

TERMS AND CONDITIONS

Part 66 Examination Bookings

Part 66 Examinations

Part 66 examinations are conducted in accordance with the relevant regulatory standards and regulations. Please refer to either the CASR Part 66 Manual of Standards or Commission Regulations (EU) No 1321/2014.

- Multi-Choice Question (MCQ) examinations are delivered via a computer-based program in all approved locations. MCQ examinations are based on a nominal average of 75 seconds (1.25 minutes) per question – with a pass mark of 75%.
- Essays are paper-based, with a total of 20 minutes allocated (pass mark of 75%).
- The maximum number of consecutive attempts for each module is three (3). Further sets of three attempts are allowed once required waiting period, has been completed.
- **Examination Resits** – Please refer to the CASA/EASA regulatory requirements for resiting exams.

Bookings

Examination booking requests will be confirmed via email within 3 business days. For all examinations from 1 January 2021, all bookings must be paid in full before a seat is confirmed for an examination session.

Examination booking requests must be submitted online by close of business (Brisbane Time/Australian Eastern Standard Time) within the specified time frames (examination booking closing time) listed below – **no late bookings will be accepted:**

- Brisbane, Cairns and Darwin at least **7 days in advance** of the advertised session date;
- All other locations (including ASPEQ): at least **14 days in advance** of the advertised session date.

NOTE - All locations have limited seating and sessions will be closed if rooms reach capacity.

If information supplied on the booking form is found to be incorrect (such as last sat examination date, ineligible voucher code used), the examination booking may be cancelled & payment forfeited. In this case, a new booking request must be submitted online.

Changes / Cancellations

All requests for **changes or cancellations** must be submitted **in writing** via devex@aviationaustralia.aero. Verbal requests, including those made by phone, will **not** be accepted.

1. You must provide **your name, examination, date and location** of original booking.
2. Please note that changes may also require submission of a **new online booking form**.

The following apply to changes or cancellations made to your exam bookings:

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Before the closing time [please see under Bookings heading for closing times]:

- **Changes** - You may reschedule the examination **once at no cost**, Provided the request is made before the booking closing time [closing time information under **Bookings** heading]. Any additional change requests made before the closing time, **will incur a \$50 administration fee** [ONLY available for changes made **BEFORE** the closing time]
- **Cancellations** - If you cancel your examination **before the booking closing time**, a **\$50 administration fee** will apply. This fee will be deducted from the amount paid, and the remaining balance will be refunded to your credit card within **14 days** of submitting a completed refund request form to devex@aviationaustralia.aero.

After the closing time [please see under Bookings heading for closing times]:

- **Changes** - *No changes/refunds/credits* can be made once the examination booking closing time has passed [closing times available above under the Booking heading]. If you wish to reschedule after the closing time, you must make a **new booking** and pay the **full examination fee**.
- **Cancellations** - Examination fees (including any booking fees) are **non-refundable** after the booking closing time. [closing times available above under the Booking heading]. **Exceptions** may be considered only if you can provide a **medical certificate** (including a carer's medical certificate) or demonstrate **extenuating circumstances**. *Work commitments will not be accepted as extenuating circumstances*. A new exam fee will be payable when rebooking a new exam session.
- **Fail to show** - should you fail to appear for an examination; your exam fee will **not be refunded or credited**.

Refunds

In accordance with Australian Consumer Law (ACL), refunds will only be given if the below criteria has been met:

- Aviation Australia has notified you that they can no longer offer your examination on the selected date; or
- The student has paid an amount greater than the examination fee advertised at the time of enrolment; or
- The student cancels the exam before the examination booking closing time (an administration fee of \$50 will be deducted from the refund); or
- The student is otherwise entitled to a refund pursuant to the ACL.

Students may have extenuating circumstances that prevent them from completing their examination. Where evidence can be provided to support the student's circumstances, examination fees may be refunded in full (less administration fee of \$50). The decision of assessing the extenuating circumstances rests with Aviation Australia and shall be assessed on a case by case basis.

Privacy Statement

Aviation Australia is bound by the National Privacy Principles under the Privacy Act 1988. The personal information disclosed by you will be used for the purposes of identifying you and confirming your participation. If applicable, financial information disclosed by you will be used only for the purposes of affecting the transaction to which it relates and will be kept securely until legally able to be deleted. Otherwise, the personal information disclosed will be used by us to communicate with you about our products and services.

Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law. Aviation Australia has the right to share information about your course and progress with your sponsor or educational representative. By providing your private email address on this form, students accept that they are giving permission to Aviation Australia to communicate with them on any matters relating to enrolment at Aviation Australia.

Declaration

When booking an examination:

- I authorise Aviation Australia to obtain and maintain all details relating to my academic record;
- I acknowledge that the provision of incorrect information and documentation relating to my application may result in the cancellation of my enrolment;
- I consent and give permission for Aviation Australia to contact me to request participation to complete appropriate surveys by a third party and/or Aviation Australia after I complete my course;
- I confirm I **have read, understood and agree** to the 'Terms and Conditions' and aware that all related Policies and Procedures are available on the Aviation Australia website; and
- I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Statement above.