



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 that 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 and accreditation relevant to its programs. Details of licence and accreditation requirements are included in program information.

Yours Sincerely

Phil Sweeney
Managing Director
Australian Wings Academy

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 is 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 International Students, Youth Allowance, Austudy and Immigration Students on Austudy 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, or 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:
 - 16 years 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.

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.

Special Conditions for Overseas Students

1. English language for overseas students English Language Intensive Course for Overseas Students (ELICOS) or IELTS level 5.5 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 unless it can be proved to the school that a relative or guardian supervises their welfare.
4. Overseas students will be required to attend The Australian Wings Academy for a minimum of 20 hours per week.
5. 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 Multicultural and Indigenous Affairs (DIMIA)

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) for 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.

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

Relevant Legislation for Training

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

- Vocational Education Training and Employment Act 2000
- The National Code and ESOS Act 2000 (For overseas Students)
- Workplace Health & Safety Act 1995 plus amendments
- Anti Discrimination Act 1991
- Civil Aviation Safety Authority
- Privacy Act 2000

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 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.

5. 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. AWA will request the student's records from the school where they conducted their previous flight training. The student will require evidence of their previous training 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.

6. Fee Structure

Because of the variable costs during the course The Australian Wings Academy offers a several options for payment.

Students may make a deposit on account, to be drawn down after each flight

The Pay-as-you-go method of payment requires that the student has access to funds at the end of the day or flying sequence through cash, card or cheque to pay for day's lessons.

If fees are paid up-front the following policy will apply.

Refund Policy Statement for Domestic Students

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

Where a student terminates his/her training, he/she will notify the Australian Wings Academy Management immediately in writing of his/her decision including the reason(s) for terminating the course.

Termination will be deemed effective from the date of receipt by the Australian Wings Academy of written notification from the student of the termination.

Refund Procedures:

1. All requests for refunds of any fees are by application only in writing stating the reasons for the termination
2. Should a student withdraw (or be withdrawn) from the course for any reason, then
 - (a.) Flying hours included in the syllabus but not yet used that have already been paid for, will be refunded, less an administration fee of \$500. The calculation of the refund will be the unused hours from the syllabus calculated at the original rate for the aircraft type in the fee estimate given to the student,
 - (b) There will be no refunds for pre-paid theory courses or any other pre paid costs or fees.
3. The refund amount as prescribed above will be adjusted according to any additional flying or tuition costs incurred by the student. Any accounts outstanding at the time of the withdrawal will also be deducted from the amount refunded including interest at a rate of 9% pa
4. No refunds will be given for airfares or hotel accommodation and transfers to attend a course, or equipment and manuals used for a course.
5. Any refund due shall be paid no later than four weeks after it is due.

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.

Protection Of Fees Paid In Advance

Australian Wings Academy treats fees paid in advance as follows:

- Advance fees are kept in a separate bank account with a recognised banking institution;
- Advance fees will be accessed only by AWA when the service is rendered on a week-by-week basis;
- Advance Fees will not used for any other purpose until the student has completed the subject relating to the balance of the fees.

Refund Policy for Overseas Students: Please refer to the Contract of Enrolment.

7. 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 Aero Dynamics	
CPL Flight Planning	
CPL Human Factors	
CPL Air law	
CPL Meteorology	
CPL Navigation	
CPL Systems	Commercial Pilot Licence
IREX (Instrument rating)	Instrument rating

8. 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.

9. Issuing Certificates

- A statement of attainment will be issued to the student when he/she has attained specific competencies in their training.
 - Upon satisfactory completion of each course the student will be issued with a Certificate (e.g. Certificate 4 in Aviation on completion of the CPL, Diploma of Aviation on completion of the multi engine instrument rating course
 - The Civil Aviation Safety Authority will be notified of any flight tests, which the student undertakes
 - The Chief Flying Instructor will record satisfactory completion of flight tests in their personal logbook.
 - C.A.S.A. will issue the necessary licences to reflect a pass in these tests.
- Once a student has completed their training with the Australian Wings Academy their records will be kept in the student archives for 2 years as required by CASA and a copy of Certificates issued will be kept for 30 years.
10% of all training records are kept electronically for 12 months following the completion of a course, as required by Department of Education and Training.

10. Complaint Procedure

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 Flight Operations Manager.

The Director 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
Refer to: Southern Cross Connections (07) 5527 2001

These external organisations advise both parties of the resolution.

- If a student is concerned about the actions of the Australian Wings Academy they may approach the Department of Education and Training

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

11. 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.

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

12. Workplace Health and Safety

The safety of staff and student pilots is of primary importance in all activities carried out by the organisation. The organisation observes all occupational health and safety legislation.

Health and Safety laws require that employers have a duty of care to provide a workplace that is safe and the health of the employees is not damaged.

The employees and students also have a duty of care to follow instructions for safe working practices and to work and behave in ways which are safe and do not endanger the health and safety of others.

Accidents to staff, students and equipment must be reported to management immediately

- Closed shoes must be worn in the hangar at all times.
- Students and staff need to be aware of oil/water spills on the floor of the hangar. These must be wiped up immediately using the rags or the spill kit in the hangar. Don't assume that someone else will do it.
- There is a first aid kit for minor injuries at the front office.
- There is a diagram of the offices and hangar on the notice board showing the position of fire extinguishers and safety equipment and emergency exits.
- Always treat propellers as live