



ASSET AVIATION
INSTITUTE

Student Handbook 2019



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Welcome to ASSET Aviation Institute. This handbook is a guide for students enrolling in a qualification programme, an ICAO TRAINAIR Plus course, or an ASSET Aviation Institute professional development course.

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The handbook provides essential information about who we are, what courses we offer, our policies and how we go about delivering training. In this handbook you can read about:

- The ASSET Aviation Institute—its structure and governance;
- Training and assessment services offered;
- Application for admission and enrolment processes and student fees;
- Our approach to recognition of prior learning;
- Complaints and appeals processes;
- Important policies that may affect you as you enrol into a course with ASSET Aviation Institute.

Please read the handbook and if you have any questions you can contact us by phone on 07 3103 6870, or via email at **student.support@assetaviation.com**.



The Institute

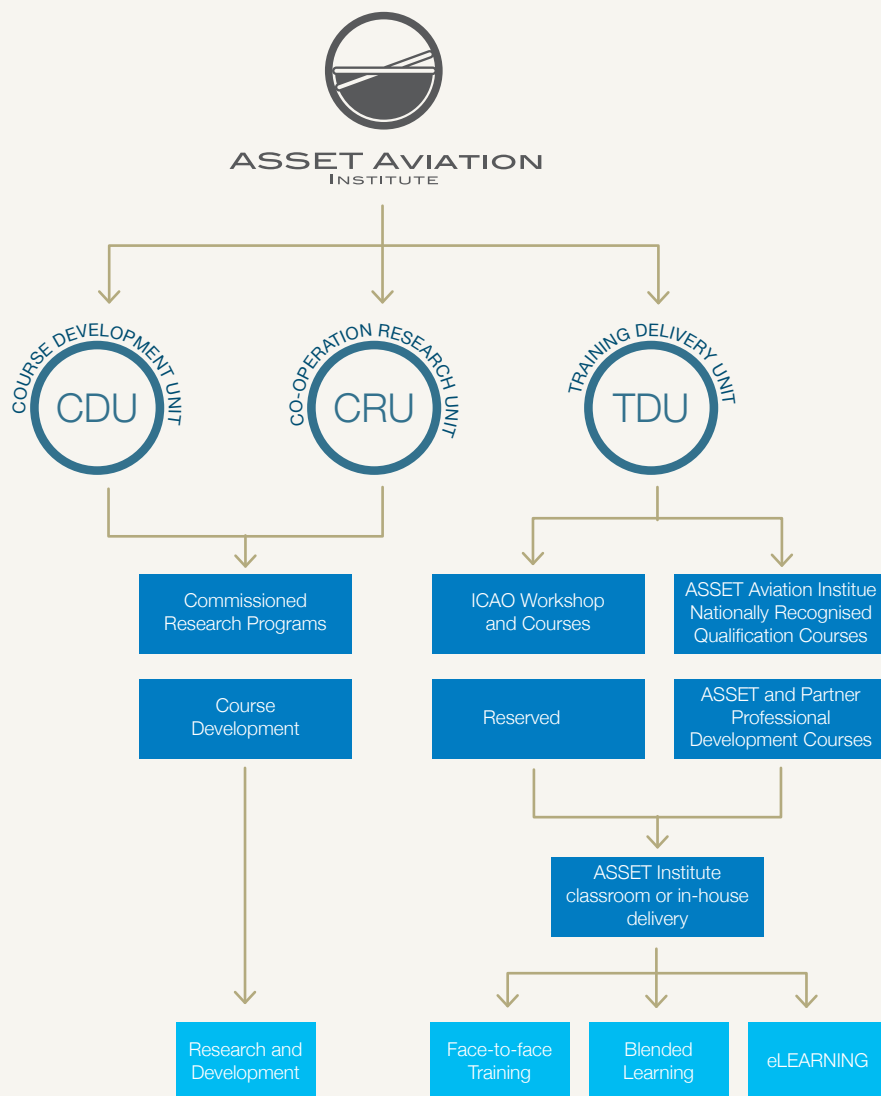
ASSET Aviation Institute offers three principal services to the aviation community. We design and develop competency-based training programmes; we teach students and award them nationally and internationally recognised qualifications in aviation courses; and, we offer professional and career development programmes for aviation personnel.

The Institute is more than a training centre; it is research and development unit, a training organisation and a professional development and career mentoring network. Our work is divided among three operational units: Co-operation Research Unit (CRU), the Course Development Unit (CDU) and the Training Delivery Unit (TDU).

The objectives of the Institute's CRU, are to identify and research performance problems and emerging issues in the industry, under the ICAO training development framework. The objectives of the CDU are to design, produce and validate competency-based training programmes for use by civil aviation training centres in accordance with ICAO standards. The objectives of the TDU are to deliver training to the industry in the most effective and efficient manner possible and to advance the professional development of aviation personnel, in accordance with Australian Skills and Qualification Standards and ICAO principles.

The Institute, located in Brisbane is an associate member of the ICAO TRAINAIR Plus programme and an approved training organisation under the National Vocational Education and Training Regulator Act 2011.





Our Standards

Aviation is regarded as an ultra-safe industry. With over 3.3 billion passengers flying annually on 38 million flights globally, the industry touches every continent and crosses every border. To obtain such a high level of safety and reliability the industry requires the application and conformance with standards.

ASSET Aviation Institute conforms to Australian and international standards regarding training design, delivery and continuous improvement.

- The Institute conforms to the Standards for Registered Training Organisations (RTO) 2015, made under the National Vocational Education and Training Regulator Act 2011 issued by the authority of the Minister for Tertiary Education, Skills, Jobs and Workplace Relations, of the Australian Government. The Australian Skills and Qualifications Authority (ASQA) uses the Standards to ensure courses are delivered to a nationally consistent and high standard across Australia's vocational education and training (VET) system. As an Australian training organisation, ASSET Aviation Institute complies with the requirements of the current Standards for Registered Training Organisations and aims to deliver industry best-practice training courses.
- The Institute conforms to the Standards for ICAO TRAINAIR PLUS civil aviation training centres, made under the authority of the United Nations, International Civil Aviation Organisation (ICAO), Global Aviation Training Office, in Montreal. ICAO is a UN specialised agency, created in 1944 by the signing of the Convention on International Civil Aviation (Chicago Convention). ICAO works with the Convention's 191 Member States and global aviation organisations to develop Standards and Recommended Practices (SARPs) which individual States reference when developing their legally-enforceable national civil aviation regulations. ICAO's TRAINAIR PLUS Programme promotes training collaboration for the purpose of providing safe, secure, and sustainable development of global air transport in accordance with ICAO SARPs. ASSET Aviation Institute, as the Australian TRAINAIR PLUS associate member, is part of a worldwide collaborative network who develop and exchange high-quality standardised aviation training materials for the benefit of the global aviation industry.
- The Institute conforms to the Standards for the IATA Training and Development Institute, made under the authority of the International Air Transport Association (IATA), in Geneva. IATA is the trade association for the world's airlines, representing some 260 carriers

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or 83% of the world's total air traffic. The IATA Training and Development Institute (ITDI) provides training to its members and other aviation and travel professionals worldwide. ASSET Aviation Institute is the IATA Regional Training Partner and Approved IATA Training Centre for IATA in Australia, New Zealand and the Oceanic region.

- The Institute conforms to the Standards for quality management (ISO 9001:2015), made under the

authority of the International Standards Organisation (ISO), in Geneva. We continually seek improvement in the development and delivery of our training programmes through our conformant Quality Management System.

Staff members are available to answer any questions that you may have regarding the information in this handbook and can be contacted by phone +61 (07) 3103 6870: or through email: student.support@assetaviation.com.





Governance

The Institute is governed by the leadership team of ASSET Aviation International and its board of directors. The Institute manages its training programmes in accordance with VET state and territory legislation and regulations of Australia, and the requirements of ICAO TRAINAIR PLUS.

Current legislation is available online at www.austlii.edu.au/au and www.icao.int/Training/TrainairPlus. We encourage all participants to be familiar with the relevant laws, Acts and the Licensing Authorities' requirements and how they impact on their workplace.

Our systematic approach to governance and management, ensures we meet

two goals: student outcomes satisfy the objectives of the training package, and the Institute continuously conforms to the Australian NVR and ICAO Standards. Using a quality management system allows us to plan, review and correct both our learning materials and our methods of managing the Institute—continuous improvement is an integral part of our management system. Our internal and third-party audit schedule ensures our internal auditors and those of ICAO, ISO, and the Australia Skills Quality Authority, monitor our systems and search for better ways of teaching, researching and developing courseware. We are audited annually for conformance with Standards, including our learning material, teaching processes and tools, quality assurance programme, instructor roster and record keeping systems. The law is continuously amended and this is how our staff continuously monitor for changes.

Student Access and Equity

ASSET Aviation Institute practices fairness and equal opportunity for all current and potential students. The Institute believes in providing opportunities for everyone to access and participate in learning and to achieve their learning objectives. Our policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities in accordance with the Standards for NVR Registered Training Organisations. Access and equity are explicit in the vocational education and training Standards.

ASSET Aviation Institute ensures that its practices are as inclusive as possible and do not unreasonably prevent any students from accessing its services. We ensure that the training we provide is responsive to the individual needs of the student. Our policy ensures that barriers to access, participation and the achievement of suitable outcomes do not unfairly disadvantage any student or group.

We use policies and procedures to guide and inform all staff and candidates in their obligations regarding access and equity. Upon induction in to ASSET Aviation Institute, all staff members are provided with this handbook and our policies which they must adhere to when performing their role as an ASSET Aviation Institute staff member. Practicing these policies will guarantee that any candidate who meets ASSET Aviation Institute's entry requirements will be accepted into any training programme.

If any student or staff member has issues or questions regarding access and equity or believes they have been treated unfairly, they will be directed to ASSET Aviation Institute management for consultation.

Australian Qualifications

The Institute offers Australian Qualifications ranging from Certificate level (AQF Level 3) through Diploma qualifications (AQF Level 5).

ASSET Aviation Institute specialises in leadership programmes, and instructional design programmes for the aviation industry. Our qualification courses are available to anyone who meets the pre-requisite criteria. All qualification programmes are listed on the Institute's website under *Course Offerings* in the main menu, where you can find detailed information about the course, fees, pre-requisite entry requirements and future study pathways.

ICAO Short Courses

The Institute offers ICAO civil aviation competency-based training programmes, as part of the ICAO global TRAINAIR PLUS Programme. These specialised short courses are available to government civil aviation authority employees, and in certain circumstances to general members of the aviation community. Our current ICAO course offerings are listed on the Institute's website under *Course Offerings* in the main menu, where you can find detailed information about the course, fees, pre-requisite entry requirements and future study pathways.

Short Courses

The Institute offers professional development short courses. These short professional development courses are available to airlines, aerodromes and to general members of the aviation community. Our current course offerings are listed on the Institute's website under *Course Offerings* in the main menu, where you can find detailed information about the course, fees, pre-requisite entry requirements and future study pathways.

Our Courses

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Training Locations

Our Qualification programmes, ICAO and short professional development courses are taught at the Institute's head office at Level 5, 10 Market Street, Brisbane QLD 4000 Australia. Our training centre is a short walk from the Eagle Street CityCat wharf, Central train station and several main bus stops. We are in the heart of the Brisbane CBD, surrounded by cafés and restaurants and many hotels. We don't provide lunch, as there are many places within walking distance of the Institute, where you can buy food.

We are flexible in delivering our training programmes by offering in-house training when requested. When we teach away from our Institute, we provide all of the necessary learning materials for the students and work with the host University, Institute or company to provide the classroom, laboratory or specialist equipment.



Training Delivery

Training courses are delivered in a classroom however some components are delivered in the field—it depends on the course. Our learning materials include textbooks, presentations and videos as well as online learning resources—we offer a blended approach to learning. Differing learning styles are offered to ensure all students learn in an efficient manner and retain as much information as possible. Learning activities can include simulated workplace scenarios and practical exercises and even on-the-job training in some circumstances.

Training Times

As a guide, courses commence each day at 0900 and finish at 1600. There is an hour for lunch, and two 15 minute coffee breaks each day. The course times can vary to accommodate the needs of the group.

Dress Standards

Students and instructors usually wear neat, casual business attire during training sessions and workshops.



Prerequisite Requirements for Programmes

Some qualification programmes, and ICAO specialised short courses, have specific entry requirements. As these requirements can change, a current list of pre-requisite entry requirements is listed on the Institute's website on the information page for each specific qualification or short course.

Pre-requisite requirements common to all courses are:

- Students must be competent in written and spoken English to gain entry to a course (with the exception of English language training courses). All courseware is published in English and all instructors deliver training in the English language. We do not require a minimum IELTS score for entry, however the ICAO level 5 English proficiency score would be the minimum standard. We want you to understand the lessons!

- Course information and learning materials contain written documentation and numerical calculations. All candidates must undertake a Language, Literacy and Numeracy (LLN) assessment prior to enrolment that relates to the course you are applying for. This process is to ensure that all candidates who commence a training programme possess the skills required to understand the presented material and complete assessments.

ASSET Aviation Institute will endeavour to provide assistance to candidates having difficulty with language, literacy or numeracy to accommodate their needs. However, in the event that a candidate's needs exceed the ability of ASSET Aviation Institute staff to assist, the candidate will be referred to an external support agency so they have the opportunity to obtain the skills required to complete the training programme. This may require additional fees to be paid by the candidate.

Completion of Training

To successfully complete a chosen training product, a student must attend 90% of the scheduled training sessions, actively participate in classwork and complete all assigned activities and tasks to a standard which meets the required performance criteria for the programme.



Student Enrolment

The enrolment procedure commences when a candidate contacts ASSET Aviation Institute expressing interest in applying for admission into a training programme. We will respond by sending you an application form, this Handbook, literature on the programme(s) being considered and any other documentation which may be relevant. You then need to submit the application form to the Institute.

Student applications will then be assessed to ensure that you meet any pre-requisites that have been set for the selected course. If you are successful we will offer you a position on the course. The next step is to enrol into the course for the semester or date of your choice. Once enrolled, we will send you the information about the course and what you need to do to prepare for training.

Candidates who do not meet the pre-requisites for the selected course will be notified of their unsuccessful application and be invited to contact us to discuss their training needs or alternative opportunities.

Course Induction

After you have enrolled and we have received your course fees, you will get a pack in the mail. It will contain your courseware, textbooks and assessments and information about how to log in to the learning management system. We will send you a course schedule and also information about the first day of training. The rest of the preparation is up to you, but before your first day we recommend you look through the course notes, the text books and the assessment material and start to plan your own personal study roster. Think about the course, what you will learn, how you will use this information and get excited about the programme. You are about to develop yourself—this is pretty exciting so get yourself ready and prepare to learn.

On your first day, we introduce to you to the ASSET Aviation Institute training staff; explain the training and assessment procedures including methods of learning, format and purpose of assessment, and confirm the qualifications to be issued.



Flexibility of Delivery and Assessment

ASSET Aviation Institute recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. A student who is experiencing difficulty learning and not achieving the desired results in the traditional setting may show considerable improvements with some minor adjustments to traditional teaching and assessment methods. The teaching staff respect these differences among candidates and will endeavour to make any necessary adjustments to their methods in order to meet the needs of students.

ASSET Aviation Institute staff will pursue any reasonable means within their ability to assist candidates in achieving the required competency standards by adjusting their approach to teaching.

Student Support, Welfare and Guidance

ASSET Aviation Institute will assist all candidates in their efforts to complete training programmes by all methods available and reasonable. Trainers are responsible for ensuring that all candidates are aware they can contact their trainer or other ASSET Aviation Institute staff members in the event that they are experiencing difficulties with any aspect of their studies. If the support needed is beyond our ability to provide it—we will encourage the candidate to contact an external support agency to provide discreet, personalised and confidential assistance. ASSET Aviation Institute staff members will assist candidates to source appropriate support. This may require additional fees to be paid by the candidate.



Student Conduct

The Institute strives to practice co-operation and mutual respect in all dealings to uphold high-quality, professional training and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow candidates.

Students are expected to maintain a professional and ethical working relationship with all other candidates, management and staff members, and conform to the policies of the

Institute. Any trainer or staff member who is dissatisfied with the behaviour or performance of a student has the authority to: warn the candidate that their behaviour is unsuitable; or, ask a candidate to leave the class without refund or acceptance into another course, or immediately cancel the class. Breaches of the disciplinary standards will result in discussion between the student and ASSET Aviation Institute and appropriate action will be taken. If a candidate wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the ASSET Aviation Institute complaint procedure.



Staff Conduct

ASSET Aviation Institute staff members are expected to maintain a professional and ethical working relationship with all other staff members, management and students. Breaches of the disciplinary standards will result in discussion between the relevant trainer and ASSET Aviation Institute and appropriate action will be taken.



In summary, ASSET Aviation Institute will provide:

- Training programmes and services that promote inclusion and are free from discrimination;
- Support services, training, assessment, and training materials to meet the needs of a variety of individual candidates;
- Consideration of each individual's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment;
- Opportunity for consultation between staff and candidates, so that all aspects of individual circumstances can be taken into consideration when planning training programmes;
- Consideration of the views of candidates' community, government agencies and organisations and industry when planning training programmes;
- Access to information and course materials in a readily available, easily understood format; and,
- Information to assist candidates in planning their pathway from school or industry to vocational education and training (VET) or higher education (Universities and Institutes).

Application for Enrolment Fees

ASSET Aviation Institute requires applicants to complete an official application form. This form will be sent to you once a request for admission has been received, or you may apply directly from the Institute's website. The application form starts the administrative process of preparing a student for study, which requires administrative work on the part of the Institute. Therefore, an application fee is charged. Applicants are required to pay \$150.00 for each application to a qualification. The application fee is only paid once per qualification and this fee is non-refundable.

If the student is only enrolling into a unit and this unit (or units) is not for the purpose of obtaining a qualification, the applicant is required to pay \$150.00 for each application for enrolment to each individual unit.

There are no application fees for the ICAO or IATA short courses.

Once accepted into a course, the course fee must then be paid in accordance with the course payment schedule. This schedule is listed on the Institute's website under *Course Offerings* in the main menu.

Course Fees

ASSET Aviation Institute's Training delivery Unit (TDU) provides training as a fee-for-service, meaning all training programmes attract fees. These fees are charged to the student, a government agency or the student's employer as appropriate, which should then be paid in accordance with the terms of the invoice and the course payment schedule.

Each qualification, unit of competency, accredited course or ICAO or IATA course offered by the Institute has a specific course fee. The course fee is the maximum fee that may be charged to the student for their selected training programme. Fees for each course are available on request and certain qualification fees are also published on our website under *Course Offerings* in the main menu.

It is our policy that the course fee will be all inclusive. Students will not have unexpected requirements, fees or expenses where: all tuition, support and coaching, listed text books and classrooms and facilities, are included in the course fee.

Where additional resources are required, (specialised reference material, research documents, own computer for example) you will be clearly advised of exactly what is required in the study guide for that programme.



Student Fees

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ASSET Aviation Institute receives no Australian Government, UN ICAO or IATA subsidies or funding.

Enrolment Fee	Applicants are required to pay \$150.00 for application for enrolment to a unit or qualification.	\$150.00
Withdrawal Fee	No withdrawal fee is applicable where a candidate has withdrawn from a programme.	No charge
Re-submit fee	No re-submit fee applies.	No charge
Re-assessment fee	No re-assessment fee applies.	No charge
Fee for the production of a partial completion Statement of Attainment	No fee applies to produce a Statement of Attainment when the candidate has partially completed the training programme and has withdrawn from the programme.	No charge
Fee for Reprinting Certification/ Statement of Attainment	Where the candidate requests a new copy of his / her certification the following fees apply: \$25.00 + GST	\$25.00 + GST
Fee for Reprinting Certification/ Qualification (with Academic Transcript)	Where the candidate requests a new copy of his / her certification the following fees apply: \$40.00 + GST	\$40.00 + GST



Receiving Payments

The Institute accepts VISA and MASTERCARD, bank (EFT) transfer (in Australian or US dollars), bank cheque or cash in Australian dollars. We do not accept personal cheques.

Note: The Institute does not accept advanced payment of more than \$1,500.00 from each individual student prior to the commencement of the course. Following course commencement, the Institute may require payment of additional fees in advance before the commencement of the semester, in accordance with the course payment schedule. However, we limit the advance payment of fees, so that at any given time, the total amount required to be paid in advance for training services yet to be delivered, does not exceed \$1,500.00.

Payment Schedule

Students are not required to pay the total course fee in advance. The Institute uses a course payment schedule for each qualification, where an invoice is issued to a candidate in accordance with their selected training course. You can see the payment schedule for each course on our website.

Refund Policy

ASSET Aviation Institute protects fees paid and we have a fair and reasonable refund policy. The Institute will refund all fees paid for a course if that course is not offered, or not available to be offered at the published time. In the event of the course being cancelled, or postponed by more than four weeks from the published start date, all fees will be refunded. If a student withdraws from a programme, the *Student Fees and Withdrawal* policy applies.

Student Fees and Withdrawal

If a student withdraws from a course up to seven days prior to the commencement of the course, a 100% refund will be paid. However, if a student withdraws from a course within seven days of its commencement date, a refund will not necessarily be paid and the matter will be directed to the head of training for consideration and determination. The reason for this is because the Institute offers highly-valuable courses, which are in demand and booked well in advance. By withdrawing from a course at short notice, the opportunity to fill that place is lost and the Institute suffers and so do students who were denied entry because the class was full. Therefore, the policy is designed to protect both the student



and the Institute. Of course, events happen and we understand that there are situations which may cause a student to withdraw from a course—therefore we offer this withdrawal policy:

- Seven days prior to the commencement of the course – 100% refund will be paid, except a refund of the application (enrolment) fee;
- After seven days prior to the commencement of the course a refund will be considered on case-by-case basis by the head of training;
- Withdrawal during the course – no refund is offered. A pro-rata credit is available so the student can complete the course at a later date;
- No fees will be refunded if the student is removed from the training environment due to misconduct, or behavioural reasons, according to our misconduct policy;
- If you have enrolled and paid any course fee via our online service, the above points will apply to any refund request. You will need to apply for a refund in writing and the refund will be sent in the form of a Company cheque or Electronic Funds Transfer (EFT). This cheque will be addressed to the name listed on the online enrolment form and sent to the address listed on the enrolment form. For the refund to

be paid via Electronic Funds Transfer (EFT) you need to state in your refund application the bank details where the funds are to be deposited;

- All units completed and paid for at the time of withdrawal will be recognised via a statement of attainment;
- Refunds will be paid within two weeks of receipt of a written request and in the same currency in which the fees were paid, unless payment in that currency is impracticable.

The Institute complies with the Trade Practices (Australian Consumer Law) Amendments Regulations (No.2) 2010.



Claiming a Refund of Student Fees

To claim a refund, the student must provide their notice of withdrawal or cancellation in a signed and dated letter. The claim for a refund must include a reason and must include supporting documentation of the student's circumstances for withdrawal or cancellation. The date of withdrawal, or cancellation is the date the written request is received by ASSET Aviation's administration staff.

A student should apply for a refund as soon as possible after submitting the notice. All refunds will be paid as soon as possible and no later than 10 working days following receipt of an approved cancellation or withdrawal notification, and only if the supporting documentation has been validated during this timeframe. Disputes relating to refunds will be determined under policies covered in the Complaints and Appeals Policy.



Student Information and Training Records

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Upon enrolment, student's details will be entered into the database system. This process initiates the establishment of the student's individual file, which is then used to record all future details and become part of the student's records which will be retained on file by ASSET Aviation Institute.

ASSET Aviation Institute will maintain the accuracy, integrity and currency of all student files, as well as ensuring appropriate security of all records to uphold confidentiality and protect student privacy.

Individual student records will be stored in a locked office and backed up with electronic copies. The electronic records are stored in an approved Student Management System that reports to relevant training authorities via AVETMISS protocols as required under the National Standards, and are protected by password access. Maintaining up-to-date virus, firewall and spyware protection software ensures further security of records. Electronic records are backed up in accordance with data protection policy.

ASSET Aviation Institute software systems will retain students' results for a period of not less than 30 years. Enrolment materials and training and assessment materials will be provided in electronic format wherever possible. Material that must be supplied in paper format, once utilised will be scanned and stored electronically. Paper-based records will be scanned and then securely shredded every twelve (12) months. Evidence supplied for the recognition of prior learning (RPL) is often confidential containing commercial-in-confidence material. This material is required to be stored under the National Standards for six months. After that time, all material used to support the application for RPL is destroyed and no electronic copies are retained.

In the event that ASSET Aviation Institute ceases to operate, the records will be transferred to the appropriate state Department in the appropriate format and detail as specified by the Department at the time of ceasing operations.

All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years.

The management team will ensure that any confidential information acquired by the Institute, individuals or committees or organisations acting on behalf of ASSET Aviation Institute is securely stored.



Student Information and Training Records

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Access to individual student training records will be limited to those required by the NVR such as: trainers and assessors to access and update the records of the candidates whom they are working with; and, management staff as required to ensure the smooth and efficient operation of the business. Others who may access student records as required by law will be permitted to do so. Students themselves may authorise releases of specific information to third parties in writing, or view the records personally.

Upon completion of training, candidates will be issued with a statement of attainment listing the competencies achieved, and a qualification (if this has been achieved). This certification will be sent to the candidate.



Recognition of Qualifications

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ASSET Aviation Institute will recognise all AQF qualifications and statements of attainment issued by any University, Tertiary and Further Education (TAFE) Institute, or private Registered Training Organisation (RTO). If any ambiguity is detected when validating a candidate's certification, ASSET Aviation Institute will seek verification from the relevant organisation before recognising the qualification or statement of attainment.

For the Institute to recognise the qualifications of another organisation, the following procedures are offered:

- The student will be made aware of the recognition of qualifications policy at the time of enrolment prior to the commencement of training and be reminded of the policy progressively throughout the duration of their course;
- If the student requests recognition of a qualification, the student shall present a copy of the AQF qualification or statement of attainment certificate for verification to the Institute;
- ASSET Aviation Institute will verify the authenticity of the qualification or statement of attainment. The verified copy of the qualification or statement of attainment is placed in the candidate's file;
- Once verification of the qualification or statement of attainment has been established, staff will inform the candidate and offer exemption from the relevant unit(s) of competency. Staff will ensure the candidate is aware of and understands what components of their training and assessment are affected;
- ASSET Aviation Institute staff will update the student's records accordingly.



Credit Transfer refers to the transferral of academic credit obtained by students through participation in courses or national training package qualifications with other Universities, Institutes or Registered Training Organisations (RTO) towards a qualification offered by ASSET Aviation Institute. Credit Transfer is granted on the basis that the credit validates the student's competency within the relevant qualification or unit of competence. Credit Transfer of a qualification or unit of competence is available to all students enrolling in any qualification programme offered by ASSET Aviation Institute.

In the event ASSET Aviation closes or ceases to deliver any part of the training product that the learner is enrolled in, ASSET Aviation will transfer all relevant records to another University, Institute or RTO of the learner's choice and provide a refund for the services that were not delivered.



Recognition of Prior Learning

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ASSET Aviation Institute appreciates the value of workplace and industry experience and recognises that candidates will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired, and the recognition (RPL) process is designed to provide validation of such relevant skills.

There are two parts to obtaining formal qualifications: learning, and then assessing your competence in what you have learned. Students who believe they have obtained skills and knowledge, that would otherwise be covered in the qualification or unit of competence for which they intend to attain, may apply for RPL at the time of enrolment.

This means that the student may elect to participate in the assessment part of the course, not the learning part. The candidate's skills and knowledge will be assessed and validated for accuracy and currency, and where appropriate training will be reduced.



Recognition of Prior Learning

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The student has three options for assessment at ASSET Aviation Institute:

- Option A—complete aviation-specific assessment tasks;
- Option B—complete generic assessment tasks; or,
- Option C—provide examples of the students own work or evidence that can be used to verify the student is competent.

Students may elect to complete combinations of assessments. For example, students may enrol in a Diploma of Leadership and Management. This course has 12 units. The assessment for each unit has multiple activities and tasks that the student must complete. The student may read the assessment tasks for a particular unit, and determine that they have already performed many of these tasks in the workplace competently many times, and believe they can prove it. In this circumstance, the student may present evidence of this, and therefore complete the task via Option C. However, for other tasks, that the student has no evidence for, then they may elect to complete the assessment by doing the assessment activities—that is, doing the actual assessments: either Option A—aviation related activities, or Option B—non-aviation related activities. See our assessment policy.

This is our assessment process:

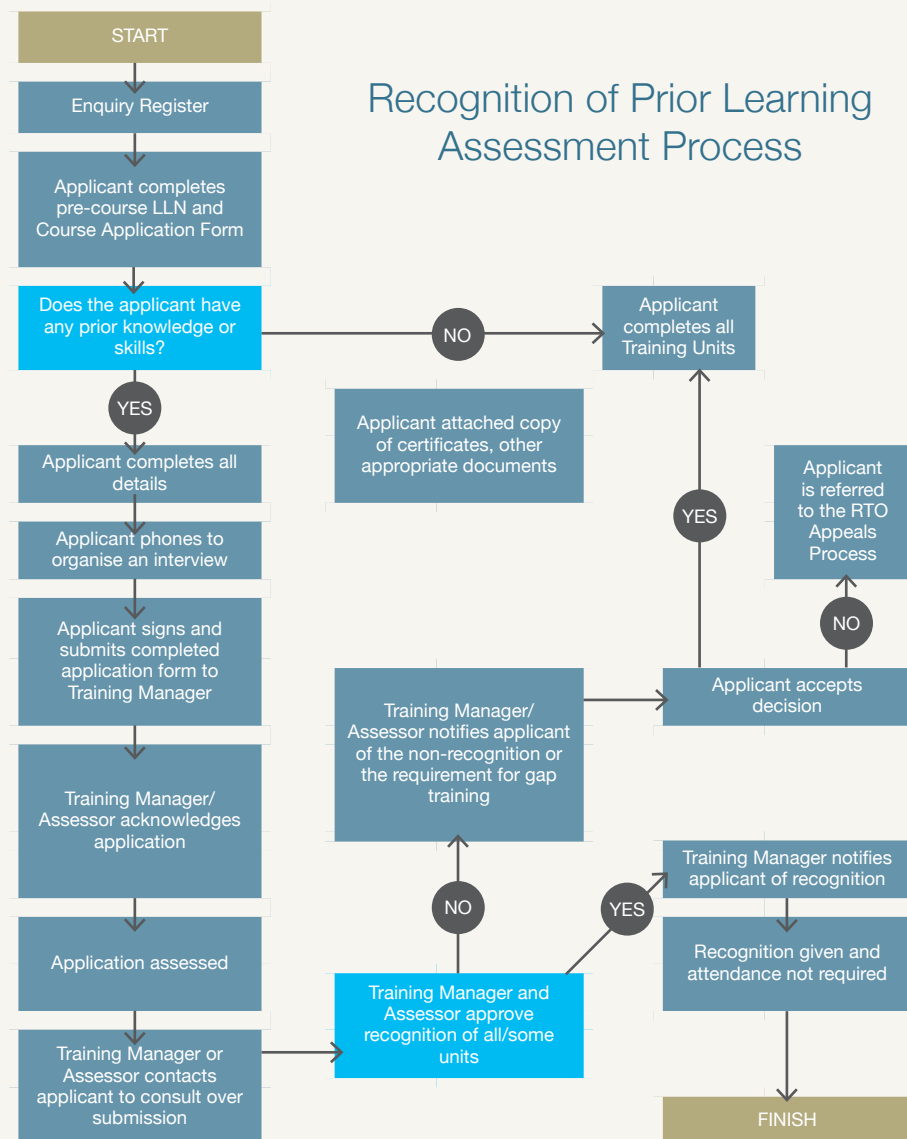
- Provide the student with copies of an RPL Application Form;
- Provide the student with the full assessment pack for the training course;
- Provide the candidate with information about the types of evidence that can be used to support an RPL application for option C only;
- Assess the candidate's information and notify candidates of the outcome of the RPL process.



Recognition of Prior Learning

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Recognition of Prior Learning Assessment Process



Recognition of Prior Learning

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Recognition of Prior Learning fees

We charge for RPL assessment. The fees include the initial application, initial consultation with an assessor either in person or via phone, the RPL assessment and (if successful) certification.

Where the candidate is not able to achieve the full qualification through RPL and gap training is required a training plan and costing structure will be offered. The cost structure will be pro-rata on a unit by unit basis calculated from the published course fee at the time of enrolment.

RPL Assessment Policy

Assessment is a necessary component of training. To be effective, we follow the NVR standards with regard to assessment protocols and rules of evidence for RPL Option A, B and C assessments.

In developing the assessment for RPL Option-C for each qualification and unit of competence, we ensure:

- compliance with the assessment guidelines from the relevant training package, and assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF);
- assessment complies with the principles of competency-based assessment;
- the rules of evidence guide the collection of evidence to support the principles of validity and reliability;
- the application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment;
- timely and appropriate feedback is given; and,
- an assessment complies with the access and equity policy and all candidates have access to reassessment on appeal.

To ensure quality student outcomes, we ensure that our assessments are: *fair, flexible, valid, reliable* and *sufficient*.

Fairness in assessment requires consideration of the individual candidate's needs, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the candidate to ensure that the candidate is fully informed about, understands and is able to participate in, the assessment process and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be reassessed if necessary.



Recognition of Prior Learning

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To be **flexible**, assessment should reflect the candidate's needs: provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the candidate; and support continuous competency development.

Validity requires that: assessment against the units of competency must cover the broad range of skills and knowledge that are essential to competent performance; assessment of knowledge and skills must be integrated with their practical application; and, judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). An assessment is considered valid when the process is sound and assesses what it claims to assess.

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted resulting in consistent assessment outcomes. Reliability also means that the assessor is to have gained the required competencies in assessment and relevant vocational competencies for the unit (or to assess in conjunction with someone who has the vocational competencies).

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly.

Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Rules of Evidence

Evidence is what we use to describe how you were determined to be assessed as competent in a task. To ensure that our assessments are accurate, we use rules of evidence. These rules are closely related to the principles of assessment. They provide guidance on the collection of evidence to ensure that in addition to an assessment's fairness, flexibility, validity, reliability and sufficiency, the evidence is also authentic, and current.

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the candidate's own work. In assessment, currency relates to the age of the evidence presented by a candidate to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.



ASSET Aviation Institute will only issue Qualifications and Statements of Attainment for the Qualifications listed on our Scope of Registration. Qualifications and Statements of Attainment for the Qualifications will only be issued to a learner who has been assessed, meets the performance requirements of the training package. The certificates and statements of attainment issued will comply with the format requirements of the Standards for NVR Registered Training Organisations.

ASSET Aviation Institute issues certificates with anti-fraud technology.

Australian Quality Framework Qualification

Qualification means the formal certification issued by a registered training organisation under the Australian Qualifications Framework (AQF), that a person has achieved all of the requirements for a qualification as specified in a nationally endorsed Training Package. For example, Diploma in Leadership and Management.

Australian Quality Framework Statement of Attainment

A Statement of Attainment is issued where a person is assessed as achieving nationally endorsed competencies to the standards required but not in sufficient number to attain an AQF qualification under the requirements of the Training Package.

ICAO Certificate of Completion

A Certificate of Completion means the formal certification issued by an ICAO TRAINAIR PLUS member training organisation, under the ICAO Framework, that a person has achieved all the requirements for a certificate as specified in an ICAO Standard Training Package (STP).

Terms and Conditions of Training

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Candidates who enrol in a training programme should be aware that they are entering into a contractual agreement. To ensure all candidates are fully aware of their rights and obligations, our agreements, application and enrolment forms, and documents are written using a logical format and plain English.

For example, our agreements are written to: allow the future student to know what he or she is agreeing to; clearly explain disclaimers; prevent misleading, coercive or deceptive behaviour; and, offer fair dealings for disadvantaged candidates. If any changes to the agreement occur, change in ownership or change in a third-party agreement for example, we will write and tell you.

Training Services

ASSET Aviation Institute provides services for a range of clients, such as: government (Civil Aviation Authorities) and private and public companies (airlines, aerodrome operators, and aviation service providers), fee-for-service individuals, and not-for-profit community organisations.

As an established, well respected Institute with extensive industry experience, ASSET Aviation Institute has provided services to a number of clients across Australia and around the world. We

recognise the importance and benefits of combining industry experience with tertiary education when striving to deliver programmes of the highest quality and relevance to the student.

Therefore all trainers and assessors employed by the Institute have demonstrated significant industry experience in addition to obtaining tertiary qualifications. Our teaching staff provide a professional, well-rounded learning environment for participants. Staff members are skilled at ensuring their teaching methods are suitable for all participants, utilising simple language where appropriate to communicate information most effectively.

The CEO recognises that opportunities for improvement arise in every aspect of business and has developed a culture within the Institute of continuous improvement. We supply feedback forms to all participants at the end of each programme, as participant feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training, to ensure the expectations of students are being met. It is expected that students complete these forms. Feedback also extends beyond the end of class, to include a measure of training effectiveness twelve months after the training was conducted.



Terms and Conditions of Training

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Training Guarantee

It is the intention of the CEO of ASSET Aviation Institute that all students will receive the full training services paid for at all times; including training and assessment; assessment only; and recognition of prior learning or short courses. The corporate structure, governance and financial management systems and processes guarantee the training for students enrolled with ASSET Aviation Institute. Specifically, the integrity, experience and training expertise of the CEO ensures continuity of training and completion of training is guaranteed for all students.

The continuous improvement and quality management practices employed by the staff are designed to pro-actively identify any anomaly that might cause a business interruption or training failure and address this situation before any students are affected. Training continuity and training completion is also guaranteed by the policy and procedure system developed by ASSET Aviation Institute.

Consumer Protection

The Australian Consumer Law sets out consumer rights that are called consumer guarantees. As a student, under the Australian Consumer Law, when you buy products and services, they come with automatic guarantees that they will work the way they are supposed to—that is, if you buy a course from us, it must be delivered in a manner that was first presented to you. You have consumer rights, and if you feel that what you bought was defective in any way, you can refer the matter to the Australian Competition and Consumer Commission (ACCC) website: www.accc.gov.au/consumers/consumer-rights-guarantees. But before you do that, please talk to us! We would be horrified to learn that you are unhappy with what you purchased and we'd make every reasonable effort to correct the situation.



Terms and Conditions of Training

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Complaints and Appeals

ASSET Aviation Institute strives to ensure that each candidate is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all candidates have access to a fair and timely complaint and appeal processes. Any complaints and appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted it will be implemented as a priority.

A complaints procedure is available to all persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of ASSET Aviation Institute. The complaints procedure will address both formal and informal complaints. All formal complaints will be submitted in writing to the management and will be heard and addressed within fourteen (14) working days of receipt.

ASSET Aviation Institute management maintain a Complaints Register to document the course of action and resolution of any formal complaints. All complaints substantiated by the complaints procedure will be reviewed as part of the continuous improvement procedure. It is the responsibility of management to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances.

This includes informing and assisting candidates with the complaints procedure and supply of complaint forms.

If the candidate is still not satisfied with the resolution of the complaint after following and exhausting the Complaints Procedure, an independent mediator may be used. ASSET Aviation will pay for the cost of one mediation session of up to two hours. Should the matter require further mediation, it will at the cost of the person making the complaint.

The ASSET Aviation Institute appeals process is concerned with a candidate's right to request a change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a candidate's appeal against specific assessment decisions, the candidate should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the candidate's appeal, make fair judgement to the best of their ability as to whether change(s) are required, and then discuss their final decision with the candidate.



Terms and Conditions of Training

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If the candidate is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following principles upon submission to management:

- the notice of appeal should be in writing, addressed to ASSET Aviation Institute for referral to the management team and submitted within seven (7) days of notification of the outcome of the trainer or assessors re-evaluation process;
- the notice of appeal must be submitted within the specified time frame otherwise the original result will stand; and,
- if a candidate's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forwarded to management. The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

It is the responsibility of ASSET Aviation Institute management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting candidates with the appeal procedure and supply of appeal forms.

If the candidate is still not satisfied with the resolution of the appeal after following and exhausting the Appeals Procedure, an independent mediator will be appointed. ASSET Aviation will pay for the cost of one mediation session of up to two hours. Should the matter require further mediation, it will at the cost of the person making the complaint or appeal.



Terms and Conditions of Training

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Complaints and Appeals Procedure

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of ASSET Aviation Institute have access to the following procedure:

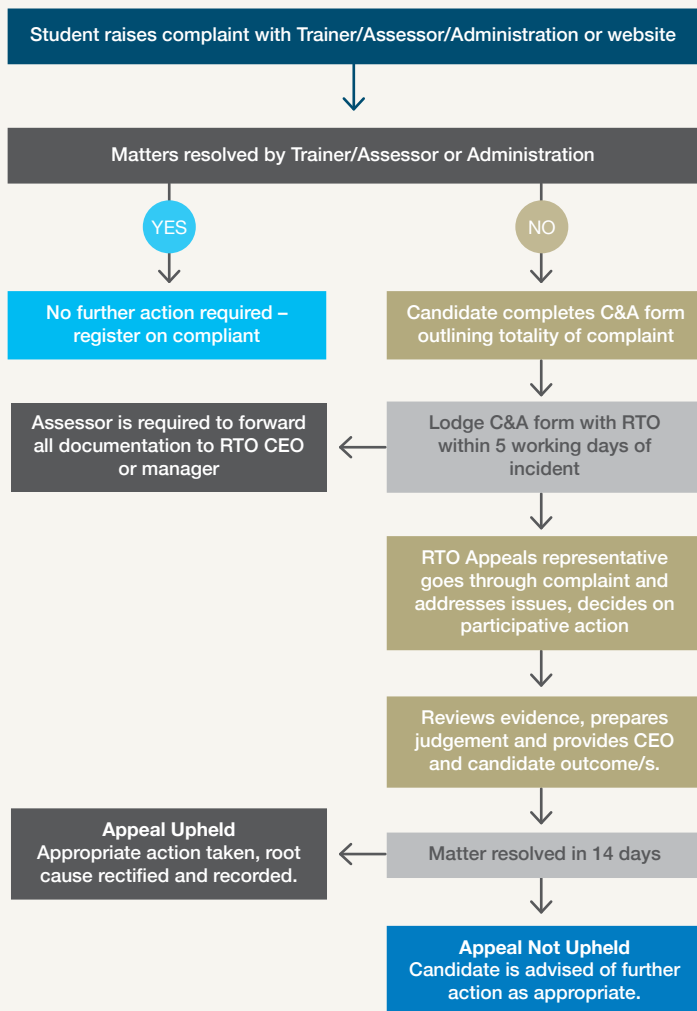
- **Informal complaint:** An initial complaint or appeal will involve the candidate communicating directly with ASSET Aviation Institute verbally or by other appropriate means. The Manager or staff member will make a decision, discuss their judgement with the candidate and record the outcome of the complaint or appeal. Candidates dissatisfied with the outcome of the decision may initiate the formal complaint procedure.
- **Formal complaint/appeal:** It is normal procedure that all formal complaints will be processed only after the initial informal complaint or appeal procedure has been finalised. The formal complaint or appeal is to be submitted in writing, and the procedure and outcome recorded by management. On receipt of a formal complaint, the manager will arrange a hearing with the candidate. The complainant shall be given an opportunity to present the case to the manager and may be accompanied by one other person as support or

as representation. Staff member(s) involved shall be given an opportunity to present their case to the manager and may be accompanied by one other person as support or as representation. The manager will reach a decision on the complaint or appeal after consideration of each case presented. The manager will inform all parties involved of the outcome in writing within five (5) working days of making the decision. If the complainant is not satisfied with the outcome of their complaint an independent mediator will be appointed. ASSET Aviation will pay for the cost of one mediation session of up to two hours. Should the matter require further mediation, it will at the cost of the person making the complaint or appeal.

All complaints and appeals will be reviewed at ASSET Aviation Institute monthly management meetings. When the initial causative factor of the complaint identifies a problem with current ASSET Aviation Institute services policies and/or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.



Complaints and Appeals Process Flowchart



Terms and Conditions of Training

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NOTICE OF INTENTION TO APPEAL

Surname

First Name

Mailing Address (for all correspondence):
.....
.....

Phone No: (Work)

Mobile No:

***I wish to appeal the assessment decision made to the following
competencies/learning outcomes. My reason for appeal is listed against
each of the competencies/learning outcomes.***

Course Name:

Competencies/Learning Outcomes

Reason for Appeal

Attach additional sheets if required.

Signature

Date

___/___/___

Date received by AAI

___/___/___

Date decision made

___/___/___

Date notified to student

___/___/___



To meet the requirements of relevant work, health and safety legislation, ASSET Aviation Institute uses procedures, policies, guidelines and work instructions to protect the safety of people in the Institute. The Institute provides the following standards as part of the commitment to employees and students:

- A safe workplace, with a safe system of work;
- Adequate occupational health and safety professional development for teaching staff and management;
- Properly maintained facilities and equipment;
- A clean, tidy, suitably designed work place.



Harassment and Discrimination

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Harassment is any form of behaviour that is unwanted, unwelcome or unreciprocated by relevant persons. This may manifest as verbal or physical harassment, but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so all staff and students are treated fairly and have the opportunity to feel safe, valued and respected.

In the event that a person considers that he or she has been or is being harassed, this person should inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing matters with the offending party, a trainer or other ASSET Aviation Institute staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff member to follow policy procedures to rectify the situation.

All students and staff have the right to discuss matters of harassment with the training manager or relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to ASSET Aviation Institute policy and procedures.

All staff members are adequately trained in dealing with harassment and discrimination in order to fulfil their roles and responsibilities in creating and contributing to a harassment and discrimination free workplace. In addition to relevant training, the management provides opportunities for communication and mentoring amongst staff to ensure that all employees understand and correctly apply the processes and procedures involved in identifying and addressing of all forms of harassment and discrimination. These following definitions are used for staff training and for use in this policy.



Harassment and Discrimination

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- **Racial Harassment:** Involves a person or persons being threatened, abused, insulted or taunted in relation to their race, decent, nationality, colour, language, ethnic origin or any other racial characteristic. It may include but is not limited to: derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions or unfair treatment.
- **Sexual Harassment:** Involves any verbal or physical conduct of a sexual nature which is inappropriate, unwelcome or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work related communication, offensive noises or displays of sexually graphic or suggestive material.
- **Bullying:** Involves any behaviour that suggests a real or perceived power over another party or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include but is not limited to: verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion or isolation, inflicting unnecessary work stresses, sabotage of a person's work or their ability to work by withholding resources or information.
- **Confidentiality:** Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within the Institute this may refer to private verbal discussions, candidate assessments, managerial decisions and legal proceedings.
- **Discrimination:** Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. All forms of victimisation are also treated as a type of discrimination.
- **Victimisation:** Involves any process, which results in the unfavourable treatment of a person on unjust terms. It may include but is not limited to: unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment or denial of access to work related resources.



Harassment and Discrimination

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It is the right of all staff and students to work and study in an environment free of any form of harassment and discrimination. All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by ASSET Aviation Institute. If management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it. In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained. A process of discussion, cooperation and conciliation should resolve all complaints presented to ASSET Aviation Institute staff wherever possible. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation. Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue from the management. Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised.

Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted. Staff and candidates should not make any frivolous or malicious complaints. All staff and candidates are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair and balanced outcome.



The Institute will ask you for personal information, at the time of enrolment. Personal Information will only be used with the express purpose of use as required for operations relating to an Institute, registered as a training organisation with the Australian Government, delivering nationally recognised training programmes. The management and staff will comply with all legislative requirements including the Australian Privacy Principles 2014 from Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

ASSET Aviation Institute considers student privacy to be of upmost importance and will practice a high standard of care and concern in regards to maintaining candidate privacy in all aspects of the Institutes operations, including the CDU, CRU, TDU and PDU.

ASSET Aviation Institute will only collect necessary information pertaining to the provision of Nationally Recognised Training (NRT). ASSET Aviation Institute will ensure student personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student, unless a prescribed exception applies.

ASSET Aviation Institute will take all reasonable measures to ensure that all student personal information that is collected used or disclosed is accurate, current and complete, and will take all reasonable measures to ensure all collected candidate personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.

When a student makes an enquiry in relation to information collected, ASSET Aviation Institute will explain what information is held, for what purpose it is held, and what procedures outline the collection and use of information. ASSET Aviation Institute will allow students access to personal information held in all circumstances unless prescribed exceptions apply. If the candidate identifies errors within the information, ASSET Aviation Institute will correct and update to file.

ASSET Aviation Institute will provide students the opportunity to communicate with the Institute without requiring the student to make their identity known in any circumstances where it is practical and possible to do so. ASSET Aviation Institute will request specific consent from a candidate in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to: Information relating to

a candidate's health, criminal record, racial or ethnic background. The ASSET Aviation Institute privacy protection principles apply to the transfer of data throughout Australia.

On enrolment each candidate is given a Privacy Consent Form to read and sign, stating that they give permission for ASSET Aviation Institute to discuss your details with relevant training authorities. Further, candidates will be requested to sign a release allowing ASSET Aviation Institute to confirm their USI for registration prior to the reporting of competency outcomes to the relevant Training Authority.

Unique Student Identifier USI

If you do not already have a Unique Student Identifier (USI) you are encouraged to register on the Commonwealth Government Unique Student Identifier website; www.usi.gov.au and provide the Registrar with your personal information.

If you do not already have a Unique Student Identifier (USI) you are encouraged to register on the Commonwealth Government Unique Student Identifier website; www.usi.gov.au and provide the Registrar with your personal information.

ASSET Aviation Institute will not assign students unique student identifiers except when requested in writing to do so, by the student. If and when we apply for a USI on your behalf, the Registrar will verify your identity through the Document Verification Service (DVS) managed by the Attorney-General's Department. This process is built into the USI online application process provided you have documents such as a Medicare card, birth certificate, driver licence, Australian passport, and citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar. In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

Privacy Policy

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The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act. If you ask ASSET Aviation to make an application for a student identifier on your behalf, ASSET Aviation will have to declare that ASSET Aviation has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that ASSET Aviation has given you the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI collected by the Registrar for the purposes of: applying for, verifying and giving a USI; resolving problems with a USI; and creating authenticated vocational education and training (VET) transcripts; which may be disclosed to:

- *Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:*
 - o *the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programmes;*
 - o *education related policy and research purposes; and*
 - o *to assist in determining eligibility for training subsidies;*
- *VET Regulators to enable them to perform their VET regulatory functions;*
- *VET Admission Bodies for the purposes of administering VET and VET programmes;*



- *current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;*
- *schools for the purposes of delivering VET courses to the individual and reporting on these courses;*
- *the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;*
- *researchers for education and training related research purposes;*
- *any other person or agency that may be authorised or required by law to access the information;*
- *any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and will not otherwise be disclosed without your consent unless authorised or required by or under law.*

USI Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar on email usi@industry.gov.au or telephone the Skilling Australia Information line on 13 38 73. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following: misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and a failure by the Institute to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

Privacy Notice

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Under the Data Provision Requirements 2012, ASSET Aviation Institute 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 ASSET Aviation Institute for statistical, administrative, regulatory and research purposes. ASSET Aviation Institute may disclose your personal information for these purposes to:

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

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

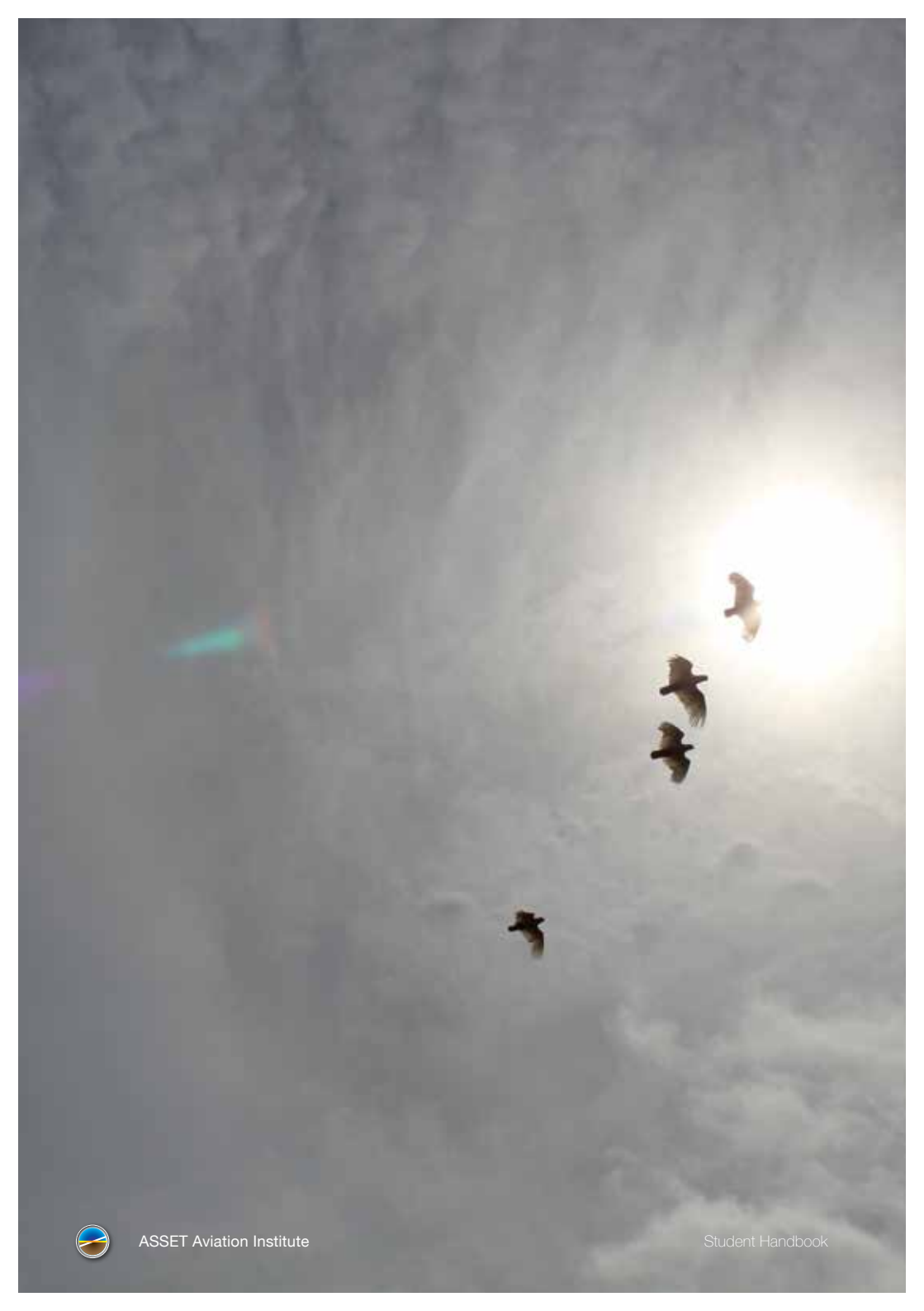
- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>







ASSET AVIATION
INSTITUTE

Training Website:
www.assetaviation.edu.au

Corporate Website:
www.assetaviation.com

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