

1. Purpose

1.1 To provide all students who sit Part 66 examinations a clear process for appealing Part 66 examinations.

2. Scope

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

3. Revision Details

3.1 This section outlines any adjustments made to the document during the most recent revision.

Section Reference #	Rationale for Change
8.1.1	Correction to 7-day lodgement to make it clear

3.2 This section outlines the review frequency of the document.

Planned Revision	Biennially
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4. Regulatory References

4.1 Australian Qualifications Framework
4.2 The National Code 2018, Standard 10
4.3 CASR Part 66
4.4 EASA Part 66
4.5 GCAA CAR 66
4.6 CAAM Part 66

5. Related Documentation

5.1 [AA EX PRO 07a Part 66 Examination Appeal Action](#)
5.2 [AA EX PRO 08 Examination Analysis](#)
5.3 [AA QA POL 01 Complaints and Appeals](#)
5.4 [AA QA PRO 06 Customer Feedback Management](#)

6. Glossary of Terms

6.1 **CAO** – Chief Academic Officer
6.2 **SME** - Subject Matter Expert
6.3 **Questionmark (QM) OnDemand** – AA's online examination management system

7. Responsibilities

7.1 The Document Owner holds the delegated authority for the proper content and execution of the protocols within the document.

7.2 The Responsible Delegate ensures the proper implementation and adherence to the protocols within the document.

Document Owner:	Manager Curriculum Development and Design (CDD)
Responsible Delegate(s):	Chief Examiner (CE)

Key Stakeholder Positions may contain multiple responsibilities for various parts of the document however the overall responsibility must remain with the document owner.

Key Stakeholder Positions – Mandatory Consultation Required
N/A

7.3 The Examination Appeal Committee shall consist of the CE as Chair and one other suitably qualified staff member or SME. The responsibilities of the committee is to evaluate the veracity and authenticity of the appeal.

8. Procedure

8.1 Lodgement

8.1.1 Part 66 regulatory examination appeals must be lodged within 7 working days of receiving the examination result (electronic exam sitting + 7 days and essay result email + 7 days).

8.1.2 Appeals must be lodged by completion of form AA EX PRO 07a Section 1 in full and attaching supporting evidence for each and every question being appealed. The Part 66 Examination Appeal Action form is only provided to students post examination, upon request.

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

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

8.2 Acknowledgement of Part 66 Appeal Receipt

8.2.1 CE registers appeal in appeal spreadsheet.

8.2.2 CE acknowledges receipt of appeal to client.

8.3 Part 66 Appeal Verification

8.3.1 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.
- Valid grounds for appeal as per AA QA POL 01.

	Part 66 Examination Appeals	AA EX PRO 07
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8.4 Investigation of Part 66 Appeal

- 8.4.1 Investigation, analysis and corrective action will be conducted in accordance with AA EX PRO 08.
- 8.4.2 CE raises Qudos action request if there are reasonable grounds for appeal, if not upheld email/letter is sent.
- 8.4.3 The Examination Appeal Committee has 7 working days to investigate and assess each appeal forwarded to the Committee by the CE.
- 8.4.4 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.
- 8.4.5 The CE, on behalf of the Committee, records the appeal investigation details in AA EX PRO 07a Section 5.

8.5 Part 66 Appeal Upheld

- 8.5.1 The CE, on behalf of the Examinations Appeals Committee will advise the student by e-mail of the appeal being upheld together with the action or the adjusted examination score.
- 8.5.2 If appropriate the CE will adjust the student's score accordingly depending upon the circumstances of the appeal outcome.
- 8.5.3 The CE records the appeal upheld in AA EX PRO 07a Section 6.

8.6 Part 66 Appeal of the decision of the Examination Appeal Committee

- 8.6.1 To appeal the decision of the Examination Appeal Committee, the student attaches the Examination Appeals Committee's response to a new AA EX PRO 07a and attaches written supporting evidence as to why the appeal should be reviewed.
- 8.6.2 The lodgement process described in 8.1 above is to be followed with the appeal addressed to the Chief Academic Officer (CAO).
- 8.6.3 The AA EX PRO 07a is submitted to the CAO along with the original appeal documentation.
- 8.6.4 The CAO records their decision in Section 5 of the new AA EX PRO 07a together with reasons.
- 8.6.5 If the appeal is upheld, the CAO advises the CE who adjusts the score and advises the student of the outcome by e-mail.
- 8.6.6 If the appeal is not upheld, the CAO advises the CE who advises the student of the outcome and reason by e-mail.

8.7 Appeal to external body

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

8.8 Reporting

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

9. Records

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

10. Flowchart



