



**UAVAIR** **BASAIR**  
unmanned systems training AVIATION COLLEGE

# Student Handbook for UAVAIR 2024

Version 1.0

## Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or **UAVAIR** policy may impact on the currency of information included. **UAVAIR** reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting **UAVAIR**.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of **UAVAIR**. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to: [admin@uavair.edu.au](mailto:admin@uavair.edu.au) or call **1300 893 340**

## UAVAIR

**Registered training provider BASAIR Aviation College RTO: ID 1327**

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## Important Details

### Registered Training Organisation (RTO) Details:

Head Office: **UVAIR**  
**RTO 1327**  
**4/24 Portside Crescent**  
**Maryville NSW 2293**  
**T 1300 893 340**  
**E [admin@uavair.edu.au](mailto:admin@uavair.edu.au)**  
**W <https://uavair.com.au>**

### Student Details:

Name:	
Address:	
Phone contact:	
Email:	
Course of study:	
My trainer name:	
My assessor name:	

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## Welcome

Congratulations on your choice to undertake a qualification with **UAVAIR**.

**UAVAIR** is the premier trainer for Remote Piloted Aircraft Systems (RPAS) in Australia and has one of the largest drone fleets in the Southern Hemisphere.

**UAVAIR** is part of the BASAIR Australia Group, consisting of BASAIR Aviation College, Australia By Air, Eagle Aircraft Maintenance and UAVAIR. BASAIR is Australia's largest aviation training company operating the third largest fleet in Australia, behind Qantas and Virgin.

**UAVAIR** offers the highest level of qualification available in the commercial sector and provides links to various industries utilising drone technology. **UAVAIR** delivers a range of RPAS training courses to High School students, the Australian Defence Force, and the corporate sector.

Studying with **UAVAIR** opens the door to a wide range of industries utilising RPAS technology for the efficiencies and value drones can add to a wide range of business operations.

Australia is a global pioneer in drone usage, infrastructure, innovation and more with excellent drone-related research, under the umbrella of regulation by the Civil Aviation Safety Authority (CASA).

I wish you all the best in your studies and hope that you enjoy both the theoretical knowledge you will gain as well as the amazing experience of flying drones and learning more about this incredible industry.

Aim high!

**Megan Hardie**

**Head of UAVAIR**

## About Us

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in:

- AVI30419 Certificate III in Aviation (Remote Pilot)
- AVISS00057 – Remotely Piloted Aircraft Systems Observers Skill Set
- AVISS00080 – Remotely Piloted Aircraft Operations in Excluded Category Sub-2kg Skill Set

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is **1327**

Our courses are delivered by qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- Classroom lessons
- Online modules
- Online collaboration,
- Practical fly days and
- A combination of the above

## Contacting Us

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with **UAVAIR**.

## Legislation

As an RTO, **UAVAIR** is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- *National Vocational Education and Training Regulator Act 2011*
- *Standards for Registered Training Organisations (RTOs) 2015*

Additionally, **UAVAIR** abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- *Anti-discrimination*
- *Children and Young People*
- *Copyright*
- *Employment and Workplace Relations*
- *Equal Opportunity*
- *Fair Work* (including harassment and bullying)
- *Privacy and Personal Information Protection*
- *Student Identifiers*
- *Workplace Health and Safety*

**UAVAIR** is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- [www.comlaw.gov.au](http://www.comlaw.gov.au) which is the Australian Government website for Commonwealth Law
- [www.asqa.gov.au](http://www.asqa.gov.au) which is the website for the regulator of Australia's vocational education and training (VET) sector

## Code of Conduct

As a responsible member of the VET community, **UAVAIR** follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, **UAVAIR** has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

**UAVAIR's Trainer Code of Conduct** states that:

- 1) All operations must be conducted in compliance with the Civil Aviation Act, the Civil Aviation Safety Regulations, UAVAIR's ReOC & Operations Manual, as well as all current company directives and procedures.
- 2) The trainer takes active steps to improve training outcomes and the success of the company.

A copy of the Code of Conduct can be obtained by contacting **UAVAIR** on: **1300 893 340**

## Other Policies and Procedures

The following Policies and Procedures underpin **UAVAIR's** operations. Please contact our administration team on [admin@uavair.com.au](mailto:admin@uavair.com.au) or phone 1300 893 340 for more information:

- Access and Equity Policy
- Appeals Policy
- Assessments Policy and Procedure
- Complaints Policy and Procedure
- Marketing Policy
- Policy for Student Conduct
- Pricing Policy
- Privacy Policy
- Refund Policy and Procedure
- Workplace Health and Safety Policy



## Privacy

**UVAIR** strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

**UVAIR** is required to comply with the *Australian Privacy Principles* which are outlined in Schedule 1 of the *Privacy Act 1988*.

Under the *Data Provision Requirements 2012*, **UVAIR** is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on your enrolment form), may be used or disclosed by **UVAIR** for statistical, administrative, regulatory and research purposes. **UVAIR** may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

## Access to Your Records

If you wish to access your student information file, please direct your enquiry to [admin@uavair.edu.au](mailto:admin@uavair.edu.au)

## Enrolment

A copy of our Student Handbook will be supplied for you to read and understand.

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course. Note that enrolment is not confirmed until fees have been paid as agreed in MOU's and individual offer letters.

## Enrolment Dates

**UAVAIR** operates on a system of rolling start dates. This means you are able to enrol and start studying straight away.

## Entry Requirements

Please contact **UAVAIR** to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

## Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, **UAVAIR** cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

## Access and Equity

**UAVAIR** will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. **UAVAIR** prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

**UAVAIR** will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at **UAVAIR** to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on **1300 893 340**.

## Other Support Services

**UAVAIR** is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)

Beyond Blue: 1300 22 4636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)

Salvation Army: 13 SALVOS (13 72 58) or [www.salvos.org.au](http://www.salvos.org.au)

## Fees

Information about fees and charges is documented clearly on our website [www.uavair.com.au](http://www.uavair.com.au) or can be obtained by contacting **UVAIR**. A number of factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Course duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Your eligibility for subsidies or concessions

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees. All fees are correct as of **1 January 2023** and are subject to change. Please contact **UVAIR** if you have any questions related to course fees.

Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility (<https://www.humanservices.gov.au>).

## Course Fees

Qualification	Course Code	Funding Type	Fee	RPL Cost
Certificate III in Aviation (Remote Pilot) NSW Independent Schools	AVI30419	Fee for service – non funded schools	\$6890	
Certificate III in Aviation (Remote Pilot) TAS ALL Schools	AVI30419	Fee for Service	\$4000	\$400
Skills sets		Fee for service	Upon negotiation	

*\*For Queensland schools please refer to the BASAIR website for information regarding courses – [www.basair.com.au](http://www.basair.com.au)*

## Cancellation Fee

A cancellation fee may apply for withdrawing from a course. The cancellation fees will be outlined in the individual school MOU or Offer Letter.

## Payment Options

Payment of course fees can be made to **UAVAIR** via:

- Credit card
- Debit card
- Electronic funds transfer
- Cash *[edit to only include relevant options for payment methods]*

Fees must be paid by the due date agreed in your school MOU or individual offer letter. This will be clearly stated prior to your enrolment.

Please note that outstanding fees may result in cancellation of your enrolment and/or **UAVAIR** withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us on **1300 893 340** to discuss options.

## Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, **UAVAIR** may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact **UAVAIR** as early as possible to discuss options.

## Refunds

Should a student withdraw from a course for any reason, a full or partial refund may be applicable. School MOU's and individual offer letters will outline when a refund will be granted. Please contact **UAVAIR** on **1300 893 340** to discuss individual circumstances.

## Course Withdrawal

If you wish to withdraw from a course, you must advise **UAVAIR** in writing of your decision. A withdrawal form can be obtained by contacting the UAVAIR administration office at **admin@uavair.edu.au** and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- Effective date of the cancellation
- Reason for withdrawal
- This form must be signed by your career advisor if you are in school

Your application will be reviewed, and you will be advised of the outcome within **[7 working days]**.

## Withdrawal Prior to Commencement of Course

If you withdraw from a course prior to commencing any learning and/or assessment tasks associated with the course, a refund of the full course fees will be as outlined in the MOU or Offer Letter. This is because **UAVAIR** will have already expended resources associated with setting up student records and providing materials.

## Withdrawal After Commencement of Course

- If the course has already commenced, a pro-rata refund may be calculated for the units of study not already started
- Any co-contribution fees paid for Government subsidised training will be refunded for the units not trained

## Cancellation of Course by UAVAIR

In the event that a course is cancelled by **UAVAIR** for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

## Course Information

After enrolment, you will be given access to training materials in hard copy and/or digital format. You will need to supply your own stationery materials. A welcome email will be sent with log-in details so you can access **UAVAIR**'s online learning platform.

## Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

## Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for **all activities** a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: <https://www.aqf.edu.au/sites/aqf/files/aqf-2nd-edition-january-2013.pdf>)

More information on Volume of Learning can be accessed at:

<https://www.aqf.edu.au/sites/aqf/files/volume-of-learning-explanation-v2-2014.pdf>

## Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

### How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements the student is marked as 'Not Competent', while successful performance will result in the student being deemed

'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

**UVAIR** has a Training and Assessment Strategy for each of the qualifications we deliver, and we outline our approaches for conducting assessment in those strategies.

## Training and Assessment Strategies

**UVAIR** staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer (CT).

## Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

## Apprenticeships and Traineeships

**UVAIR** gives all students enrolled in an apprenticeship or traineeship a training plan which outlines how and when training will take place. This is signed by all parties involved, and given to you at the start of the training contract.

## Training Plans

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan



will be developed between you, the placement/workplace organisation, and **UVAIR**. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

## Recognition Processes

**UVAIR** offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

- **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact **[our administration department]** to discuss your options.

- **Recognition of Current Competencies**

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has "...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained".

(Taken from: <http://www.skillsrecognition.net.au/key-terms>)

- **Credit Transfer**

**UVAIR** recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact **our administration department** on **1300 893 340**

## Foundation Skills

All training and assessment delivered by **UAVAIR** contain Foundation Skills. Foundation Skills are embedded into Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management. Assessment Information

## Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

## Resubmissions

If you receive feedback to say your submission was 'Unsatisfactory', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. **UAVAIR** does not charge a fee for resubmission of assessments. If, after **3** resubmissions your work is still 'Unsatisfactory', you will be awarded a result of 'Not Competent' and required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification.

Talk to our administration department for more information. All of the staff at **UAVAIR** will take every reasonable effort to help you succeed in your course.

## Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

## Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by **UAVAIR**. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response

- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

## AI

UAVAIR supports the responsible and ethical use of generative AI. Nevertheless, students are only encouraged to use AI tools for study to help brainstorm assignments or to revise/supplement existing work they have written. It is solely students' responsibility to make all submitted work their own, maintain academic integrity, and avoid any type of plagiarism.

AI content is generated by a program, using sophisticated algorithms that pull from a variety of content available on the internet. Depending on the program, the content produced could be plagiarised from another source without attribution. If a student uses this plagiarised content in their own work, they are also unknowingly plagiarising.

### DO:

- Use AI programs as smart search engines that present information in ways that is easy to read and understand.
- Use AI information only to supplement the knowledge covered in UAVAIR produced study material such as Learning Resources, On-line Content, Quizzes, and Theory Presentations.
- Ask AI programs for clarification or explanations when you need help.
- Generate ideas, topics, and writing prompts using AI programs.
- Be transparent; Acknowledge use of AI in any work you submit for class. Text directly copied from AI sites must be treated as any other direct quote and properly cited. (see example below)

Example:

I acknowledge the use of [insert AI system(s) and link] to [specific use of generative artificial intelligence]. The prompts used include [list of prompts]. The output from these prompts was used to [explain use].

I acknowledge the use of [1] ChatGPT (<https://chat.openai.com/>) to [2] generate materials for background research and self-study in the drafting of this assessment. I entered the following prompts on 4 January 2023:

- [3] Write a 50 word summary of Air Laws in Australia. Write it in an academic style. Add references and quotations from CASA.

[4] The output from the generative artificial intelligence was adapted and modified for the final response.

## DON'T:

- Copy text or images from AI programs without proper acknowledgement or referencing.
- Do not rely solely on AI tools to complete assignments. It is important to understand the material and complete assignments on your own. Use AI tools to supplement your study only.
- Do not use AI tools to plagiarise\*. Using AI to generate or modify content to evade plagiarism detection is unethical and violates academic integrity.
- **Caution:** Do not assume that AI responses are always correct. It has been noted that AI can generate fake results. The results can be out of context, and or not relevant to what an assessment question is actually asking.

\*Please see the plagiarism policy in the student handbook

## Responsible AI use:

AI programs can have implicit bias, and even present incorrect information. Anytime students use an AI program, they should think critically and be sure to fact-check using primary sources.

Breach of this policy will result in an assessment being deemed “Unsatisfactory”. If students disagree with this result, they can follow the Appeals process outlined in the Students Handbook.

## Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. **UAVAIR** expects that you use Harvard style of referencing when writing your assessments. More information about how to do this can be found at:

*Harvard:*

[https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard\\_Complete.pdf](https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard_Complete.pdf)

## Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow **UAVAIR**'s procedure for lodging an appeal.

## Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office on **admin@uavair.edu.au**

## Student Conduct

Just as **UAVAIR** has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

**UAVAIR** views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to **UAVAIR** and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our **Complaints and Appeals** process.

## Complaints and Appeals Process

### Complaints Process

If a student, trainer or staff member is experiencing any difficulties, they are encouraged to discuss their concerns with Senior Management. RTO administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a student or staff member wishes to make a formal complaint they are required to complete a Complaints and Appeals Form, which is available by contacting [admin@uavair.edu.au](mailto:admin@uavair.edu.au). Once the form has been completed, the form should be submitted to the RTO manager for actioning.

If required, the student has the right to have a third party/support person assist them through the Complaints Process, this may be due to language barriers or simply at the students' request.

Following is the process for managing complaints:

1. Formal complaint is received by the complainant to the RTO
2. If not already submitted with the complaint, a Complaints and Appeals Form is completed and submitted to the RTO Manager
3. A written acknowledgement of receipt of the Complaints and Appeals Form will be forwarded to the complainant following receipt by the RTO Manager within 5 business days
4. The Complaint is discussed with all parties involved in the grievance, in order to find a solution agreeable to all parties
5. Grievances should be kept confidential, in order to protect the complainants
6. All Complaints and Appeals Form are to be reviewed at the monthly Quality and Compliance Meetings.
7. The RTO Manager is to follow the process on the Complaints and Appeals Form
  - a. An initial meeting is to be held within 10 business days
  - b. If further investigation is required, this should be completed within 60 calendar days
8. Each appellant:
  - a. Has an opportunity to formally present his or her case
  - b. Is given a written statement of the complaint outcomes, including reasons for the decision
9. If a solution cannot be found the matter is brought before senior management for resolution, agreeable to all parties.
10. If Senior Management is party to the grievance, they will not take part in any discussions or decisions made and the matter will be referred to the CEO.
11. If a solution has not been reached to the benefit of all parties the complainant has the right to request a review by an independent party, who is not part of the RTO

12. The RTO is responsible for acting upon the subject of any complaint found to be substantiated.
13. Complaints and Appeals Forms received are to be entered onto the Complaints and Appeals Register
14. If the RTO determines that the complaint process cannot be finalised within 60 calendar days the RTO Manager will:
  - a. Confirm this in writing to the complainant, including reasons why more than 60 calendar days is required
  - b. Will regularly update the complainant or appellant on the progress of the matter

Complaints and Appeals Forms are to be actioned by the appropriate staff member and filed into the Complaints and Appeals Register and a scanned copy saved onto the student file in the database.

All Complaints and Appeals Forms are to be reviewed during the monthly Quality and Compliance Meetings and improvements are to be identified and implemented according to the Policies and Procedures of the RTO.

Should the internal process be unsatisfactory, you can lodge a complaint to the:

- National Training Complaints Hotline <https://www.dese.gov.au/national-training-complaints-hotline>
- Australian Skills Quality Authority (<http://www.asqa.gov.au/complaints/complaints.html>)

There is no cost involved with lodging a complaint with UVAIR Pty Ltd.

## **Assessment Appeals Policy**

The student has the right to appeal on an assessment result if they believe that the result given was unfair or unjustified.

This includes Appeals arising in the following areas:

- a) Student disagrees with the result given by their Assessor (including Third Party)
- b) Student wishes to have their result reviewed by another Assessor
- c) Student wishes to be re-assessed for the same unit
- d) Student wishes to change the unit
- e) Student believes that they were discriminated against by the Assessor

## **Assessment Appeals Procedure**

All students have the right to appeal any assessment decision made by the RTO if they:

- Believe that the assessment is invalid and/or
- Feel that the process was invalid, inappropriate or unfair

Before making an appeal, we ask that you discuss the matter with your Trainer/Assessor in an attempt to reach a decision.

If you are still not happy, you are then entitled to lodge a formal Appeal by completing an “Complaints and Appeals Form” within 7 days of the initial discussion. Once a formal appeal is lodged a new Assessor will be appointed in an attempt to resolve the appeal. Any decision recommended by this party is not binding to either party in the dispute.

If you are still not satisfied another registered training provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary.

You have the right to a support person to be involved at all times during the appeal process.

Following is the process submitting an Appeal:

1. Student receives a result for an assessment task of which they do not agree with the result
2. Student completed a Complaints and Appeals Form
3. The Complaints and Appeals Form is submitted to the RTO Manager
4. A written acknowledgement of receipt will be forwarded to the Student confirming receipt of the Complaints and Appeals Form
5. The RTO Manager will consult with the trainer/assessor and student individually
6. The RTO Manager is to follow the process on the Complaints and Appeals Form
7. An initial meeting should be held within 10 business days
8. The student will be advised of the outcome of this consultation process within 15 business days of the dispute being lodged
9. If it is decided that there is a case for review, a suitably qualified, independent assessor will be employed to conduct another assessment. An assessment date will be negotiated with the student. Following the assessment, the student will be advised of the result within 10 business days
10. If the student is not satisfied with any decisions made in this review process, a Review Board (which may include representatives from another RTO) will be convened to review the case again.
11. All Complaints and Appeals Forms received are to be entered onto the Complaints and Appeals Register

All Complaints and Appeals Forms are to be reviewed during the monthly Quality and Compliance Meetings. If the RTO determines that the appeals process will take more than 60 calendar days, the RTO manager will notify the student in writing including reasons why more than 60 days is required. The RTO manager will regularly update the student with the process.



## Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

## Workplace Health and Safety

Workplace health and safety legislation applies to everyone at **UAVAIR**. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately to a trainer or UAVAIR staff member. Forms to report incidents and hazards are available from your trainer or by contacting [admin@uavair.edu.au](mailto:admin@uavair.edu.au).

## Smoking, Drugs and Alcohol

**UAVAIR** is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on **UAVAIR** premises, to use **UAVAIR** facilities or equipment, or to engage in any **UAVAIR** activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

## Student Feedback

**UVAIR** is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of your study.

## Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for **UVAIR** and other RTOs under the Standards for RTOs 2015.

If for some reason **UVAIR** ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by **UVAIR**')

## Student Handbook Verification

Please make sure you read and understand all parts of this Student Handbook. If there is any aspect with which you are unsure, please contact **UAVAIR** for clarification.

After you have finished reading this Handbook, please complete the section below, sign your name and return this page to **UAVAIR**.

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I, \_\_\_\_\_ (print full name), have received a copy of the **UAVAIR** Student Handbook. I acknowledge it is my responsibility to read, understand and follow the terms and conditions it sets out. I understand this does not cancel my rights as applicable according to state and/or federal law.

Student name: \_\_\_\_\_

Student signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Appendix A

### Information from the Standards for RTOs 2015

The following information has been taken from <https://www.asqa.gov.au/standards/chapter-2/clauses-5.1-5.3>

Standard 5 is about making sure learners “are adequately informed about the services they are to receive, their rights and obligations, and the RTO’s responsibilities under these Standards”. Much of the information learners need to know can be included in the Student Handbook or published on your RTO’s website.

### Inform and protect learners

#### Clause 5.1

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner’s needs, taking into account the individual’s existing skills and competencies.

#### Clause 5.2

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- the training and assessment, and related educational and support services the RTO will provide to the learner including the:
  - estimated duration
  - expected locations at which it will be provided
  - expected modes of delivery
  - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO’s behalf, and
  - any work placement arrangements.
- the RTO’s obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- the learner’s rights, including:
  - details of the RTO’s complaints and appeals process required by Standard 6, and
  - if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
- the learner’s obligations:
  - in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services
  - any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product, and
  - any materials and equipment that the learner must provide, and
- information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

## Clause 5.3

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- all relevant fee information including:
  - fees that must be paid to the RTO, and
  - payment terms and conditions including deposits and refunds
- the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- the learner's right to obtain a refund for services not provided by the RTO in the event the:
  - arrangement is terminated early, or
  - the RTO fails to provide the agreed services.

## Clause 5.4

Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

## Consumer rights

Inform prospective learners about their rights as a consumer, in accordance with state/territory laws.

If state or territory laws where the course is being offered require a cooling-off period, you must provide information about this.

Your RTO must also notify learners when any change occurs that may affect the services you are providing them. This includes:

- a change in ownership of the RTO, and/or
- any changes to, or new third-party arrangements your RTO puts in place, for the delivery of services to those learners.