all unused fees will be given within four weeks of a written request for refund from the student.

### *Refund due to visa refusal*

- Where a student decides to withdraw from a course prior to the commencement of the course due to visa refusal, or refusal was a reason for the student's failure to start the course on, or withdrawal from the course on or before, the agreed starting day and Section 8 does not apply, the amount of a refund, in accordance with section 47E of the Act is the amount of the course fees, minus the lesser of the following amounts:
  - 5% of the amount of course fees received by the provider in respect of the student before the default day;
  - \$500The refund will be paid within four weeks of a written request for refund from the student.

### *Refund in event of other student default*

- Where the student withdraws by choice, or is withdrawn from the course through non-attendance, inability to proceed, non-compliance with rules etc, and sections 8 and 9 of the National Code do not apply, all unused tuition fees will be refunded within four weeks of a written request for refund from the student.

## Fees Paid In Advance

---

Fees paid in advance are protected by:

- Being kept in a separate, secure account with a recognized banking institution;
- Being accessed only when the service is rendered;
- Not used for any other purpose until completion of the subject relating to the use of the fees.



## Attendance

---

According to Australian Overseas Student Visa regulations, students must maintain full time enrolment in order to continue studying in Australia.

Your attendance is recorded every day, and must meet certain minimum attendance requirements.

Overseas students are required to meet a set attendance levels as outlined in your visa requirements, this includes achieving satisfactory attendance which at a minimum requires attending at least 80% of the scheduled course contact hours. If these requirements are not met Australian Wings Academy is required by law to inform the Department of Immigration and Border Protection - DIBP.

Where attendance level falls below 80% and a medical certificate is not provided and hours cannot be made up before course completion you will be notified in writing of Australian Wings Academy's intention to report your unsatisfactory attendance to DIBP.

## Attendance Recording and Monitoring Procedure

---

Attendance includes self-study activities. Students are expected to go back over work already completed to improve their retention.

Students must attend for a minimum of 80% of the required contact hours for the duration of the course.

- Students must sign in each day via the fingerprint scanner/facial recognition device located at the reception counter. Log in/out records are audited monthly.
- If a student is unwell, the school must be informed in the morning to allow rescheduling of their flight lesson.
- Students who are absent from school without notification for five consecutive days will be contacted by the General Manager or Head of Operations for a reason for their absence.
- If the absence is for medical reason a doctor's certificate must be supplied for periods longer than 5 days.
- Where the student's attendance is at risk of falling below 85%, a warning letter will be issued and the student will be counselled by the Operations Manager to remind them of their obligations under their Student Visa.
- If attendance falls below 85%, a second letter will be issued to the student indicating that their attendance is at risk of falling below the minimum 80% attendance of course contact hours required of overseas students and attendance hours must be made-up by the completion of the course.
- If attendance hours can not be made up prior to completion of the course, and attendance drops below 80%, the student will be given a notice of intention to report their unsatisfactory attendance to DIBP and a copy of the documented appeal process.
- The student will be given 20 working days (from receipt of the letter) to make an appeal through AWA's appeal process and during the appeal process the student is required to maintain his/her enrolment.
- If after 20 working days the student has not lodged a formal appeal or the appeal decision supports AWA's "intention to report" decision, then the student will be reported to Department of Immigration and Boarder Protection (DIBP)

## Transfer between Registered Providers

---

### Students Transferring out

The National Code 2007 requires providers to assess requests from students for a transfer to another registered provider if the students have not completed six months of their principal course of study.

A student must submit there request to transfer 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 in order to ascertain whether the



transfer would be to the detriment of the student, in which case the application would be refused. Examples of factors that may be considered to the student's detriment include:

- The transfer could jeopardise the student's progress if the student is enrolled in a package ie: Certificate IV and a Diploma.
- The student's account is not up to date for the current period of the study
- The student is trying to avoid being reported to DIBP for failure to meet the provider's attendance or academic progress requirements.

Where a student requests a transfer to another provider prior to completing their first six months of study, the request will be assessed against the following criteria:

- Student's change in living situation
- The alternative course better meets the study capabilities or long term goals of the student.
- An appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student.

Reasons for refusing a transfer may include:

- Student has outstanding fees for the current period.
- No Letter of Offer from another provider has been provided
- The transfer being considered detrimental to the student

Factors that may be considered to the student's detriment, but which will be considered in light of the student's individual circumstances and a broader range of factors include:

- if the transfer may jeopardise the student's progression through a package of courses
- If 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 (it is good practice to revisit the issue within a timeframe negotiated with the student); and
- if the student is trying to avoid being reported to DIBP for failure to meet the provider's attendance or academic progress requirements.

A student will be informed of the outcome of their application for transfer within 10 days.

Where the request for a letter of release is not granted, the student will be supplied with a letter outlining the reason for the refusal and advising the students how to access the complaints and appeals procedures.

The student may appeal any decision to refuse their request and they have 20 working days to access the internal complaints and appeals process.

A Letter of release will only be provided for students wishing to transfer prior to completing 6 months of their principal course of study where the student has provided a letter from another registered provider confirming that a valid enrolment offer has been made.

When a Confirmation of Enrolment is received from another provider a letter of release will be issued to the student at no cost and includes advice on contacting DIBP with regards to ascertain whether there will be any change to their visa conditions.

A new visa may be required if the new course is in a different sector to the original course or if there is an extension required to the student's visa. To find out more about visa requirements, please visit the [DIBP website](#) or call 131 881.

### **Enrolment of transferring student**

Where a student approaches Australian Wings Academy for enrolment from another provider the decision to offer a place will be based on the following criteria:

- students demonstrated commitment to previous studies
- good attendance record
- course fees have been paid in full
- A Letter of Release has been received from the previous provider.

Australian Wings Academy will not knowingly enrol a student wishing to transfer from another provider within the first 6 months of the student's principle course except under the following conditions;



- The original registered provider has ceased to be registered or a course in which the student is enrolled has ceased to be registered
- The original registered provider has provided a written letter of release
- The original registered provider has had sanctions imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her course or,
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for the change.

A record of all requests, letters of release and decisions will be kept in the students file and electronically.

A student seeking to withdraw from a course must advise their intention to withdraw from the course and cancel their enrolment in writing to the General Manager.

## 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 Immigration and Border Protection (DIBP) of changes to the enrolment of Student Visa holder 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 DIBP to discuss any requirements or restrictions that may be placed on your visa as a result.

DIBP will consider all the information available and if they decide to consider cancellation, DIBP will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation. The student does not need to contact DIBP.

#### **Deferment, 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 the Department of Education and Training of the change to the student's enrolment status.

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

### 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. Students who are not making satisfactory course progress are reported to the Secretary of the Department of Education and Training through PRISMS

Students' progress through the course will be monitored through the use of the below strategy.

1. If a student's performance is assessed as unsatisfactory on more than two consecutive flight lessons, the training instructor is to refer the matter to the Head of Operations.
2. The Head of Operations will review the student's 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 the student's performance is again assessed as unsatisfactory during the subsequent two consecutive flight lessons, the training instructor is to again refer the matter to the Head of Operations.
4. The Head of Operations will meet with the student and their training instructor to discuss an "intervention strategy" in the form of an Action Plan, which is to be agreed to by the student. This is documented and signed by both the student and the instructor.
5. In addition to the monitoring of a student's remedial training, a student's competence in the Units delivered in each phase of training will be assessed at the following points:

The flight training assessment points are:

1. Pre-solo
2. Pre-Area solo
3. First solo Navigation Assessment
4. PPL Pre-test
5. Each dual navigation exercise during the CPL phase
6. Each dual flight lesson during the MECIR phase

The theory training assessment points are:

1. Pre Solo Air Legislation
2. Pre-Area solo air legislation
3. BAK
4. PPL theory
5. CPL theory
6. IREX

If a student is assessed as not yet competent in more than 50% of the units covered in each assessment, the Head of Operations is to be informed and will meet with the student and their training instructor to discuss an "intervention strategy" in the form of an Action Plan, which is to be agreed to by the student. This is documented and signed by both the student and the instructor and a copy included in the students training records.

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 students will take account of previous attempts at the same flight sequence or theory assessment, attendance, and information provided by the student in support of his or her continuation in the program. Participation in previous intervention strategies by the student 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
6. Monitoring of student progress continues until the Action Plan has concluded at which time the student, if having demonstrated satisfactory performance will continue as per the syllabus or if they are deemed to have not met satisfactory course progress, they will be referred to the General Manager.

If a student is deemed to have not met satisfactory course progress, The General Manager will notify the student in writing of their intention to report them for not achieving satisfactory course progress.

The student will be invited to access the provider's complaints and appeals process and that the student has 20 working days in which to do so.

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.

DIBP will consider all the information available and if they decide to consider cancellation, DIBP will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the students visa. Students will be given an opportunity to respond to the NOICC and explain their situation. The student does not need to attend a DIBP office.

## Grievance Policies

---

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.

This policy is available in the International Student Information Handbook which must be read prior to enrolment. The policy is reinforced again at the Orientation Session.

### Definitions

#### **Academic Appeals:**

An academic appeal against an assessment within the company. This policy does not cover appeals against an external exam set and marked by the licencing authority.

#### **Complaints:**

Complaints may include but are not limited to operational, administrative, discrimination and harassment issues. Examples of these could include sexual harassment, racial or sexual discrimination, physical or verbal abuse.



### **Internal complaints and appeals:**

In all instances appeals and complaints will be dealt with initially by the staff and management of Australian Wings Academy to achieve a satisfactory outcome for all concerned.

### **External Appeals:**

Students also have the right to access an external arbiter if they are not satisfied with the decision.

International Students may contact the Overseas Student Ombudsman.  
The Overseas Student Ombudsman can be contacted on the details below:

**Email:** [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

**Call:** 1300 362 072\* within Australia. Outside Australia call +61 2 6276 0111

In addition, may also access the AWA external process. Australian Wings Academy has an agreement with a Nationally Accredited Mediation Practitioner (LEADR) to provide independent mediation at the student's request. The opportunity to present an appeal will be at no cost to the student. Details on the mediation services provided and any additional costs will be provided to the student.

This policy does not replace or modify policies or any other responsibilities under other NVR policies or under statute or any other law. Also these dispute resolution procedures do not circumscribe an individual's rights to pursue other legal remedies.

If the appeal process results in a decision that supports the student, Australian Wings Academy will immediately implement any decision and/or corrective action required and advise the student of the outcome.

### **Academic Appeals**

They include but are not limited to (1) academic grades (2) assessment matters and (3) a decision of a member of academic staff that affects an individual or groups of students and (4) academic misconduct.

Without limiting the circumstances which may give rise to a complaint or grievance, a student has valid grounds for making a complaint or grievance or lodging an appeal against a decision made in relation to a complaint or grievance, where the student considers he or she has been adversely affected by one or more of the following:

- Improper, irregular or negligent conduct by an Australian Wings Academy staff member.
- Failure by a Australian Wings Academy staff member to act fairly.
- A decision that has been made without sufficient consideration to facts, evidence or circumstances of specific relevance to the student.
- Failure by Australian Wings Academy to make a decision within a timely manner.
- A penalty that, where applied, is or would be too harsh.

Where a student believes an error has been made or an injustice done in respect of a result awarded in a unit, the student should first discuss the issue and seek a review of the result with the relevant instructor.

If this does not resolve the issue, the student may request a review in writing, stating the grounds for the review request. The request must be lodged with the Head of Operations within 2 weeks of the assessment results being received.

The Head of Operations and the General Manager will form an appeals committee.

- The academic staff member will be invited to present to the Committee the reasons for the action taken in relation to the grade.
- The student may present a case in person to the Committee.
- The student and academic staff member involved in the case shall have an opportunity to question each other.



- The Committee shall advise the student in writing of the outcome of the appeal and the reasons for the decision within three working days of the Committee.

Each party may be accompanied and assisted by a support person at any relevant meetings.

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.

Once the process has been completed the student will be given a written statement outlining the decision, and reasons for the decision.

If the appeal process results in a decision that supports the student, Australian Wings Academy will immediately implement any decision and/or corrective action required and advise the student of the outcome.

The complainant has the right to access an external arbiter if they are not satisfied with the decision as described below. This is the same as for non-academic appeals.

International Students may contact the Overseas Student Ombudsman.

The Overseas Student Ombudsman can be contacted on the details below:

**Email:** [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

**Call:** 1300 362 072\* within Australia. Outside Australia call +61 2 6276 0111

Australian Wings Academy also has an agreement with a Nationally Accredited Mediation Practitioner (LEADR) to provide independent mediation at the student's request. The opportunity to present an appeal will be at no cost to the student. Details on the mediation services provided and any additional costs will be provided to the student.

### **Non-Academic Complaint**

Non-academic matters include those which do not relate to student progress, assessment, course content or awards in a course. These matters may include but are not limited to operational, administrative, discrimination and harassment issues. Examples of these could include sexual harassment, racial or sexual discrimination, physical or verbal abuse.

### **Non Academic Complaints Procedure:**

#### **Stage one:**

Formal complaints should be submitted in writing to the General Manager. The complaint must be submitted with a detailed written explanation of the grievance. The student may request the assistance of a member to submit the complaint or appeal.

The General Manager will commence the complaint resolution process within 10 working days and all reasonable measures will be taken to finalise the process as soon as practical.

The General Manager will investigate the complaint and interview any persons associated with the complaint to gain a full understanding of the issues in order to make a considered decision. Both the complainant and the respondent may be accompanied by a third party if so desired at these interviews.

The General Manager will provide a written decision to the complainant as soon as possible outlining the reasons for the decision and the complainants right to access stage two of this procedure if they are not satisfied with the decision.

#### **Stage Two:**

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the CEO. The decision will be reviewed and if necessary he will consult with the Complainant and other relevant persons to make a determination of the appeal.



The complainant will be advised in writing of the results of the appeal within 5 working days with reasons for the decision and of their right to proceed to Stage Three of the process if they still feel the matter is not resolved.

**Stage 3:**

Students will be advised that after completion of the internal appeals process that if they are unsatisfied with the outcome of the internal appeal they may contact the Overseas Student Ombudsman and or commence an external review process.

The Overseas Student Ombudsman can be contacted on the details below:

**Email:** [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

**Call:** 1300 362 072\* within Australia. Outside Australia call +61 2 6276 0111

At any point the complainant may decide to refer the matter to an external agency such as the Anti-Discrimination Board or the Office of Fair Trading.

Australian Wings Academy has an agreement with a Nationally Accredited Mediation Practitioner (LEADR) to provide independent mediation at the student's request. The opportunity to present an appeal will be at no cost to the student. Details on the mediation services provided and any additional costs will be provided to the student.

If the appeal process results in a decision that supports the student, Australian Wings Academy will immediately implement any decision and/or corrective action required and advise the student of the outcome.

**Grievance Policy Approval**

This policy has been agreed to and ratified by the CEO of Australian Wings Academy on the 27th February 2015.

**Student Counselling/Support**

---

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 Chief Flying Instructor. The CFI will attempt to remedy the situation quickly. The general manager is available by appointment to discuss issues arising during training.

Where professional counselling appears necessary, Australian Wings Academy will, at the students request arrange a meeting between a student and a counsellor. Where the counselling involves professional fees, payment of these fees will be the responsibility of the student.

Students who require additional support that cannot be provided by the school can contact Lifeline Freecall 131114

