

1. Purpose

- 1.1 To document the procedure to be followed for lodging, assessing, investigating and responding to Part 66 examination appeals.

2. Scope

- 2.1 This procedure applies to all Part 66 student examinations conducted at Aviation Australia (AA) sites.

3. Regulatory References

- 3.1 Australian Qualifications Framework
- 3.2 The National Code 2018, Standard 10
- 3.3 CASR Part 66
- 3.4 EASA Part 66
- 3.5 GCAA CAR 66

4. Related Documentation

- 4.1 AA EX PRO 07a Part 66 Examination Appeal Action
- 4.2 AA EX PRO 08 Examination Analysis
- 4.3 AA QA POL 01 Complaints and Appeals
- 4.4 AA QA PRO 06 Customer Improvement, Complaint and Appeal

5. Glossary of Terms

- 5.1 **SME** - Subject Matter Expert
- 5.2 **CE** – Chief Examiner
- 5.3 **Questionmark (QM) OnDemand** – AA’s online examination management system

6. Responsibilities

- 6.1 The Chief Examiner (CE) is responsible for the proper execution of this procedure.
- 6.2 The Examination Appeal Committee shall consist of the CE and an SME. Responsibilities are to evaluate the appeal.
- 6.3 The Quality Assurance Manager (QAM) is appointed as the ‘Review Officer’ for the purpose of reviewing decisions made by AA in relation to a student’s complaint or appeal. The review officer cannot review their own decisions.

7. Procedure

7.1 Lodgement

- 7.1.1 Part 66 regulatory examination appeals must be lodged within 7 working days.
- 7.1.2 Appeals must be lodged by completion of form AA EX PRO 07a Section 1 in full. The Part 66 Examination Appeal Action form is only provided to students post examination, upon request.

7.1.3 For MCQ exams conducted on Questionmark OnDemand, candidates must raise concerns electronically when prompted to do so at the end of the exam, prior to completing AA EX PRO 07a, otherwise the appeal will not be processed.

7.1.4 AA EX PRO 07a can be submitted via email or lodged with the receptionist of the relevant training centre.

7.1.5 The receptionist forwards to the CE or the CE collects AA EX PRO 07a.

7.1.6

7.2 **Acknowledgement of Part 66 Appeal Receipt**

7.2.1 CE registers appeal in appeal spreadsheet.

7.2.2 CE acknowledges receipt of appeal to client.

7.3 **Part 66 Appeal Verification**

7.3.1 CE to determine if appeal satisfies lodgement criteria, if not upheld email/letter is sent. Lodgement criteria:

- Submitted within submission timeframes.
- Written supporting evidence as per Part 66 examination appeals guide, page 2 of AA EX PRO 07a.
- QM OnDemand electronic concerns submitted.
- Valid grounds for appeal as per AA QA POL 01.

7.4 **Investigation of Part 66 Appeal**

7.4.1 Investigation, analysis and corrective action will be conducted in accordance with AA EX PRO 08.

7.4.2 CE raises helpdesk request if there are reasonable grounds for appeal, if not upheld email/letter is sent.

7.4.3 The Examination Appeal Committee has 7 working days to investigate and assess each appeal forwarded to the Committee by the CE.

7.4.4 The investigations must be completed within a timeframe that enables the CE to inform the client of the appeal conclusion within 30 days of appeal lodgement.

7.4.5 The CE, on behalf of the Committee, records the appeal investigation details in AA EX PRO 07a Section 5.

7.5 **Part 66 Appeal Upheld**

7.5.1 The CE, on behalf of the Examinations Appeals Committee will advise the student by letter or e-mail of the appeal being upheld together with the adjusted examination score.

7.5.2 The CE will adjust the student's score accordingly depending upon the circumstances of the appeal outcome.

7.5.3 The CE records the appeal upheld in AA EX PRO 07a Section 6.

7.6 Part 66 Appeal to the Chief Examiner/Quality Assurance Manager

- 7.6.1 To appeal the decision of the Examination Appeal Committee, the student attaches the Examination Appeals Committee's response letter to a new AA EX PRO 07a and attaches written supporting evidence as to why the appeal should be reviewed.
- 7.6.2 The lodgement process described in 7.1 above is to be followed.
- 7.6.3 The AA EX PRO 07a is submitted to the CE along with the original appeal documentation.
- 7.6.4 The CE/QAM record their decision in Section 5 of the new AA EX PRO 07a together with reasons.
- 7.6.5 If the appeal is upheld, the CE adjusts the score and advises the student of the outcome by letter or e-mail.
- 7.6.6 If the appeal is not upheld, the CE advises the student of the outcome and reason by letter or e-mail.

7.7 Appeal to external body

- 7.7.1 If the student is dissatisfied with the appeal outcome, AA can refer the student to AA QA PRO 06.

7.8 Reporting

- 7.8.1 The CE will ensure the examination appeals register is kept up to date for any report required by management.

8. Records

- 8.1 All AA EX PRO 07a Examination Appeal Action Forms are registered by the CE.
- 8.2 AA EX PRO 07a and all supporting material for the appeal assessment are filed electronically in PDF and maintained by the CE.
- 8.3 CE also places a copy of the appeal action outcome on the students file, if enrolled at AA.

9. Flowchart



