

06 July 2020



Australian Government

Australian Skills Quality Authority

Mr William Horrocks
Chief Executive Officer
AVIATION AUSTRALIA PTY LTD
PO Box 1038
EAGLE FARM QLD 4009

By email to: Trainingadmin@aviationaustralia.aero

RTO ID: 30770
Audit No: AUDREC0010574

Dear Mr Horrocks

Re: Audit finalised

This notice is to advise that the recent compliance audit conducted on Aviation Australia Pty Ltd has been finalised and your registered training organisation (RTO) has been noted for its ongoing compliance with the VET Quality Framework as relevant to the scope of the audit.

The findings of this audit will contribute to the records retained of your RTO's compliance history. A copy of the final audit report is attached for your reference.

Thank you for your organisation's cooperation throughout this audit activity. ASQA is temporarily waiving some of its fees and charges to help mitigate the negative financial impacts of COVID-19 on the vocational education and training (VET) sector. These financial relief measures are in effect **from 1 January 2020 to 30 June 2021**. For more information, visit www.asqa.gov.au/fees-and-charges-relief.

You are reminded that an ongoing condition of your registration is compliance with the VET Quality Framework.

Further information and assistance

If you require further information or assistance in relation to this matter, please contact the Info Line on telephone 1300 701 801 or by email at enquiries@asqa.gov.au.

Yours sincerely

Anthony Barkey
Manager Regulatory Operations



REPORT

Audit report: AVIATION AUSTRALIA PTY LTD

RTO number:	30770
CRICOS number:	02425C
Date/s of audit:	16 Jun 2020
Date report created:	24 June 2020

Organisation details

Organisation's legal name:	AVIATION AUSTRALIA PTY LTD
Trading name/s:	Aviation Australia AVIATION AUSTRALIA EMPLOYMENT SERVICES AVIATION AUSTRALIA CAFE NATIONAL PILOT TRAINING CENTRE AVIATION AUSTRALIA GROUP TRAINING
RTO number:	30770
CRICOS number:	02425C

Audit team

Lead auditor:	Seth Farrington
Auditor/s:	Andrea Masters

Audit details

Application number/s:	N/A
Audit number/s:	AUDREC0010574
Audit reason/s:	Compliance Monitoring
Address of site/s visited:	Desk Audit
Date/s of audit:	16 Jun 2020
Organisation's contact for audit:	William Horrocks Chief Executive Officer Trainingadmin@aviationaustralia.aero 0738600902

Original finding at time of audit

Audit finding: Compliant

Report completed by: Seth Farrington

Practice	Standards for RTOs	Finding
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13, 1.14, 1.16, 1.17, 1.18, 1.20	Compliant
Completion	3.1	Compliant
Regulatory Compliance / Governance	2.3, 2.4	Compliant

*Indicates a non-compliant clause

Background

Summary of organisation and management structure:

- The organisation was first registered as a Registered Training Organisation on 21 December 2001. With an initial scope for qualifications related to aircraft maintenance due to an industry identified need. The CEO of the organisation is supported by a financial controller and a management team consisting of managers of Administration Services; Technical Training; Technical Training Delivery; Technical Training Assessment; Project Design and Development; Flight Safety; Quality Assurance along with trainers and assessors. The organisation has a FTE of approximately 100 staff.
- The organisation is a Queensland public provider and is a subsidiary of Queensland TAFE. Delivery has now expanded to other states at the request of the local industry.
- Key to the organisation's operations is that it also satisfies air worthiness requirements of the regulator – the Civil Aviation Safety Authority.
- COVID 19 has severely affected the airline industry and as a consequence the organisation has reduced numbers of learners.
 - Decrease use of facilities
 - Cabin crew training has reduced
 - Workplace assessment has reduced.

Scope of organisation's registration:

- Consists of:
 - 11 - Certificate II to Advanced Diploma qualifications from the Aviation Training Package
 - 1 - Certificate VI from the Business Training Package
 - 9 - Certificate II to Diploma qualifications from the Aeroskills Training Package
 - 2 - accredited courses in Diploma of Aircraft Maintenance Engineering
 - 7 - units of competency from the Aviation, Property Services, Aeroskills and Training and Education Training Packages

Suburb and state of all delivery sites:

- The organisation's main delivery site is at the Brisbane Airport and regional airports within Queensland
- The organisation also delivers training and assessment at many capital city airports of Australia
- Some learners commence training at major city airports in Malaysia but training and assessment is finalised for these learners in Australia.

Third party usage:

- MAF International
- Flight Options Flight Academy Pty Ltd
- The following schools:
 - Balmoral State High School
 - Columba Catholic College
 - Genesis Christian College
 - James Nash State High School
 - Mackay Northern Beaches State High School
 - Nerang State High School
 - Ryan Catholic College
 - St Columbans College
 - St Josephs School Stanthorpe
 - Tully State High School
- Insky UAS Pty Ltd, content expert, does not train or assess.

Core clients/target groups:

- Apprentices/trainees – Aeroskills through Queensland Government, Qantas and Defence forces

- contracts.
- Regional airlines and schools.

Training Revenue (Funded or fee for service):

- Funded – State Government and Defence force.

Total number of current enrolments in the organisation as at audit date:

- 816.

In preparing the audit report, consideration has been given and reference made, where relevant, to:

- Information provided by students as part of a student survey or interview.
- Information provided directly by AVIATION AUSTRALIA PTY LTD to ASQA.
- Existing information and records held by ASQA concerning AVIATION AUSTRALIA PTY LTD.
- Information provided to ASQA's auditors and documentation reviewed during the site audit of AVIATION AUSTRALIA PTY LTD conducted on 16 Jun 2020.
- Other publicly available information - including but not limited to, information published on the organisation's and third-party websites.

Audit Sample

Training Products	Mode/s of delivery/assessment*	Current enrolments
<i>10599NAT Diploma of Aircraft Maintenance Engineering - Mechanical</i>	Mixed	55
<i>AVI50215 Diploma of Aviation (Commercial Pilot Licence - Aeroplane)</i>	Mixed	4
<i>MEA40718 Certificate IV in Aeroskills (Mechanical)</i>	Mixed	249
<i>AVI30419 Certificate III in Aviation (Remote Pilot)</i>	Mixed	92
<i>AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)</i>	Mixed	0

*Apprenticeship, Traineeship, Face to face, Distance, Online, Workplace, Mixed, Other (specify)

Interviewees

Name	Position	Training products
William Horrocks	CEO	N/A
Kellie Rowing	Financial Controller	N/A
Kristina Peebles	Manager – Administration Services	N/A
Mark Thompson	Technical Training Manager	AVI & MEA
Hermann Cohrs	Technical Training Delivery Manager	AVI & MEA
Steve Rumbell	Technical Training Assessment Manager	AVI & MEA
Gordon Brown	Manager Product Design and Development	AVI & MEA
Harsha Patel	Operations Manager Flight Safety Training	AVI
Stephen Brackin	RPAS Business Development and Sales Lead	N/A

Dale Grelck	Quality Assurance Manager	N/A
Jane Sherry	Supervisor Product Design and Development	AVI & MEA
Julieana Rocks	QA and Safety Officer	N/A

About this Report

This report details findings against the *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs). If non-compliance has been identified, this report describes evidence of the non-compliance.

Where non-compliance has been identified, the Registered Training Organisation is accountable for identifying and correcting non-compliant practices and behaviours, particularly those that have had a negative impact on learners.

Correcting a non-compliance may require:

- correcting a process or system that has led to the non-compliance, and implementing a revised process or system
- identifying the impact on learners and carrying out remedial action for current and past learners