



Code of Practice

Student Handbook for Overseas Students



Code of Practice

Australian Wings Academy is committed to high standards in the provision of vocational education and training and other student services. The following Code of Practice describes the minimum standards of our vocational education and training and other student services.

The purpose of the Code of Practice is to guide and enhance the conduct of staff and students in performing their duties in the training environment of the Australian Wings Academy.

Staff and students should observe the laws of the State and Commonwealth and the rules of the school, and the company's Operations Manual that is accepted by the Civil Aviation Safety Authority (CASA) and their rules and regulations.

The policies set out in this Code of Practice underpin the operations of the Australian Wings Academy. All staff and students will abide by its provisions.

Australian Wings Academy has a current business plan which describes the mission, goals, financial and operational functions and processes of the organisation and develops the strategies for achieving them. These strategies are the foundation for operational procedures. The implementation of the business plan is reviewed on an ongoing basis, with annual formal updates.

Australian Wings Academy maintains up to date and adequate insurance cover for the premises and facilities, as well as appropriate Workers Compensation and Public Liability Insurance.

Australian Wings Academy complies with all relevant local, state and federal government regulations covering this type of organisation.

The organisation monitors licensing and accreditation requirements and arranges all licensing/accreditation relevant to its programs. Details of licence and accreditation requirements are included in program information.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'Sweeney', located below the 'Yours Sincerely,' text.





This document sets out the codes of practice and conduct expected of the staff and students of the Australian Wings Academy. Please read prior to the beginning of your training.

1. Code of Conduct

The school 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

Staff and students should respect the privacy of others and ensure that information of a personal nature is accessed and used only for school purposes and is not disclosed to a third party as per the Privacy Act 2000. Where a student confides in a staff member, the information should not be discussed with or revealed to others, except where this is necessary to take action or decisions concerning the student who has provided the information.

Australian Wings Academy abides by the principles of the Privacy Act, however the organisation may be required to provide student contact details to State or Federal authorised personnel for the purpose of audit.

The school aims to achieve the highest standards of excellence in teaching instruction, safety and administration. All employees contribute to the achievement of this aim when they carry out their duties honestly and to the best of their abilities and are accountable for their official conduct and decisions.

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

Staff and students should exercise due care in undertaking their activities, particularly where others will rely on advice or information offered. Staff and students have a duty to take reasonable care to avoid causing harm (including physical harm) to anyone. Thus, staff and students should actively promote safe working practices and environments for everyone using school facilities.

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. Electronic mail and access to the Internet and computerised information systems are provided to staff and students to support their employment activities, and/or training and will be used solely for this purpose.

No person is to download files from the internet or open attachments unless the source is trusted. If there are email attachments the source must not only be trusted but the file must be accompanied by a suitable covering text. If not - do not open it. Simply trash it. The surfing of porn sites, no matter how tempting, is prohibited. Such sites are high risk, not just in a moral sense.

Staff and 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.

Resources should be used economically and waste avoided. Equipment, materials and School facilities should be treated with appropriate care and secured against theft or misuse. This ensures that the maximum level of resources are available to discharge the School's functions.

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 usually via the internet.

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 - The minimum attendance requirements for Youth Allowance, Austudy and Immigration Students on Austudy, Youth Allowance or Overseas students is 20 hours a week and all are required to sign a daily attendance record. If non-attendance occurs, the Flight Operations Manager will offer counselling and if further non-attendance occurs without a sick note or explanation then the unfortunate event of reporting the student to Centrelink or DIMIA will occur. The student will be given every opportunity to rectify their attendance record.

The first step in disciplinary action will be a verbal warning. If the behaviour/actions does not improve a written warning will be issued. If still no improvement, the student will be dismissed from the school.

2. Access and Equity

Australian Wings Academy will meet the needs of individuals, and the community as a whole through the integration of access and equity guidelines. We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

Staff are recruited responsibly and ethically at all times and recruitment is consistent with any curriculum requirements. Australian Wings Academy is committed to non-discrimination in any form when recruiting and selecting and at all times complies with equal opportunity and anti-discrimination legislation.

- The training focus is on outcomes so that students are not treated the “same”. The training focus is concerned with ensuring that all people participate and benefit to reach the same level. This may require extra one-on-one training.
- Access and equity issues are considered during modifications to training curriculum
- Non-English speaking students are not discouraged, and instead are introduced to an English language course such as ELICOS at Queensland International Business Academy or a similar English program
- Affirmative action is undertaken in recruitment with employees gaining employment based on merit.
- Equal opportunity is demonstrated whereby staff and students are not discriminated on the basis of race, sex, age, disability, sexuality, marital status. Employees are not discriminated on the basis of pregnancy.
- Student pilots who need specialised assistance unavailable internally will be referred to external organisations appropriate to their needs.
- Australian Wings Academy recommends completion of year 10 for Private Pilot's Licence and completion of year 12 for Commercial Pilot's licence.
- 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:
 - 16years of age to fly solo and gain GFPT
 - 17 years of age to gain Private Pilot's Licence
 - 18 years of age to hold Commercial Pilot's Licence
 - 21 years of age to hold Air Transport pilot's Licence
 - Before being issued with a Student Pilot 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.

The management of Australian Wings Academy reserves the right to refuse enrolment if there is reason to believe that the student's educational experience or other capabilities are not appropriate to this course of study.

3. Training Standards

Australian Wings Academy is committed to providing students with the highest possible safety and professional training standards.

Australian Wings Academy adheres to the Australian Quality Training Framework (AQTF) principles and standards.

Instructors and assessors must possess appropriate skills and knowledge relating to the development, presentation, assessment and evaluation of the module/course. Instructors and assessors must hold relevant competencies and knowledge at an equivalent or higher level than specified in the module of instruction to be delivered.

Instructors and assessors must appropriately maintain and upgrade professional skills and knowledge relevant to the content, delivery and assessment of the program/module being presented.

All flying instruction is individual even if back seating with another student

4. Physical Resources

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

These include:

- Well maintained aeroplanes for initial flying training and navigation, as well as constant speed, retractable undercarriage, and multi engine aeroplanes
- Modern training room facilities with computers and audiovisual equipment
- 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.

5. Refund Policy

The policy of The Australian Wings Academy is at all times to be fair and equitable to registered students.

- a) Australian Wings Academy agrees to refund all prepaid fees without deduction within two weeks where the student's application for enrolment is refused by the Australian Wings Academy.
- b) Australian Wings Academy agrees to refund all prepaid course fees without deduction within two weeks where Australian Wings Academy cancels the course or where the commencement of the course is postponed for more than four weeks.
- c) Where the student decides to withdraw from their course before their arrival in Australia, all prepaid less the course deposit will be refunded within two weeks upon receipt of a written application from the student.
- d) Australian Wings Academy agrees to refund within four weeks all fees paid, less a \$250 administration charge, where the student produces evidence that the application made by the student for a visa was rejected by the Australian Department of Immigration or where the student conducts an aviation medical examination outside of Australia and produces evidence that the aviation medical examination was failed.
- e) Where the student decides to withdraw from a course after arrival in Australia or where the student's enrolment is terminated due to non-attendance, non payment of fees and/or non compliance with the academy rules, Australian Wings Academy's policy is as follows:
 - i) 45% of the total course fees is not refundable
 - ii) For amounts paid in excess of 45% or the total course fee, a refund of flying hours paid for but not yet flown at the current published hourly rate for the aircraft types to be flown will be made less:
 - a) A cancellation fee of 20% of balance remaining after all costs have been deducted; and
 - b) An additional cancellation fee equal to 20% of any unpaid portion of the course fee, where applicable.

The above policy agreement does not limit the student's right to any legal recourse under Australian consumer protection laws. The refund will be refunded to the person who entered into the contract with the Australian Wings Academy.



6. Assessment Procedures

Assessment is competency based and in accordance with the National Assessment Principle incorporating the standards of the Australian Quality Training Framework.

Assessment is designed to determine whether the student can demonstrate the target competencies at each stage of flying training.

Student pilots who are unable to demonstrate competency at a given time or who successfully appeal assessment results will be re-trained before being reassessed at a later date.

Assessment methods include

Observation – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.

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 consisting of a question/s with answers of a single word, a few words, a sentence, or paragraph.

Computer Based Exams set and marked by CASA

Practical Flight Tests conducted by the CFI or other CASA Approved Testing Officer

Assessments occur as follows:

Written Tests	Flight Tests
Pre Solo	
Pre Area Solo	
Basic Aeronautical Knowledge	General Flying Progress Test
Private Pilot	Private Pilot test
CPL Aerodynamics	
CPL Flight Planning	
CPL Human Factors	
CPL Air law	
CPL Meteorology	
CPL Navigation	
CPL Systems	Commercial Pilot Licence
IREX (Instrument rating)	Instrument rating

7. Recognition of Prior Learning and Credit Transfer

As a Registered Training Organisation, Australian Wings Academy is obligated to recognise Australian Quality Framework statements of attainment issued by other Registered Training Organisations.

A student transferring from another school can apply for a credit transfer for previous flight training. The records will be requested from the previous school by the Chief Flying Instructor. The student will require evidence by way of their log book or training records.

If no evidence is available the CFI will assess any previous flying experience for students wishing to have prior learning recognised. This will be done through a briefing and flight assessment.



Special Conditions for Overseas Students.

1. English language Intensive Course for Overseas Students (ELICOS) or IELTS level 6 or equivalent Australian course
2. Academic standard for overseas students -recommended year 12 for Commercial Pilot Licence and year 10 for Private Pilot Licence or equivalent.
3. Enrolment is not offered to overseas students under the age of 18yrs
4. Overseas students will be required to attend The Australian Wings Academy for a minimum of 20 hours per week. Overseas students will be required to sign a daily attendance record. If attendance falls below the minimum, it will be reported to the Department of Immigration and Cultural Affairs (DIAC)

The 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:

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

Australian Wings Academy, when offering courses to international Students, is bound by the ESOS Act 2000, and Education (Overseas Student) Act 1998.

Student Support Services

Australian Wings Academy has a designated member of staff responsible for the welfare of overseas students. It is the policy of Australian Wings Academy to assist students adjust to life in a new environment. An orientation session is held at commencement of the course, where students are provided with an orientation kit containing information on the local area and support services available including legal and health services. If required a staff member will accompany students to set up bank accounts, have aviation medicals, buy uniforms etc.

Australian Wings Academy provides accommodation for students within walking distance from the Academy.

Deferring Suspending Or Cancelling a Student's Enrolment

Australian Wings Academy courses have defined structures and it is intended that each stage will be undertaken continuously to completion. Unforeseen circumstances may necessitate temporary interruption to a student's study.

Australian Wings Academy allows students to suspend, cancel or defer their studies only under very limited circumstances which are beyond the control of the student but will impact on their progress.

These will include but not be limited to:

- Serious illness or injury where a medical certificate states that the student was unable to attend classes

- Death of a close family member (Parent or Grandparent)
- A serious traumatic incident supported by police and/or psychologist's report

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

If the suspension or cancellation is being instigated by Australian Wings Academy because of a critical incident the student will be advised of the decision in writing advising them they have 20 working days to access the Complaints and Appeals policy.

Australian Wings Academy deems the following to be Critical Incidents.

- Student is missing from the academy for 14 days
- Student presents with symptoms of drug and alcohol abuse
- Students suffers/initiates domestic violence
- Student takes aeroplane without permission

If the student accesses the Complaints and Appeals Procedure the suspension will not then take place until the process is completed.

If the student does access the Grievance Procedure, DICA will be advised via PRISMS.

- If the deferral or suspension is for more than 28 days the student must leave Australia.
- If deferral or suspension is for more than 6 months, the student visa will be subject to cancellation

Monitoring Course Progress

In developing the Diploma of Aviation, Australian Wings academy ensured there would be sufficient time for students who may have difficulty through the initial phases of training.

Students work one on one with a primary instructor who closely monitors each student's progress. If a student is at risk of falling behind the expected progress an intervention program will be introduced

Together with the student's principal instructor, an Action Plan is developed and implemented. This includes proposed ongoing monitoring and agreed benchmarks and dates for milestone achievements 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.

Strategies are individually determined to meet the need of the student, and could include:

- a learning support program
- additional English language support
- additional tutoring or learning activities for theory subjects
- advice regarding study habits (eg maintaining required attendance)
- advising students on the suitability of the course in which they are enrolled
- advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency

If progress is still not satisfactory the CFI will make a recommendation on whether the student's enrolment will be cancelled or the student will be allowed to continue.

Australian Wings Academy will not extend the duration of the students study beyond the specified COE except under the following circumstances:

- Compassionate or compelling circumstances where a verified illness has prevented the student attending the academy for a significant length of time, or if AWA is not able to offer the student a part of their training.
- An intervention strategy was implemented for a student at risk of not completing some part of their training.
- An approved deferment or suspension of study has been granted.

Transferring between providers

Students cannot transfer to an other provider within the first six months of their training.

Australian Wings Academy will not knowingly enrol a student wishing to transfer from another provider within the first 6 months of the students 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 principal 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.

Where a student requests a transfer to another provider after the first six months the request will be assessed against the following criteria:

- Change in living situation
- Unresolved grievance
- AWA's inability to offer components of the training

Reasons for refusing a transfer would include:

- If AWA is able to provide the training
- Not moving would not affect the student's studies
- There is no grievance between the school and the student
- The student's account is not up to date

A decision will be made by the CEO within 10 working days of the request. 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.

Appeals

Australian Wings Academy seeks to prevent appeals by ensuring that students are satisfied with their training product and its outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with students. Any complaint about any assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the Chief Flying Instructor and the Director.

Appeals must be made within 21 days of receipt of assessment. All records of any appeals will be kept on file.

Appeal Procedure:

Notify Instructor within 21 days.

Instructor and/or Director provide a written statement of outcome within a further 21 days.

Seek reassessment or arbitration by a third party or panel acceptable to all parties to the appeal

The student has the right to appear in person before the panel.

If the appeal is still unresolved, the student will be advised of external organisations such as Consumer Affairs or the relevant Government Department that may be able to assist.

Complaint Procedure

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. In the event of a complaint concerning any matter in relation to training the student can:

1. Talk directly to the person concerned to resolve the problem. If no resolution
2. Obtain a Complaint Report Form from the office, submit a written statement outlining the complaint and return to the General Manager. The CEO or delegated person will obtain a response from the respondent and, if necessary, set up a mediation session. If no resolution
3. Seek independent mediation acceptable to both parties
4. The external organisations advise both parties of the resolution.

If a student is concerned about the actions of the Australian Wings Academy they may contact the State Registering Body – International Quality Unit (CRICOS) on 61 7 3225 2442 or cricosreg@deta.qld.gov.au

The complaints and appeals process does not remove the right of the student to take action under Australia's consumer protection laws.