

1. Purpose

- 1.1 The purpose of this policy is to ensure complaints and appeals are managed impartially and equitably to resolve any difference between Aviation Australia (AA) and any of its customers and to define how students can have an academic or administrative decision re-evaluated by AA.

2. Scope

- 2.1 This policy applies to anybody accessing a service through AA.
- 2.2 This policy does not apply to appeals relating to pilot examinations provided by the Civil Aviation Safety Authority (CASA). Any complaints or appeals relating to such exams must be directed to CASA.
- 2.3 For appeals relating to Part 66 Examinations, refer to AA EX PRO 07.

3. Regulatory References

- 3.1 National Code of Practice 2018 – Standard 10 Complaints and Appeals.
- 3.2 Standards for Registered Training Organisations 2015.

4. Related Documentation

- 4.1 AA QA PRO 06 Customer Improvements or Complaints.
- 4.2 AA EX PRO 07 Examination Appeals.
- 4.3 AA EX PRO 02a Examination Conditions.

5. Glossary of Terms

- 5.1 **Complaint** – An expression of dissatisfaction with the quality or delivery of service, a policy or procedure, or the conduct of another person.
- 5.2 **Appeal** – A request to have a decision related to an Academic or Non-academic matter reviewed for a fairer outcome for all parties involved.
- 5.3 **Academic matters** – includes matters relating to student progress, assessment, curriculum and awards in a course of study being undertaken with AA.
- 5.4 **Non-academic matters** – includes matters relating to enrolment in a course and personal information held by the provider.

6. Responsibilities

- 6.1 The Quality Assurance Manager is responsible for the proper execution of this Policy.
- 6.2 The Chief Examiner is responsible for the management of Part 66 regulatory examination appeals.
- 6.3 The various training department managers are responsible for the management of complaints and appeals other than those relating to Part 66 regulatory examinations.

- 6.4 All Complaints and Appeals must be processed by the Chief Examiner or Business Manager and recorded via the electronic QMS for statistical analysis and annual review.

7. Policy

7.1 AA is committed to providing an effective, equitable and timely complaints and appeals process accessible and open to all AA customers and staff.

7.2 AA will afford natural justice and procedural fairness to all parties and aim to:

7.2.1 facilitate open and honest communication and maintain a culture that views complaints and appeals as an opportunity to improve the organisation;

7.2.2 ensure that there is a consistent approach to the management of complaints and appeals.

7.2.3 ensure a student is entitled to lodge a complaint or appeal at no cost and may be accompanied or assisted by another person (at their cost) at any time during the process.

7.2.4 maintain the student's enrolment throughout the complaints and appeals process, however AA reserves the right to withhold learning opportunities from the student should it be deemed the most appropriate temporary solution.

7.3 Guidelines for Acceptable Grounds for Making an Appeal

7.3.1 The following guidelines indicate acceptable grounds for appeal:

- Inequitable assessment when compared with other students.
- Situations where non-academic factors have affected assessment.
- Faulty administration or faulty conduct of the assessment.
- Inadequate allowance for special consideration in assessment, in compliance with applicable regulatory restrictions (note that appeals may be made in relation to special consideration only if the appellant has previously, formally and correctly applied for special consideration).

7.3.2 Where an individual feels that they:

- can demonstrate, by written application that AA failed to ensure that exam conditions as prescribed in AA EX PRO 02a Examination Conditions were not complied with.
- can demonstrate, by written application they have been unfairly treated in the process of assessment.
- can demonstrate, by written application they have been unfairly treated by persons involved in the conduct of an examination or assessment.
- can demonstrate (with supporting evidence), by written application, IAW AA EX PRO 07 that a Part 66 examination mark should be reconsidered.
- can demonstrate, by written application, that an assessment should be reconsidered.

- can demonstrate, by written application that they have grounds for appealing a decision made by AA in regard to non-academic matters.

7.4 Unacceptable Grounds for Appeal

7.4.1 Where an individual feels that:

- they don't like the mark.
- they are close to a pass mark.
- they put a lot of effort into studying.
- this is a failing mark and they don't like to fail.
- they worked with another student and they got a higher mark.
- their mark makes them uncompetitive.
- they don't like the way a question/questions are written.
- they don't like the person that performed their assessment.
- they don't like the person that supervised their examination.

7.5 Appeals will only be accepted if they have been submitted by an individual for the individual. Group or class appeals will be rejected.

7.6 Appeal Timeframes

7.6.1 **Part 66 Examination Appeal**

- Paper based aviation regulatory examination appeals must be submitted within 7 working days of official notification of results.
- Electronic examination/s with a built-in appeals process will be processed on receipt of an official written examination appeal form (i.e. AA EX PRO 07a).
- Please refer to AA EX PRO 07 Part 66 Examination Appeals for flowchart.

7.6.2 **All Other Academic and Non-Academic Appeals**

- An individual has 28 days to appeal following receipt of written notice of a decision.
- AA must commence action within 10 working days and endeavour to provide a resolution within 30 days.
- Please refer to AA QA PRO 06 Customer Improvements, Complaints and Appeals for non-Part 66 examination appeals and complaints flowchart.

8. Records

8.1 A record of complaints and appeals other than Part 66 examination appeals is maintained in the electronic QMS for an indefinite period.

8.2 A record of Part 66 examination appeals is maintained by the Chief Examiner.

9. Flowchart

9.1 N/A