



Aerospace Training Services (RTO 6738)

Enrolled Learner Information General

Welcome to training with ATS. This booklet will provide you with information about your rights and responsibilities and explain the correct processes to follow as an enrolled ATS learner.



AEROSPACE TRAINING SERVICES

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Welcome to training with Aerospace Training Services (ATS). This document outlines various training issues and processes to assist you as you study with ATS. At the end of the document are forms you will find useful during your studies.

We have endeavoured to outline the major issues that do or could affect you during your association with us. However, Aerospace Training Services understands that you may have concerns that are not covered in this booklet. If you have questions about study material, assessment or class related issues we suggest you first discuss the matter with your tutor or instructor. Contact details were provided to you on enrolment. If you have questions relating to your enrolment, course structure or other similar issues we encouraged you to contact our administration staff.

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Glossary

The following terms are used throughout this booklet:

ASQA	Australian Skills Quality Authority. National regulator for Australian vocational education and training.
ATS	Aerospace Training Services P/L
CASA	Refers to the Civil Aviation Safety Authority Australia
Client	Any person to whom Aerospace Training Services provides teaching services. This may include, but is not limited to, an ATS learner or the employer of an ATS learner.
Examination	A written or practical assessment of learning derived from the learning outcomes of a particular course or module.
Instructor	A person undertaking the instruction of learners on behalf of ATS
RPL	Recognition of Prior Learning. Accreditation of previous training or experience towards a particular course or module.
RTO	Registered Training Organisation. An organisation registered with the Vocational Education Training Accreditation Board.
Learner	Any person officially enrolled in any training course provided by Aerospace Training Services.
Training Package	Nationally recognised qualifications for a specific area of vocational study. Please see training.gov.au for details of all available Training Packages.
Tutor	A person assigned to perform tutorials for ATS external learners.
Workplace Assessor	A person qualified to perform workplace assessment of learners.

General Information

General Rights and Responsibilities

1. ATS Responsibilities

It is the responsibility of ATS as a registered training provider to adhere to the following:

- (1) ATS shall provide suitably qualified instructors to deliver quality training and instruction.
- (2) ATS shall provide suitable, safe, supportive learning environments in which to deliver training.
- (3) ATS shall provide suitable learning resources to support quality learning.
- (4) ATS shall provide suitably qualified assessors to perform learner theory, practical and RPL assessments as required.
- (5) ATS staff shall treat learners in a courteous, helpful and respectful manner, without bias or favouritism.
- (6) ATS shall ensure it maintains nationally recognised training standards in accordance with ASQA and CASA.
- (7) ATS shall maintain a commitment to quality vocational training and assessment that meets the needs of its clients and learners.
- (8) ATS shall provide flexible training and assessment programs to assist learners and clients to achieve their personal and corporate goals.

2. Learner General Responsibilities

It is the responsibility of each learner to observe the following regulations.

- (1) All learners are responsible for reading, understanding and implementing all ATS policies, regulations and responsibilities outlined in this booklet and as stated on the course application.
- (2) It is the responsibility of all learners to seek advice on any issue arising from their study with ATS, whether administrative or academic, of which they are uncertain.
- (3) It is the responsibility of all learners to truthfully complete an ATS official enrolment application form prior to the commencement of training.
- (4) It is the responsibility of all learners to attend at least ninety percent (90%) of all scheduled, face-to-face or webinar teaching sessions in which the learners are officially enrolled.
- (5) It is the responsibility of all learners to notify ATS of extended periods (more than one consecutive scheduled training day) of absence.
- (6) Where a learner claims illness for the course of an absence, a doctor's certificate or equivalent document must be provided for the dates of the absence.
- (7) It is the responsibility of all learners to be punctual to all training sessions.
- (8) It is the responsibility of all learners to act in a polite and courteous manner towards all ATS staff, invigilators, visitors and other learners.
- (9) It is the responsibility of all learners not to discriminate by word, action or omission against other learners, ATS staff or visitors.

- (10) It is the responsibility of all learners to read, understand and implement all occupational and workplace health and safety regulations, notices (including material provided in course notes, manuals and handouts) and signage and to follow safety orders given by ATS staff or other authorised persons.
- (11) It is the responsibility of any learner seeking training subsidised under a State or National funding scheme to provide ATS acceptable evidence as specified by the funding body to demonstrate eligibility for the subsidised training.
 - (a) For the NSW Smart and Skilled scheme, please see the Smart and Skilled Fee Administration Policy available from <https://www.training.nsw.gov.au/>.
 - (b) For the SA Skilling South Australia scheme, please visit <https://www.skills.sa.gov.au/>.
 - (c) For all other states or territories, please contact the state government training service or regulator.

3. Learner Academic Responsibilities

- (1) It is the responsibility of all learners to complete and submit all course assessments on or before the due date.
- (2) It is the responsibility of all learners to ensure that all submitted material is the sole work of the submitting learner. Plagiarism of any kind shall be deemed as a serious breach of disciplinary policy.
- (3) It is the responsibility of all learners to use all equipment, including furnishings and fittings, in a safe and appropriate manner. Defacing furniture, fittings, buildings or equipment in any way shall be deemed a serious breach of disciplinary policy.
- (4) It is the responsibility of all learners to ensure that all equipment is returned to its proper storage area after use or at the end of a training session, whichever occurs first.
- (5) Learners are personally responsible for all equipment issues to them during their period of enrolment. All such equipment must be returned to ATS before the course results can be issued.

4. Learner Rights

- (1) All learners meeting the course pre-requisites shall be eligible to study with ATS regardless of race, colour, creed or gender.
- (2) All learners have the right to be treated in a fair and equitable manner.
- (3) All learners have the right to learn in a safe and supportive environment.
- (4) All learners have the right to have their previous training assessed for Recognition of Prior Learning (RPL).
- (5) All learners have the right to be fully informed of training and assessment requirements for any course for which they are officially enrolled.
- (6) All learners have the right to appeal an assessment result in line with the ATS appeals procedures.
- (7) All learners have the right to formally enter complaints or grievances relating to their study with ATS and in line with ATS complaints procedures.
- (8) All learners have the right to be taught by qualified instructors.

- (9) All learners have the right to view all information relating to their personal training held at ATS.
- (10) All learners are entitled to guarantees under Australian Consumer Law that cannot be excluded. For more information, please contact the [Australian Competition and Consumer Commission \(ACCC\)](#).

5. Unique Learner Identifier

As an ATS learner you will be studying nationally recognised training as part of your studies. In this case you will need a unique learner identifier (USI). Your USI will be used to store your training results in the national database and you will be able to continue using your USI for further training.

Note: A USI is MANDATORY and must be provided before any course results can be issued.

To create a USI you will need a valid form of Australian identification (ID). Acceptable ID documents are shown in the list below. Your proof of ID will allow us to make sure that your records and results always go to your USI account and not someone else's with similar details. There might be someone who has the same name as you in the same city or town or someone with the same name might have the same date of birth. By using some details from a valid form of ID when you create your USI it allows us to identify you so we can make sure your USI is truly unique to you. If you don't have a valid form of ID from the list below please contact ATS for further assistance.

There are two options open to you for creating a USI.

- A. You can apply to The Australian Government Department of Education and Training for a USI by going to their website <http://www.usi.gov.au/> and following the instructions.
- OR
- B. You can ask ATS to create a USI on your behalf. If you choose this option you are required to provide ATS with a certified copy of your acceptable ID.

Regardless of which option above you select, you will need to complete the USI form located in the form section at the back of this booklet.

When you create your USI or when ATS creates a USI on your behalf, the USI system will confirm the details you have entered by matching them exactly with the details on your chosen form of ID. Therefore, ensure your chosen form of identity contains the correct information before you begin the USI process.

5.1. Acceptable Form of Identity

To create a USI you will require any one of the following documents:

- Australian Driver's Licence
- Australian Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport)
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate Of Registration By Descent
- Citizenship Certificate
- ImmiCard

5.2. Privacy Notice

You are advised that and agree that you understand and consent that the personal information you provide in connection with an application for a USI:

- (1) is collected by the Learner Identifiers Registrar for the purposes of:
 - (a) applying for, verifying and giving a USI;
 - (b) resolving problems with a USI; and
 - (c) creating authenticated vocational education and training (VET) transcripts;
- (2) may be disclosed to:
 - (a) Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 - (b) VET Regulators to enable them to perform their VET regulatory functions;
 - (c) VET Admission Bodies for the purposes of administering VET and VET programs;
 - (d) 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;
 - (e) schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - (f) 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;
 - (g) researchers for education and training related research purposes;
 - (h) any other person or agency that may be authorised or required by law to access the information;
 - (i) any entity contractually engaged by the Learner Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- (3) will not otherwise be disclosed without your consent unless authorised or required by or under law.

As a USI holder you have the right to:

- access and seek correction of the personal information held about you; and
- complain about a breach of privacy and how such complaints will be dealt with.

Corrections and complaints should be directed to the Learner Identifiers Registrar at:

<http://www.usi.gov.au/Pages/default.aspx>

NOTE: If any information requested is not provided, or is inaccurate, it may affect the Learner Identifiers Registrar's ability to provide you with a USI.

5.3. Security

All information provided to ATS shall be stored securely and be accessed only under the obligation of confidentiality.

6. Civil Aviation Safety Authority (CASA) Recognition

Where the course undertaken by a learner is eligible to be used as part of a CASA licence application, ATS will issue the appropriate CASA 465 Form. However, ATS does not guarantee, or in any way imply, that CASA will issue the desired licence.

To be eligible for a CASA 465 Form the following must apply.

1. The course theory must contain the relevant sections of the CASA Part 66 MOS Syllabus.
2. The learner must successfully pass the theory component of the course with a result of 75% or higher.
3. Where the learner has received recognition of prior learning, the initial training must have occurred less than 10 years prior to the issue of the CASA 465 Form.

Course Costs and Refunds

1. General Billing Policy

All accounts must be paid within fourteen (14) days of the invoice date. Invoices not paid within twenty eight (28) days of the invoice date may incur interest.

(Administration Charges do not apply to school years 11 and 12)

- (1) An administration charge of \$250.00 - \$350.00 per learner is required before a position on the specific course will be allocated. The administration charge amount is dependant on the course.
- (2) Where a learner or client pays learner fees in advance of training, not including administration charges, the following shall occur:
 - (a) ATS shall accept no more than one thousand, five hundred dollars (\$1500.00) per learner prior to the commencement of training;
 - (b) Additional advance payments after the commencement of training shall not exceed \$1500.00 per learner;
- (3) The item above does not apply where a payment schedule has been imposed upon ATS by a government organisation such as the Board of Studies or where an alternate payment schedule has been arranged with a specific learner;
- (4) Administration charges are non-refundable.
- (5) A learner who withdraws from a course after the commencement of the course, regardless of the learner's attendance, will be required to pay course and administration fees up to the day that ATS receives written confirmation of withdrawal. Any pre-paid fees in excess of this amount will be refunded.
- (6) All accounts are due as stated above, however a learner who is suffering financial difficulties may contact ATS administration to discuss their situation.

- (7) ATS reserves the right to take legal action regarding the recovery of fees in the case where a learner or client account is overdue.

Note: ATS retains the right to withhold the examination results of any learner for whom the required fees and charges have not been paid in full by the end of the course.

2. Recognition of Prior Learning (RPL)

RPL assessment also includes Recognition of Current Competencies (RCC).

- (1) Payment for RPL must accompany the RPL Application form. RPL will not be commenced until the associated invoice has been paid.
- (2) Clients will be charged the set minimum fee for RPL. If assessors are required to access further information, then the associated costs will be charged to the client's account. Clients will be advised of any additional charges prior to addition action being taken. Full payment of additional charges must be paid before the release of the RPL results.

3. Course Refunds

- (1) ATS Cancelled: Pre-paid administration charges and course fees will be refunded to learners if ATS cancels the course prior to its commencement for any reason.
- (2) Client Specific Courses:
 - (a) Client Cancelled: If a client cancels a course two (2) weeks or more before the commencement of the course, any pre-paid course fees paid by the learner or client will be refunded, less the administration fees.
 - (b) Client Cancelled: If a client cancels a course less than two weeks prior to the commencement of the course, the client must complete a Course Refund form stating the reason for the withdrawal. The assessment of the form evidence will result in any one of the following:
 - i. Cancelled by Misadventure/Medical: Where the learner or client has withdrawn for medical reasons or misadventure (proof required), a refund for course fees up to the date of withdrawal will be given. Administration fees are non-refundable.
 - ii. All other reasons for pre-course refund will be considered by ATS. All Administration fees are non-refundable.
- (3) Non-Attendance: If a learner or client fails to attend a training course in which he/she is enrolled or stops attending for any reason without notice, the learner may be liable for a withdrawal fee of up to 20% of course fees in addition to the administration fee.
- (4) Withdrawals: If a learner or client withdraws from a course once it has commenced, the learner or client is liable for the course fees up to the date of submission of the withdrawal form and the administration fee, irrespective of the learner or client's actual class attendance.
- (5) RPL Refunds: If a learner withdraws from an RPL assessment before completion the following will apply:
 - a) Withdrawal prior to the completion of the Draft RPL Report will result in a refund of 50% of the RPL fee less the administration fee.
 - b) Withdrawal after the completion of the Draft RPL Report is not eligible for any refund.
 - c) ATS will consider financial or other difficulties when determining RPL refunds.

- (6) Optional Credits: If a learner pays fees in advance and fails to attend a course, the learner may request any refund (if applicable) to remain as credit with ATS towards future training. Credits will be held for a maximum of 12 months. Credits not claimed or renegotiated within 12 months will be forfeited to ATS.
- (7) Mandatory Cooling Off Period: In the case where ATS or a marketing agent has approached a learner or client in public, door-to-door or over the phone (where ATS initiates contact) and the learner or client signs up for a course, the client or learner has 10 business days during which the contract can be cancelled without payment or penalty. Please note, ATS does not engage in unsolicited marketing or sales tactics and therefore the statutory cooling off period is not likely to be applicable to learners who have enrolled into a program.

Welfare and Guidance

The aviation industry can be a dangerous environment, it is therefore necessary that each learner be aware of the workplace and occupational health and safety issues surrounding the particular course being undertaken.

The following ATS company policies are available from ATS Administration and may be obtain on request:

- Access and Equity
- Ethics

Learners who are having difficulties with any aspect of their course may seek assistance through the following ways:

- (1) Underpinning skills and knowledge:- learners experiencing difficulties with basic concepts involving mathematics, English or science should first outline the difficulties to their instructor or tutor. ATS will provide, where possible, assistance to learners in the areas of basic mathematics, English and science where it is perceived that lack of understanding in these areas is hampering the learners in their present course of study with ATS.
- (1) Career opportunities:- Learners who wish to discuss career options may do so with their instructor or tutor, or contact ATS Administration to arrange a meeting with an ATS representative.
- (2) Course Details:- Learners having difficulties with course material or structure should first outline the problem to their instructor or tutor. If the problem is not resolved, the learner should contact ATS Administration to arrange a meeting with an ATS representative. If a problem is of a serious nature we advise learners to use the grievance form that appears at the end of this booklet.
- (3) Harassment:- Learners who feel that they are being harassed or discriminated against by any person associated with ATS training should refer to the 'Grievances' section of this booklet.

Withdrawal or Cancellation of Courses

Courses that are cancelled by ATS or the learner prior to and after commencement are subject to fees as detailed in the Course Costs and Refunds section above.

1. Withdrawal Process

- (1) If a client cancels a course or a learner withdraws from a course less than two weeks prior to the commencement of the course, the learner or client must complete a Course Refund form stating the reason for the withdrawal.

- (2) If a learner or client withdraws from a course after commencement, the learner or client must complete a withdrawal form prior to any results being issued.

2. Results for Withdrawn Learners

Withdrawing learners will be issued a transcript showing their theory results or Units of Competency results (or both) as applicable.

In addition, where the training course is nationally recognised or includes nationally recognised components (Australian Qualification Framework qualifications or Units of Competency), outcomes may be reported to the National Centre for Vocational Education Research and relevant State and National government bodies as required by law.

- (1) Where the course was cancelled before commencement, training will either not be reported, or reported as “Did Not Commence” as appropriate. No transcript will be issued.
- (2) Where a learner withdraws after training and assessment has commenced, transcripts will be issued to the students and reported to the necessary authorities.

Assessments

All learners must abide by the following examination room conditions (where applicable)

1. Paper-based Examinations

- (1) No person is permitted to enter the examination room after the examination has commenced.
- (2) No talking is permitted between learners once examination papers have been handed out.
- (3) No material, printed or electronic, is permitted to be brought into the examination room by the learner unless specifically stated otherwise. This includes, but is not limited to, phones, cameras, iPads or tablets, and computer but excludes writing implements.
- (4) Learners are to advise the examiner immediately of any error, omission or illegibility that is observed in the examination paper.
- (5) Written examination material shall consist of an examination booklet containing questions (multiple-choice or short answer) and suitable answer sheets. All answers must be placed on the answer sheets. Answers marked on the question sheets will not be marked.
- (6) No examination material may be removed, in physical or digital format, from the examination room, including scrap paper used by a learner.

2. Examinations Using an Invigilator

- (1) In most cases learners are responsible for nominating a suitable invigilator (see appendix A) and a suitable examination location (see Appendix B)
- (2) Once nominated, ATS will assess the suitability of the proposed invigilator and location.
- (3) All examinations (digital or paper based) undertaken using an ATS approved invigilator must be undertaken at an ATS approved examination location.

2.2. Digital (Electronic or eAssessment) Examinations

The dates for specific examinations will be provided to you by your instructor or tutor. Self-paced learners need to contact their invigilator to arrange examination dates and times. The general process is as follows:

- (a) The learner decides when she/he is ready to sit an examination.
- (b) The learner informs invigilator of the examination name and category (B1, B2, mechanical, etc.)
- (c) The learner and invigilator determine an appropriate date and time for the assessment.
- (d) The invigilator will contact ATS Administration at least one (1) week prior to the preferred date and request an examination access code for the specific examination, date and time.
- (e) ATS Administration will email the invigilator the access code.
- (f) On the day of the examination the learner will log onto the learner portal and navigate to the required examination. The invigilator will enter the access code to commence the examination.
- (g) Learners may not use their own personal computer, iPad or Tablet to undertake an ATS examination. In the situation where the intended computer is unavailable for learner use, a learner's own computer may be used for the examination. However, the invigilator must have the screen in plain sight at all times and the computer must be turned off completely immediately after the examination. Learners are not permitted to take screen shots or download any content during the examination.
- (h) Only one learner per computer is allowed in the examination room during examinations. If there is insufficient computers for all the learners wishing to undertake an E-examination, the excess learners must wait OUTSIDE the examination room until a computer becomes available.
- (i) If the examination is not conducted on the specified day, the invigilator must reapply for new access codes.
- (j) Learners may not leave the examination room once their examination has been opened. If a learner needs to leave the examination room for any reason once an examination has been activated, the examination must be close and the learner must log-off the ATS elearning site. The learner may not return to the examination room. If the examination was not completed, the learner will need to apply to re-sit the examination.
- (k) In the event of an internet or computer failure the invigilator will record the details of the event on the examination attendance sheet. The disruption will be investigated and if the results of the examination were not recorded or only partially recorded, a new examination will be arranged without any time restrictions. If the examination result has been recorded the examination will be considered completed.

2.3. All Invigilated Examinations

- (a) No person is permitted to enter the examination room after the first examination has been activated.
- (b) No talking is permitted between learners once the first examination has been activated.
- (c) No material, printed or electronic, is permitted to be brought into the examination room by the learner unless specifically stated otherwise. This includes, but is not limited to, phones, cameras, iPads, electronic tablets, or computers.
- (d) Learners are to advise the examiner immediately of any error, omission or illegibility that is observed in the examination paper.

- (e) No examination material may be recorded, in hard copy or digital form, and removed from the examination room. This includes scrap paper used by a learner.
- (f) All examination questions are randomly selected from the ATS question databank, resulting in each learner receiving a different examination paper.
- (g) All ATS examinations are timed. For CASA regulated examinations the timing is 1.25 minutes per multiple-choice question. A small allowance has been made in the question duration to accommodate download times during online examinations.
- (h) Learners may have only one attempt at any examination. (see re-sit details).
- (i) If a learner intends to undertake more than one examination during a particular examination sitting, only ONE examination may be accessed at a time. Once the learner has completed the first examination, the next examination may be commenced.
- (j) Learners may not leave the examination room once their examination has been opened. If a learner needs to leave the examination room for any reason once an examination has started, the learner can not return to the examination room. If the examination was not completed, the learner will need to apply to re-sit the examination.
- (k) In the event that an examination must be halted for any reason — evacuations, illness, power failure etc. — learners will be able to re-sit the examination without penalty.

3. Marking Examinations

- (1) The pass mark for all examinations is 75% of the total mark possible for the examination paper, unless otherwise stated.
- (2) Learners shall not seek to influence the assessor in any way regarding the outcome of an examination.
- (3) Learners shall be notified concerning the result they obtained in individual examinations as soon as possible after the marking of the examination papers.
- (4) No learner will be permitted to view the completed examination papers.
- (5) Re-marking of an individual paper will only be permitted if the learner can show due cause for this to occur (see Grievance below). A remarking application form is located at the end of this booklet.
- (6) Any learner requesting re-marking on the grounds of illness must present a dated doctors certificate verifying the illness.
- (7) Examination Failure
 - (a) Any learner that fails an examination will have the opportunity to undertake one re-examination (re-sit) of the examination. Learners that do not wish to take advantage of this opportunity must re-enrol in the entire course. Date and time of the re-examination can be adjusted to suit extenuating circumstances.
 - (b) For CASA regulated examinations, re-examinations may only occur under the following time periods:
 - (i) 30 days after the failed examination, provided the learner has undertaken additional formal study.
 - (ii) 90 days after the failed examination if no additional formal study has taken place.

- (iii) If a learner fails two re-sits, the next re-sit can not occur until 12 months after the last failed re-sit date.
- (c) For non-CASA regulated examinations, re-examination may occur under the following time periods:
 - (i) A minimum of 7 day after the failed examination, provided the learner's result in the failed examination was 70% or above.
 - (ii) A minimum of 14 days after the failed examination provided the learner's result in the failed examination was below 70% and the learner has undertaken further study in the examination topics.
- (d) Learners are allowed 1 re-sit for each failed examination. If a learner fails an examination attempt twice, a meeting with the module instructor or other qualified ATS staff member will determine the learner's progress options.
- (e) If it is not possible for a learner to resit a failed examination at an approved ATS facility, an individual invigilator will be appointed to oversee the particular examination at a location acceptable the learner, ATS, CASA or other authority where applicable.

4. Marking Assignments and Practical Assessment

- (a) All assignments must have an ATS Assignment Cover sheet attached to the front of the assignment. A copy of this sheet is located at the back of this booklet.
- (b) The results of an assignment marking will appear on the front of the Assignment Cover sheet.
- (c) The specific marking criteria for assignments and practical assessment will be provided to you by your instructor or tutor.
- (d) All assignments and practical assessments will be assessed on the basis of the following attributes:
 - Validity: The assessor is assured you have demonstrated the skills, knowledge and attributes as described in the assessment requirements.
 - Sufficiency: The assessor is assured that the quality, quantity and relevance of the material you have submitted is sufficient for a valid assessment.
 - Authenticity: The assessor is assured the submitted material is the sole work of the learner submitting the material.
 - Currency: The assessor is assured the submitted material is a current example of the learner's competency (ability). For CASA related assessment, currency means the assignment or practical evidence must have been completed as submitted within the last 24 months.

Grievances

1. Non-Examination Grievances

Learners who wish to raise a complaint concerning any aspect of their association with ATS shall do so using the Grievance form located at the back of this booklet. The following procedures shall be followed to address a learner grievance:

- (1) The learner shall complete a grievance form stating the type and nature of the grievance, to whom or what it applies and how it has affected the learners learning. The grievance form

must be signed and dated by the learner. The form must be completed within one month of the grievance event (see examination grievances for further details).

- (2) The grievance form is to be posted or delivered to the ATS head office as outlined on the form. The learner is advised to retain a copy of the completed grievance form for his/her own personal record.
- (3) ATS staff will contact the learner within fourteen (14) days of receipt of the grievance form to discuss the issue.
- (4) ATS staff will keep the learner informed of the progress of the grievance process.
- (5) ATS staff will supply the learner with a written response and, where appropriate, steps taken by ATS to address the issue.
- (6) If the learner is not satisfied with the outcome of the grievance process, s/he may appeal the decision directly to the ATS Directors.
- (7) If the learner is not satisfied with the directors' decision, an independent arbiter can be appointed from the Australian Mediation Association. The cost of the independent arbiter will be paid for by the learner.

2. Assessment Disputes

- (1) Examination room conditions: Disputes over examination results relating to examination room conditions are to follow the procedures below :-

If the learner advised the examiner of a problem with the examination room conditions during or prior to the exam, the examiner must take appropriate steps to elevate the problem. Further, the examiner must note the problem in written form and present this at the course evaluation session post examination. If this session believes that all learners were significantly disadvantaged by the conditions under which the examination was conducted it may recommend that one of the following occur:-

- (i) Re-examination of all learners
- (ii) Scale examination results accordingly

If the learner did not notify the examiner of a problem with the examination room conditions during or prior to the examination then no action will be taken.

- (2) Examination Paper: Disputes over examination paper's physical appearance or condition will only be considered where the examination paper is in whole or part illegible.
 - (a) If an individual learner or learners notify an examiner during the examination that the examination paper is in part or wholly illegible then one the following may occur :-
 - (i) If the extent of the illegibility extends over one or more pages then a second copy of the same examination paper will be issued. Both copies are to be stapled together and returned at the conclusion of the examination.
 - (ii) If the extent of the illegibility extends over one question or part of a question, then that question or part of that question will be written on the board by the examiner (only if all learners present in the examination room are undertaking the same examination).
 - (iii) If the illegibility can not be corrected to the learners and examiner's satisfaction the examination will halt. A new time will be set to resit the examination at a later date. A new examination paper will be issued at that time.

- (b) If a learner or learners notifies the examiner after the conclusion of the examination that the examination paper was wholly or in part illegible no action will be taken.
- (3) Assessment Results: Learners who desire their examination papers or other types of assessment to be remarked (reassessed) must complete a Remark Request form and show just cause why remarking (reassessing) should occur. This form is located at the back of this booklet. Each application for remarking (reassessing) will be considered carefully and written notification of the success or failure of the application will be sent to the learner within 14 working days of receipt of the application.

Learners are urged to discuss the possible re-assessment with their instructor or tutor before completing the Remark Request form. In situations where learners do not wish to discuss the matter with their instructor or tutor, arrangements can be made for another qualified ATS staff member to discuss the matter with the learner. In this case, learners are advised to contact ATS Administration to arrange a meeting time.

Competency-Based Training (CBT)

All courses and modules delivered by ATS are in the form of competency-based training. The main features of CBT are:-

- The course or module is based on competency standards.
- The course or module focuses on learning outcomes (what the learner can actually do) rather than on learning input such as time spent on a course or where the learning took place.
- Industry has involvement in both competency standards and skills acquisition.
- Recognition of prior learning is available.
- Criterion - referenced assessment.
- Competency-based Assessment

The main thrust of competency-based assessment is that it is concerned with assessing what a learner can actually do against a set of industry standards. Learners are not compared to each other but rather against the learning outcomes of the course or module.

To obtain competency a learner must demonstrate that the skills and knowledge obtained in any particular module or course can be used successfully in the workplace. An opportunity to demonstrate these competencies will be given to each learner either on-job or in a simulated environment.

Student Portal

On enrolment all learners (unless otherwise stated) will receive an ATS Learner login. It is your responsibility to ensure the safety and security of your login code. If at any time you believe someone has unlawfully used your login or you have lost your login, please contact ATS Administration as soon as possible.

Learner study resources can be found on the Student Portal located on the ATS website. Learners are encouraged to visit the resource section regularly and use the various resources to assist in their learning and assessment. Resources may include the following (course and subject dependent):

- Course notes and support text;
- Study guides;
- Exercises;
- Recorded tutorials;

- Videos;
- Online navigation help.

Please take time to work through the navigation tutorial on the portal to familiarise yourself with the various portal features and structure.

Depending on your course delivery mode, you may undertake study and/or assessment on the portal. Please ensure you read the sections above relating to online assessment.

Study Commitments

1. General

The instructor lead portion of your training is not your sole study commitment. Listed below are the expected amounts of personal study required for the major delivery methods.

To successfully complete your enrolled course it is assumed you are undertaking the following personal study outside of scheduled tuition times:

- Structured Online Learning: minimum 5 hours per week in addition to online tutorials.
- Classroom (Face-to-Face): minimum 5 hours per week or 1 hour per day.
- Self-Study Mode: minimum 6 hours per week.

2. Structured Online Learning (SOL)

It is important to remember SOL is designed to be a melding of self-study and classroom delivery. As such, learners studying through SOL are required to read the relevant sections of the course notes prior to the commencement of each tutorial. It is not possible for your instructor to cover every topic in the course in depth during the set tutorials. Therefore, please read through each relevant section, making notes and identifying any questions you need to raise during the tutorial. It is good practice to send the questions to your tutor at least one day prior to the tutorial so your tutor has time to include the question into the tutorial.

If you have difficulties with the study topics and need additional assistance, you can contact either of the following people for support:

- Online ELearning Coordinator: Send an email to the co-ordinator if you need help with the online portal, assessments, submitting assignments or portfolios, or accessing study material.
- Your Tutor: Contact your tutor if you need help with the course content, specific topics within the course, or other course related issues.
- ATS Administration: Contact ATS administration if you need help with enrolments, course schedules, accommodation for practical blocks, government forms or documents or other administration assistance.

Forms



AEROSPACE TRAINING SERVICES

During your training with ATS you may be required to provide specific information or request a particular service. To do either of these, please use the appropriate form listed below. These forms are available from ATS administration (admin@aerots.com.au).

Complete the appropriate form carefully and truthfully. Send completed forms to the Aerospace Training Services office whose address appears at the front of this booklet or hand the completed form to your ATS instructor or ATS Administration.

If you require assistance to complete a form please contact ATS Administration whose contact numbers appear at the front of this booklet.

- G1013 Fee Refund Form
- G1014 Grievance Form
- G1016 Remarking Request Form
- G1028 Recognition of Prior Learning Application Form
- A1004 Assessment Cover sheet
- E1501 Unique Student Identifier (USI)

Appendix A – Invigilator Application

It is the learner's responsibility to nominate a suitable invigilator according to the criteria listed on the nomination form. It is important the learner discusses the duties and responsibilities of the invigilator with the nominee.

Note: Failure of the invigilator to follow the correct ATS invigilation procedures can result in the cancelling of an examination and its results.

Once an invigilator has been nominated, ATS staff will determine his/her suitability for the position. Acceptance as an invigilator is not guaranteed, with some applications may result in the rejection of the nomination. In such cases, the learner is required to nominate another invigilator.

Occasionally, a learner may not be able to nominate a suitable invigilator. In such cases, ATS will arrange for the nearest ATS authorized invigilator to be assigned to the learner. If no invigilator is available ATS staff will discuss suitable alternatives with the learner,

It is important to note that all requests for examination papers or digital examination access codes must be made through the learner's invigilator. Learners may not request examination materials or codes directly from ATS.

Examination material or examination codes will not be issued if any of the following occurs:

- The invigilator has not submitted the assessment attendance sheets from previous assessments.
- The invigilator holds assessment material or examination codes that have not been used.

The invigilator application form is available from ATS administration. Please ensure the nominee completes ALL the required information.

Appendix B – Assessment Facility

Learners using invigilators are required to nominate a suitable location as an authorized assessment site. Once authorized, all assessments must be undertaken at the site.

An assessment site must comply with the following conditions:

1. The building must NOT be a private residence.
2. The building must not be a crew room or other public use area or building.
3. The building must not be a maintenance hangar.

The assessment room must comply with the following conditions:

1. The room must be isolated from disturbances such as other people, excessive noise or outside interactions or distractions such as uncovered ground floor windows.
2. The room must have good lighting and temperature control.
3. The room must have at least one clear and uncluttered table and associated chairs.
4. There must be at least 1.5m between each learner.
5. The room must have a computer with internet access (eExaminations only). If more than one learner is undertaking examinations at the same time, chairs must be arranged so that no learners can view the computer screen of other learners.
6. The room should have a clock visible to the learner.

The Facility Application for Invigilation is available from ATS administration.