

WIRELESS INSTITUTE OF AUSTRALIA (WIA)

BUSINESS RULES



for the management of

**AMATEUR EXAMINATIONS,
CERTIFICATES OF PROFICIENCY
AND
ASSOCIATED ADMINISTRATIVE SERVICES**

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1.0 INTRODUCTION

The Wireless Institute of Australia (WIA) is a not-for-profit organisation which was established to promote and advance amateur radio and represent radio amateurs in Australia.

The Australian Communications and Media Authority (ACMA) has approved the WIA to conduct certain Statutory Functions related to the qualification of Amateur Radio Operators under the *Radiocommunications Act 1992* (the Act). These Statutory Functions are:

- 1 the power to conduct examinations as an approved organisation in accordance with subsection 122(2) of the Act; and
- 2 the power to issue a certificate of proficiency under subsection 122A(1) of the Act.

The terms and conditions under which the WIA will perform these Statutory functions are set out in the *Deed between the WIA and Commonwealth Of Australia represented by the Chief Executive of ACMA in relation to Amateur Examinations, Amateur Certificates of Proficiency and Associated Administrative Services* (“the Deed”) and these Business Rules.

The Deed provides that these Business Rules will set out rules for the management, provision and conduct of the Statutory Functions and Administrative Services. The Business Rules will include:

- (a) guidelines for conferring Recognition for Prior Learning;
- (b) guidelines on the conduct of Special Examinations; and
- (c) rules for the management and recommendation of callsigns.

These Business Rules contain material that is also contained in the Deed. The Deed takes precedence over these Business Rules to the extent of any inconsistency.

These Business Rules are approved by the ACMA. The ACMA and the WIA may require amendment of these Business Rules from time to time. Such amendments may be implemented with the consent of both parties to the Deed.

2.0 DEFINITIONS

2.1 Unless otherwise provided, in these Business Rules:

- (a) words have the same meaning as provided in the Deed;
- (b) phrases have the same meaning as is given to those phrases in the Deed;
- (c) definitions in the relevant legislation, namely the Act, the *Radiocommunications Licence Conditions (Amateur Licence) Determination No. 1 of 1997* (the Amateur LCD) and the *Radiocommunications (Interpretation) Determination 2000* apply;
- (d) “ACP” has the meaning attributed to that term by clause 5.1.1;
- (e) “Assessment Instructions” has the meaning attributed to that term by clause 4.1.1; and
- (f) “Public List” has the meaning attributed to that term by clause 7.2.

3.0 FEES

3.1 The WIA will set charges for the provision of Statutory Functions and Administrative Services on a cost recovery basis only.

3.2 Charges on a cost recovery basis must be approved in writing by ACMA as being reasonably related to the actual expenses incurred or to be incurred by the WIA in relation to the matters to which the charge relates.

3.3 Charges will be defined in a Schedule of Fees. The Schedule of Fees will be available on the WIA website www.wia.org.au.

4.0 EXAMINATIONS

4.1 Examination Service: Instructions

4.1.1 The WIA will maintain and develop its Assessment Instructions for Examinations setting out the qualifications and role of Assessors, and the conduct of Examinations and Special Examinations, in accordance with the Deed and these Business Rules. These Assessment Instructions will be made available to all candidates and include information on:

- (a) Examination structure and procedure;
- (b) WIA Assessors;
- (c) the process for registration as a WIA Assessor;
- (d) the role and conduct of WIA Assessors;
- (e) venues for Examinations;
- (f) Special Examinations;

- (g) Recognition of Prior Learning;
- (h) assessment and results;
- (i) the process for assessment complaints; and
- (j) any other information the WIA considers relevant.

4.1.2 The Assessment Instructions must not be inconsistent with the Deed and these Business Rules.

4.1.3 Subject to clause 4.1.2, the WIA may amend the Assessment Instructions as required.

4.2 Conduct of Examinations

4.2.1 The WIA will arrange and properly conduct approved examinations (hereafter referred to as 'Examinations') for the following levels of Amateur proficiency:

- (a) Amateur Foundation;
- (b) Amateur Standard; and
- (c) Amateur Advanced.

4.2.2 Examinations will be available at locations, times and frequency which are consistent with the aim of enabling persons to have reasonable access to the radio spectrum for Amateur use. This clause takes into account the remoteness of the location, the population served by the location and the reasonable availability of Volunteers.

4.2.3 A minimum of two Assessors or one Assessor and one Learning Facilitator are required to be present during examinations other than Special Examinations.

4.2.4 Examinations will take place in an environment that mitigates against fraudulent activity.

4.2.5 The WIA is responsible for the actions of the Assessors.

4.2.6 The ACMA reserves the right to provide its own staff to conduct or supervise examinations and assessments, if it considers it appropriate.

4.2.7 The WIA will take all reasonable steps to ensure the security of Amateur examination material and the privacy of any personal information collected during Examinations.

4.3 Syllabi

4.3.1 Candidates will be assessed in accordance with the appropriate syllabus. The appropriate syllabus is:

- (a) for candidates sitting an Examination to attain an Amateur Operator's Certificate of Proficiency (Advanced): the Amateur Operator's Certificate of Proficiency (Advanced) syllabus;

- (b) for candidates sitting an Examination to attain an Amateur Operator's Certificate of Proficiency (Standard): the Amateur Operator's Certificate of Proficiency (Standard) syllabus; and
- (c) for candidates sitting an Examination to attain an Amateur Operator's Certificate of Proficiency (Foundation): Amateur Operator's Certificate of Proficiency (Foundation) syllabus.

4.3.2 Examination methodologies for each level of Amateur proficiency will comply with the Amateur syllabi and the ACMA's regulatory arrangements for the Amateur licence type.

4.4 Special Examinations

4.4.1 The WIA will arrange and properly conduct Special Examinations for:

- (a) persons with a disability; and
- (b) persons residing in remote locations.

4.4.2 A person seeking a Special Examination because of a disability must provide a medical certificate identifying the nature of the disability and the need for special consideration.

4.4.3 As far as is practicable, Special Examinations will be available at locations, times and frequency which are consistent with the aim of enabling persons to have reasonable access to the radio spectrum for Amateur use. This clause takes into account the remoteness of the location, the population served by the location and the reasonable availability of Volunteers.

4.4.4 Information on Special Examinations will be made available in the Assessment Instructions.

4.4.5 Special Examinations will take place in an environment that mitigates against fraudulent activity.

4.4.6 The WIA is responsible for the conduct of the Assessors of Special Examinations.

4.4.7 The WIA will take all reasonable steps to ensure the security of Amateur Special Examination material and the privacy of any personal information collected during Special Examinations.

4.4.8 In any case where the assessment of a candidate with a disability raises difficult Examination management and application questions, the WIA may consult with the ACMA to establish the most appropriate assessment methodology.

4.5 Assessment

- 4.5.1 For the purposes of this Section 4.5, a reference to Examination, includes a reference to Special Examination.
- 4.5.2 Examinations will be conducted in accordance with the Assessment Instructions.
- 4.5.3 Candidates will be provided written results of their Examination(s) within 20 Working Days of the date on which the Examination(s) took place.
- 4.5.4 The results information provided to the candidates will be signed by an authorised signatory and will include a pass or fail, or competent or not competent, assessment.
- 4.5.5 The WIA will provide the means by which a candidate may query an examination question and a means by which candidate who expresses disagreement with the process or result of an assessment may appeal.
- 4.5.6 The appeal process will be set out in the Assessment Instructions.

5.0 CERTIFICATION

- 5.1.1 The WIA will produce, issue and distribute Amateur Certificates of Proficiency for successful candidates for the following levels of amateur proficiency namely Amateur Foundation, Amateur Standard and Amateur Advanced (ACPs).
- 5.1.2 The ACPs are to be in a form developed by WIA and approved by the ACMA.
- 5.1.3 The ACP issued must be appropriate to the level of proficiency achieved by the successful candidate.
- 5.1.4 The ACP (Advanced) will include Harmonised Amateur Radio Examination Certificate (HAREC) information. ACMA will provide the WIA with the appropriate form of words to appear on the ACP.
- 5.1.5 The WIA will issue replacement ACPs, where required, on a cost recovery basis.
- 5.1.6 The WIA shall refer to the ACMA any application for a replacement certificate other than an ACP.
- 5.1.7 The WIA will ensure the privacy of any personal information collected during the process of issuing ACPs.
- 5.1.8 Where appropriate, the WIA will communicate to ACP holders information relevant to their ACPs.

6.0 RECOGNITION OF PRIOR LEARNING (RPL)

6.1 Granting of RPL

- 6.1.1 In these Rules the granting of Recognition of Prior Learning (RPL) is only relevant to the issue of an ACP, and is not relevant to the issue of a licence on the basis of previous Australian qualifications or an overseas qualification (for example, the issue of an Australian Advanced Amateur licence on the basis of a Harmonised Amateur Radio Examination Certificate (HAREC) qualification or HAREC licence). Information on callsign recommendations for persons claiming exemptions on the basis of a previous Australian Qualification or a foreign qualification or amateur licence is at section 7.7 of the Business Rules below.¹
- 6.1.2 A person may be granted RPL for one or more subjects in an amateur examination (for the purpose of issuing an ACP), if that person holds a previous Australian qualification. A person may also be granted RPL for components of the amateur examinations, if they are deemed to hold other educational or work experience qualifications that cover the appropriate portions of the relevant amateur syllabus (for example, a Radio Trades certificate).

6.2 RPL Guidelines

- 6.2.0 When determining whether to grant RPL, the WIA must consider:
- (a) Appendix B, which is a table that sets out the previous Australian qualifications that enable RPL for portions of the amateur examinations for the purpose of issuing an ACP;
 - (b) In cases, where a person seeks exemption from one or more components of the amateur examinations, for the issue of an ACP, based on other educational or work experiences not covered by Appendix B, the WIA will not grant RPL unless the WIA is satisfied, upon reasonable grounds, that the applicant would probably achieve satisfactory results in an Examination, or an examination conducted under the Regulations.
- 6.2.1 For the purposes of 6.2(b), *reasonable grounds* means any matters that the WIA considers relevant to take into account and include the following matters:
- (a) training, education or qualifications provided or granted by an institution that is generally recognised and accepted in the country in which it is established;
 - (b) how many years have passed since the applicant undertook the training or education or achieved the qualification referred to in paragraph (a) of this clause; and

¹ Issued in accordance with Recommendation TR 61-02 of the European Conference of Postal Telecommunications (CEPT) or a CEPT Licence in accordance with CEPT Recommendation TR 61-01.

(c) how many years have passed since the applicant has applied that training or education on a regular basis, for example, in the course of the applicant's employment.

6.2.2 These RPL Guidelines will be made available in the Assessment Instructions.

6.2.3 RPL is never available for the issue of an Amateur Foundation ACP.

6.2.4 The WIA will not issue an ACP on the basis of RPL, unless the candidate has passed at least one part of an approved examination, and ordinarily two parts, namely the practical assessment and the regulations qualification.

6.2.5 The WIA may charge candidates, on a cost recovery basis only, for the costs of providing RPL services.

7.0 CALLSIGN MANAGEMENT

7.1 General

7.1.1 The WIA will recommend to the ACMA the allocation of callsigns for suitable applicants in accordance with the structure at Appendix A ("Callsign Recommendation")

7.1.2 The WIA shall approach the ACMA if modifications to the structure at Appendix A are required.

7.2 Public List

7.2.1 From the Commencement Date, or as soon as practicable thereafter, the WIA shall establish on its website a list of all callsigns available for allocation in each callsign area (the Public List). The Public List will be updated each Working Day by the WIA using data supplied by the ACMA. The ACMA will provide that data overnight in Melbourne after each day that there is data available.

7.3 Applications for Callsign Recommendation

7.3.1 Callsign Recommendations shall be issued by the WIA in accordance with one of the following levels:

(a) **Level One** The applicant does not select a callsign from the Public List but seeks the allocation of the next available callsign commencing in such block of applicable callsigns as selected by the WIA;

(b) **Level Two** The applicant (including applicants for Club, Repeater and Beacon callsigns) selects a first and second preference from the Public List, each of which is either a two letter callsign in a state or territory other than

Queensland, New South Wales or Victoria, or a three or four letter callsign in any state or territory;

- (c) **Level Three** The applicant selects a two letter callsign in Queensland, New South Wales or Victoria, indicating, if available, a first and second preference;
- (d) **Level Four** The applicant seeks a Special Callsign (Special Callsigns are special event callsigns or callsigns with the AX or VI prefix, as described in Appendix A).

7.3.2 The WIA shall charge a fee for each Callsign Recommendation as follows:

- (a) **Level One** \$5 including GST (or such other amount as is approved by ACMA from time to time);
- (b) **Level Two** \$20 including GST (or such other amount as is approved by ACMA from time to time);
- (c) **Level Three** \$48 including GST (or such other amount as is approved by ACMA from time to time);
- (d) **Level Four** \$25 including GST (or such other amount as is approved by ACMA from time to time);

7.3.3 Applications for a Callsign Recommendation may be sent by mail, facsimile, scanned and sent by email, or delivered by hand to the WIA office. Applications for a Callsign Recommendation must be signed by the applicant and accompanied by the appropriate fee.

7.3.4 All applications for a Callsign Recommendation except an application for a Level Three callsign recommendation will be accepted and processed by the WIA as described in this clause 7, in the order in which they are received.

7.3.5 Every application for a Callsign Recommendation received at the WIA office shall be marked with the date and time of receipt. The time of receipt in the case of an application received by facsimile or by email shall be the date and time marked on the paper copy and not the time of receipt recorded by the facsimile machine or email system.

7.3.6 In the case of an application for a Callsign Recommendation in accordance with Level Three each application shall also be given a unique number which shall be endorsed on the application. After the expiration of the seven full Working Days referred to in clause 7.4.1 and if there is more than one application for a particular two letter callsign:

- (a) a card bearing a number corresponding to that given to each application for that two letter callsign will be placed into a container,
- (b) cards shall be drawn at random from the container in the presence of any one of a WIA Director, the WIA Secretary or the WIA Treasurer, and

- (c) the numbers so drawn shall be recorded as the order in which the applications for that callsign shall be processed, and
- (d) a note shall be kept of each draw and shall be signed by the WIA Director, WIA Secretary or WIA Treasurer present at the draw.
- (e) If the Callsign Recommendation made in accordance with the first drawn card during the ballot does not, as a result of Clause 7.4.8, result in the allocation of that callsign, then a Callsign Recommendation shall be made for the applicant who was drawn next and the same procedure shall apply, and so on, until a callsign is allocated.
- (f) The WIA shall retain the fees for each application for that callsign until a callsign is allocated, then Clause 7.3.7 shall be applicable to all remaining applications.

7.3.7 In the event that an applicant's first or second preference at any Level cannot be met and the applicant cannot be recommended an alternative callsign acceptable to him or her, the WIA shall return or refund the fee to the applicant.

7.4 Callsign Recommendation

- 7.4.1 No Callsign Recommendation will be made by the WIA to the ACMA until not less than seven full Working Days have elapsed after the availability of the callsign was made public in the Public List in accordance clause 7.2.1.
- 7.4.2 The WIA may, if it becomes aware of reasonable grounds during the seven Working Days referred to in clause 7.4.1, recommend to the ACMA the withdrawal of a particular callsign from being available for allocation or recommend (by the making of a Callsign Recommendation) the allocation of a particular callsign to a person or entity other than the person or entity whose application for a Callsign Recommendation in respect of that callsign was received first. The WIA shall at the same time remove that callsign from the Public List. For the purposes of clause 7.4.2, "Reasonable grounds" includes (but is not limited to) the following:
 - (a) the callsign was listed in error;
 - (b) the callsign was allocated to a deceased amateur to which clause 7.6 would apply but neither the ACMA nor the WIA were previously aware of the death of that amateur;
 - (c) for whatever reason, the holder of a licence failed to renew that licence; or
 - (d) the WIA considers the recommendation of the allocation of that callsign to be inappropriate.

If the ACMA does not accept the recommendation of the WIA (made in accordance with clause 7.4.2), to withdraw a particular callsign from being available for allocation, it shall within fifteen Working Days advise the WIA accordingly. Otherwise the recommendation of the WIA shall be deemed to have been accepted.

- 7.4.3 Each Callsign Recommendation issued by the WIA shall be prepared as an original with a duplicate and both the original and the duplicate will be;

- (a) signed on behalf of the WIA by a person authorised by the WIA to do so, and whose name and sample signature has been given to the ACMA; and
 - (b) embossed with the WIA seal.
- 7.4.4 The WIA shall send the duplicate of each Callsign Recommendation that it issues, to the ACMA and shall forward the original Callsign Recommendation to the applicant under cover of an appropriate letter. However, if the WIA is forwarding an application for an apparatus licence or the variation of an apparatus licence to the ACMA, on behalf of a successful examination candidate, it shall attach the original Callsign Recommendation to the candidate's application and shall retain the duplicate in the candidate's file.
- 7.4.5 A Callsign Recommendation shall only be valid for the period indicated on the Callsign Recommendation. Ordinarily, this will be 28 days from the date of issue. A later date may be inserted at the WIA's discretion (e.g. because the Callsign Recommendation is issued immediately prior to a period of holiday, the person seeking the Callsign Recommendation is overseas, the Callsign Recommendation is in respect of an assigned licence or other good reason). An applicant for a Callsign Recommendation shall indicate the reason why a later date is requested on the application form.
- 7.4.6 The WIA shall remove a callsign from the Public List upon making a Callsign Recommendation in respect of that callsign. The Callsign Recommendation forwarded to the ACMA shall constitute notice to the ACMA that it has done so.
- 7.4.7 The ACMA shall forward to such email addresses as the WIA shall nominate from time to time:
 - (a) an email setting out each callsign allocated that day and the name of the person to whom that callsign is allocated; and
 - (b) data showing the licenses and callsigns cancelled or reserved and callsigns allocated that day.
- 7.4.8 If after fifteen Working Days from the expiration of the validity of a Callsign Recommendation, the data supplied to the WIA by the ACMA in accordance with clauses 7.2.1 and 7.4.7, does not show the allocation of that callsign, then the WIA shall act on the basis that the Callsign Recommendation in respect of that callsign has expired and that no further action will be taken by the ACMA pursuant to the Callsign Recommendation and the WIA shall either return that callsign to the Public List or make a further Callsign Recommendation in respect of that callsign.
- 7.4.9 If the ACMA considers the callsign recommended by the WIA to be inappropriate for an applicant, the ACMA will request the WIA to recommend another callsign (and will advise whether or not that originally recommended callsign can be issued by WIA to another applicant or not at all) and the WIA will prepare a further Callsign Recommendation in accordance with clause 7.4.3 providing the applicant with a copy of the further Callsign Recommendation and appropriate explanation.
- 7.4.10 If the WIA is notified in accordance with clause 7.4.2 that its Callsign Recommendation has not been accepted, the WIA shall either issue a further

Callsign Recommendation as available for allocation or shall replace that callsign on the Public List.

- 7.4.11 The employees or Volunteers of the WIA and ACMA shall confer with one another to the extent necessary to ensure that the procedures of this clause 7 are implemented effectively and efficiently, with such additions or changes to those procedures identified and formalised as quickly as possible.
- 7.4.12 The procedures set out in this clause 7 are applicable to all applications for and variations of an apparatus licence, including a first licence, a licence upon attaining a higher level of certificate of proficiency, changing a callsign, moving to another state or territory, or applying for a callsign previously allocated but outside the seven Working Days period referred to in clause 7.4.1.

7.5 Administrative procedures

- 7.5.1 The Assessment Instructions shall include an appropriate description of these procedures for Callsign Recommendation for instances when an application for an apparatus licence is handled through the WIA office as part of the WIA Examination Service function.
- 7.5.2 The following administrative procedures in respect of callsigns shall be adopted:
- (a) The WIA will keep records of callsigns recommended in a secure database;
 - (b) A person (on behalf of the WIA) giving advice to, or receiving a complaint from, an applicant or potential applicant for a Callsign Recommendation shall prepare a brief written note of the substance of the conversation which shall be kept on an appropriate file; and
 - (c) All applications for a Callsign Recommendation and copies of all documents prepared as a result thereof (other than Callsign Recommendations) shall be held by the WIA for not less than seven years.

7.6 Callsigns of Deceased Amateurs

- 7.6.1 Subject to the provisions of this clause 7.6, the callsign of a deceased Amateur is reserved for two years after the date of the expiry of the period of the licence allocating that callsign.
- 7.6.2 For these provisions to apply, it is essential that either the ACMA or the WIA be advised of the death of an amateur licensee. Accordingly:
- (a) if the WIA is advised of the death of an Amateur licensee prior to or within two years of the expiry of that Amateur's licence, the WIA will send an email to the ACMA advising of the death of the Amateur by name and by callsign and with the date of death under the name of an authorised signatory;
 - (b) it shall be the responsibility of the WIA to take such steps as it considers necessary to verify the accuracy of the information and the ACMA shall accept the WIA's statement as being accurate and shall not require any further evidence;

- (c) if the ACMA is advised of the death of an Amateur licensee prior to or within two years of the expiry of that Amateur's licence, the ACMA will send an email to the WIA advising the death of the Amateur by name and callsign and with the date of death and giving the date of the commencement of the two year reservation period;
- (d) when advised of the death of an Amateur licensee the WIA will not place the applicable callsign on the Public List or issue a Callsign Recommendation in respect of the applicable callsign, for a period of two years following the expiry of the licence;
- (e) when advised of the death of a licensee the ACMA will place the applicable callsign on the Reserved List and if it is possible to do so, ensure that the licence renewal notification is not sent to the last known address of the deceased Amateur.

7.6.3 If the partner or next of kin of a deceased Amateur, or the personal representative, executor or administrator of a deceased Amateur's estate, writes to the WIA requesting that the deceased Amateur's callsign be allocated to a particular appropriately qualified person prior to the end of the reservation period, the WIA shall issue a Callsign Recommendation accordingly to that qualified person, and shall attach to the duplicate Callsign Recommendation sent to the ACMA in accordance with clause 7.4.4, a copy of the written notice on which it has relied to issue the Callsign Recommendation. The WIA may, but is not obliged to, require the nominated qualified person to complete a Request for an Amateur Station Callsign form before issuing a Callsign Recommendation. It shall be the responsibility of the qualified person to lodge with the ACMA, within the period of validity of the Callsign Recommendation, an application for the variation of a current apparatus licence or the issue of a new apparatus licence (ACMA Form R 057) together with the appropriate ACMA fees and the Callsign Recommendation.

7.6.4 Clause 7.4.8 shall apply to a Callsign Recommendation issued in accordance with clause 7.6.3 except that the WIA shall not place the callsign on the Public List or issue a Callsign Recommendation in respect of the callsign for a period of two years following the expiry of the licence.

7.6.5 If the partner or next of kin of a deceased Amateur or the personal representative, executor or administrator of a deceased Amateur's estate writes to the WIA requesting that the deceased Amateur's callsign be released prior to the end of the reservation period, the WIA will advise the ACMA which shall remove the callsign from the Reserved List and the WIA shall make the callsign available on the Public List.

7.6.6 The WIA will not charge any fee for providing the services in this clause 7.6.

7.7 Callsign Recommendations for persons claiming exemptions

7.7.1 A person who wishes to apply for an amateur licence on the basis of:

- (a) a previous Australian amateur qualification listed in Appendix C; or

- (b) an Australian or foreign qualification listed in Appendix D (with the further qualification, if any, listed in Appendix D); or
- (c) a current foreign amateur licence listed in Appendixes E or F; or
- (d) any other foreign amateur qualification or current foreign amateur licence;

will lodge the application for an apparatus licence with the ACMA (Form R 057) with the appropriate ACMA fee and a Callsign Recommendation.

7.7.2 In such cases the WIA will only issue a Callsign Recommendation if the application for a Callsign Recommendation is accompanied by copies of the relevant documents as follows:

- (a) if the applicant wishes to rely on an Australian qualification other than an Amateur Operators Certificate of Proficiency, a certified copy of the document evidencing that qualification;
- (b) if the applicant wishes to rely on a current foreign amateur licence, a certified copy of that licence and a certified copy of the photo page of the applicant's passport;
- (c) if the applicant wishes to rely on a foreign qualification or a foreign amateur qualification, a certified copy of the document evidencing that qualification and a certified copy of the photo page of the applicant's passport;
- (d) if the applicant's current foreign amateur licence or document evidencing a foreign qualification is not in the English language, then a certified translation must be attached to the certified copy of that licence or the certified copy of that document evidencing the foreign qualification.

7.7.3 The WIA will:

- (a) not issue a Callsign Recommendation if the qualification or licence relied on is specified in Appendix G;
- (b) issue a Callsign Recommendation endorsed "Exemption Recommended" if the qualification or licence relied on is specified in Appendix C, D, E or F;
- (c) issue a Callsign Recommendation endorsed "Exemption Claimed" if the qualification or licence relied on falls within paragraph 7.7.1(d).

7.7.4 The WIA will:

- (a) attach the documents referred to in clause 7.7.2 to the duplicate Callsign Recommendation sent to the ACMA in accordance with clause 7.4.4;
- (b) attach a copy of the documents referred to in clause 7.7.2 to the original Callsign Recommendation; and

- (c) attach a further copy of the documents referred to in clause 7.7.2 to the relevant application for a Callsign Recommendation which shall be held in the records retained by the WIA.

7.7.5 The ACMA will make an assessment of the qualifications in all cases falling within paragraph 7.7.1 (d), and advise the WIA as follows:

- (a) the overseas qualification is deemed to be equivalent to an Australian qualification and a licence has been issued and a callsign allocated on the basis of the Callsign Recommendation; or
- (b) the overseas qualification is deemed *not* to be equivalent to an Australian qualification and the applicant has been advised as follows:
 - (i) to sit for one or more Australian examinations before a licence will be issued on the basis of the overseas qualification and the Australian qualification (being less than required for an ACP); or
 - (ii) to qualify for an ACP with or without RPL.

7.7.6 Following a favourable assessment referred to in clause 7.7.5 particulars of the licence or qualification in respect of the country of which the assessment has been made, shall be added to the appropriate Appendix.

8.0 SERVICE LEVELS

8.1 Statutory Functions

- 8.1.1 The WIA will issue an ACP within fifteen Working Days following receipt of a correctly completed application form from an applicant deemed to have met the requirements for the relevant level of proficiency.
- 8.1.2 The WIA will refer to the ACMA applications for ACPs under subsection 122A(2) of the Act, where the WIA has decided not to issue an ACP, together with the WIA's reasons for that decision, within ten working days of making that decision.
- 8.1.3 The WIA will ensure that Examinations are available at locations, times and frequency which are consistent with the aim of enabling persons to have reasonable access to the radio spectrum for Amateur use.
- 8.1.4 The WIA will either obtain signed acknowledgement by the candidate of the results of any Examination immediately after providing the candidate with those results, or alternatively provide candidates with written results.
- 8.1.5 (a) WIA Assessors must return to the WIA properly completed assessment documentation within seven Working Days of the date on which the Examination took place,

(b) where the candidate is to be provided with written results, the WIA must provide these results to the candidate within twenty Working Days of the date on which the Examination took place.

8.2 Complaints

8.2.1 Where a person makes a formal inquiry about the operation or management of the Statutory Functions and Administrative Services by the WIA in relation to that person, the WIA will ensure that the inquiry is:

- (a) acknowledged as having been received within ten Working Days of receipt; and
- (b) properly considered and answered by the WIA within 40 Working Days after it is received.

8.2.2 Where a person makes a formal Complaint about the operation or management of the Statutory Functions and Administrative Services by the WIA in relation to that person, the WIA will ensure that the Complaint is:

- (a) acknowledged as being received within ten Working Days of receipt; and
- (b) properly considered by the WIA and the complainant advised of a decision concerning the Complaint within 40 Working Days after it is received.

8.2.3 For a Complaint under clause 8.2.2:

- (a) the WIA will provide the complainant a written decision about the Complaint;
- (b) if the complainant is not satisfied with the decision, the complainant may apply for an independent review by a delegate of the WIA, within 30 Working Days of notification of the decision;
- (c) the complainant will be advised about the outcome of the independent review within 30 Working Days after the application for review is received; and
- (d) if the complainant is dissatisfied with the WIA's review decision, the complainant may make application to the ACMA for a final determination.

8.3 Administrative Services

8.3.1 The WIA will provide the Administrative Services in accordance with the following timeframes:

- (a) responding to written and electronic communications from Amateurs and the general public: within twenty Working Days of receipt;
- (b) responding to telephone enquiries from Amateurs and the general public: within five working days of receipt;
- (c) recommending a callsign that is immediately available for allocation to an Amateur licensee or successful Examination candidate: within fifteen Working Days of receipt of a correctly completed application;
- (d) making a decision on whether to confer RPL to a candidate: within twenty Working Days of receipt of a correctly completed application; and

- (e) making a decision on an appeal submitted by a candidate: within fifteen Working Days of receipt of a correctly completed application.
- 8.3.2 For the purposes of clause 10 of the Deed, when reporting its performance against 8.3.1 (a) and 8.3.1 (b) the WIA must indicate whether it believes it has met these performance levels, including providing details of any instances where it is aware it has failed to do so. The WIA is not however required to provide further detail regarding written and electronic communications or telephone enquiries received which meet the performance levels.

9.0 DATABASES AND RECORDS

- 9.1.1 The WIA will develop and maintain:
- (a) a Database of Assessors;
 - (b) a Database of Qualified Operators, and keep and manage all records associated with the issue of ACPs;
 - (c) a database of callsigns, and keep and manage all records associated with the recommendation of callsigns;
 - (d) all records associated with the conduct of Examinations; and
 - (e) an Internet site that provides information for Amateurs and the public.
- 9.1.2 The WIA will provide limited public access to the Database of Assessors on-line by electronic means. Such access will include the name of the assessor and the date the person was appointed an assessor and may include, with the consent of the assessor, their contact details.
- 9.1.3 The WIA will ensure that the Database of Qualified Operators records and stores the following records associated with each application for an Amateur Certificate of Proficiency:
- (a) the applicant's name, address, telephone numbers, place and date of birth, height and distinguishing features;
 - (b) the date of the application;
 - (c) whether the application concerns an initial or a replacement issue of an Amateur Certificate of Proficiency;
 - (d) the type of Amateur Certificate of Proficiency sought by the applicant;
 - (e) in the case of a replacement issue, the place and date of the original examination for and the certificate number of the original Amateur Certificate of Proficiency (if known);
 - (f) in the case of an application for an initial issue, whether the applicant passed or failed the Examination for the Amateur Certificate of Proficiency and the place and date of that Examination;
 - (g) the date and certificate number of any Amateur Certificate of Proficiency issued in relation to the application; and
 - (h) any actions or exemptions granted to the applicant in relation to Recognition for Prior Learning.

- 9.1.4 For the database at paragraph 9.1.1(c), the ACMA will provide the WIA with the ACMA database of callsigns to fulfil its callsign management functions and daily updates.
- 9.1.5 For the database and records listed in clause 9.1.1, the WIA will comply with Part V and related provisions of the *Archives Act 1983* as well as the *Privacy Act 1988* as if it were a Commonwealth agency in respect of all records held by the WIA in relation to the Statutory Functions and Administrative Services.
- 9.1.6 For the database and records listed in clause 9.1.1, the WIA will comply with the Australian Standard on Records Management AS ISO 15489 (including requirements to keep administrative records safe, secure and filed in a logical order) and any other applicable Australian Standards notified to the WIA by the ACMA.
- 9.1.7 The WIA will provide the ACMA with access to any of the databases at clause 9.1.1 and/or records, upon request.

Amateur Callsign structure

Callsigns are a unique combination of letters and numbers allocated to a radiocommunications user to identify a station.

Callsigns must be used for all on-air communications including testing. Callsigns allocated to amateur stations conform with International Telecommunication Union (ITU) *Radio Regulations* (see Table 1 for callsign construction). Table 2 contains information about the callsign templates allocated to the amateur licensing options.

Table 1 - Amateur callsign construction

Prefix	Suffix
<p>VK\$, where \$ is the State/Territory Indicator. This is a number from 0-9 indicating the State or Territory in which the station is operating:</p> <p>0 = Antarctic 1 = Australian Capital Territory 2 = New South Wales 3 = Victoria 4 = Queensland 5 = South Australia 6 = Western Australia 7 = Tasmania 8 = Northern Territory 9 = Australian External Territories</p>	<p>Suffix of two, three or four letters.</p> <p>The first letter in the three or four group indicates the licence type of the amateur station transmitting.</p> <p>For example, VK\$Taa, where 'T' signifies that the amateur transmitting this callsign holds an Advanced licence.</p> <p>See Table 2 for template details.</p>

Note: State/Territory indicators (\$) are used to indicate a station's licensed location. When an amateur moves interstate to live, he or she will be issued a new callsign to indicate the new State or Territory of residence.

VK9 prefix callsigns are allocated to amateurs residing in or visiting Australia's External Territories, other than Antarctica. Licences with VK9 callsigns allocated to visiting amateurs will only be issued for the duration of their visit and will not be renewed.

Table 2 - Callsign templates allocated to the amateur licensing options

Licence Option	Template
Advanced	VK\$aa, VK\$Aaa, VK\$Baa, VK\$Caa, VK\$Daa, VK\$Eaa, VK\$Faa, VK\$Gaa, VK\$laa, VK\$Jaa, VK\$Kaa, VK\$Saa, VK\$Taa, VK\$Uaa, VK\$Waa, VK\$Xaa, VK\$Yaa, VK\$Zaa, VK\$RAN, VK2RAS, VK\$WIA-WIZ (WIA), VK\$GGA-GGZ (Guides Aust), VK\$SAA-SDZ (Scouts Assoc.), VK7OTC, VK\$IYA - IYZ (International years)
Standard	VK\$Haa, VK\$Laa, VK\$Maa, VK\$Naa, VK\$Paa, VK\$Vaa
Foundation	VK\$Faaa
Repeater	VK\$Raa
Beacon	VK\$RSa, VK\$RTa

Special events callsigns

Callsigns other than those normally allocated to an amateur station may be allocated on occasions of international, national, state/territory or local significance. The event must be of broad interest to the Amateur or wider community.

Requests for special event callsigns will not be accepted for the purposes of:

- gaining an advantage in on-air competitions; or
- for use during Islands on the Air (IOTA) competitions, DX expeditions, or fox hunts and the like; or
- annual events.

Special event callsigns will not be issued for recurrent events unless it is a particularly significant event (such as a 25th, 50th or 75th anniversary). Note that Amateurs may use the AX prefix on every Australia Day, Anzac Day and ITU Day without seeking allocation of a special event callsign.

The WIA will only recommend special event callsigns where the Amateur station concerned is actually participating in the event. The ACMA will generally issue only one such special event station licence in relation to a particular event.

The callsign may employ special prefixes (e.g. AX or VI) and/or special suffixes. All special callsigns will include the appropriate state/territory indicator. WIA may authorise the use of callsigns with suffixes comprising two or more characters (letters and/or digits). The ACMA will issue a short term licence for the period of the event or celebration.

Allocation of the AX prefix

This prefix is only available for occasions of special national or international significance, such as the Sydney 2000 Olympics. Occasions warranting the use of the 'AX' prefix will be determined by WIA in consultation with the ACMA. Under such circumstances:

- the 'AX' prefix, which will be made available to all amateurs, may be used in lieu of the normal 'VK' prefix;
- allocation of the prefix will be restricted to the duration of the occasion;
- the allocation of specific 'AX' prefix callsigns for individual particular events, where the callsign does not comply with usual amateur callsign construction (AX\$aa, AX\$aaa or AX\$aaaa (where \$ is the State/Territory indicator)) cannot be guaranteed.

Allocation of the VI prefix

This prefix is only available for occasions of special state/territory or local significance during such times when this prefix is not required by the ACMA for use by other services. Occasions warranting such use will be determined by WIA in consultation with the ACMA.

Use of the 'VI' prefix usually involves 'VI' being substituted for the normal 'VK' prefix. The allocation of specific 'VI' prefix callsigns for individual particular events, where the callsign does not comply with usual amateur callsign construction (VI\$aa, VI\$aaa or VI\$aaaa (where \$ is the State/Territory indicator)) cannot be guaranteed.

The WIA will only accept requests for the allocation of the 'VI' prefix from clubs, organisations or amateur groups.

Use of the IYA - IYZ suffix group

The IYA - IYZ suffix group will continue to be reserved for use by groups wishing to commemorate United Nations' declared years, for example, International Year of the Child (IYC).

APPENDIX B

Previous Australian amateur qualifications recognised for the purposes of issuing a current amateur certificate of proficiency

Table 3 - Qualifications accepted as equivalent enabling exemption from examinations

Qualification Held	Exemption Granted		
	AOCP(A)	AOCP(S)	AOCP(F)
Amateur Operator's Certificate of Proficiency (Standard) (AOCP(S))	Regulations and Practical	—	—
Amateur Operator's Certificate of Proficiency (Foundation) (AOCP(F))	Practical	Practical	—
Amateur Operator's Certificate of Proficiency (AOCP(A))	Theory and Regulations	Theory and Regulations	Theory and Regulations
Amateur Operator's Limited Certificate of Proficiency (AOLCP)	Theory and Regulations	Theory and Regulations	Theory and Regulations
Novice Amateur Operator's Certificate of Proficiency (Australian) (NAOCP)	Regulations	Theory and Regulations	Theory and Regulations
Novice Limited Amateur Operator's Certificate of Proficiency (Australian) (NLAOCP)	Regulations	Theory and Regulations	Theory and Regulations

Note 1: Australian Certificates of Proficiency will only be issued to persons who successfully pass an Australian amateur examination.

Note 2: Passes in examinations for the theory and regulations components of AOCP, AOLCP, NAOCP and NLAOCP continue to be valid in respect of the AOCP(A) or AOCP(S).

APPENDIX C

Certificates of proficiency requirements for amateur licensing options

Licensing option	Minimum qualifications required
Advanced	Amateur Operator's Certificate of Proficiency (Advanced) (AOCP(A)); or Amateur Operator's Certificate of Proficiency (AOCP); or Amateur Operator's Limited Certificate of Proficiency (AOLCP).
Standard	Amateur Operator's Certificate of Proficiency (Standard) (AOCP(S)); or Novice Amateur Operator's Certificate of Proficiency (NAOCP); or Novice Limited Amateur Operator's Certificate of Proficiency (NLAOCP).
Foundation	Amateur Operator's Certificate of Proficiency (Foundation) (AOCP(F)). Amateur Operator's Certificate of Proficiency (Advanced) (AOCP(A)); or Amateur Operator's Certificate of Proficiency (AOCP); or Amateur Operator's Limited Certificate of Proficiency (AOLCP).
Repeater and Beacon	Amateur Operator's Certificate of Proficiency (Standard) (AOCP(S)); or Novice Amateur Operator's Certificate of Proficiency (NAOCP); or Novice Limited Amateur Operator's Certificate of Proficiency (NLAOCP).

APPENDIX D

Australian or foreign qualification entitling total or partial exemption for the issue of an amateur licence

Qualification Held	Exemption Granted		
	AOCP(A)	AOCP(S)	AOCP(F)
Radiocommunications General Certificate of Proficiency (any Country)	Full		
First or Second Class Commercial Operator's Certificate of Proficiency (any country)	Full		
Senior Coast or Coast Station Operator's Certificate of Proficiency (Australia)	Full		
Broadcasting Operator's Certificate of Proficiency and Television Operator's Certificate of Proficiency (Australian)	Theory and Practical	Theory and Practical	Theory and Practical
CEPT HAREC Level A Certificate	Full		
CEPT HAREC Level B Certificate	Full		
CEPT HAREC Certificate	Full		

APPENDIX E

Current Foreign Licence Entitling Exemption (Reciprocal Licensing Arrangements)

Administration	Class of licence held	
	CEPT class 1 licence	Advanced
	CEPT class 2 licence	Advanced
	CEPT licence	Advanced
Canada	Advanced Amateur Certificates of Proficiency in Radio	Advanced
	Amateur Certificate of Proficiency in Radio	Advanced
Denmark	Sendetilladelse Fur Amator Radio Station Kategory A and B	Advanced
	Kategory D and E	Advanced
	Kategory C	Standard
France	Radio Amateur Station Licence Groups D and E	Advanced
(including New Caledonia)	Radio Amateur Station Licence Group C	Advanced
	Radio Amateur Station Licence Group B	Standard
Germany	Deutsche Bundespost Class B Licence	Advanced
	Deutsche Bundespost Class C Licence	Advanced
	Deutsche Bundespost Class A Licence	Standard
Greece	Certificate of Category 'A'	Advanced
(Hellenic Republic)	Certificate of Category 'B'	Advanced
	Certificate of Category 'C'	Standard
India	Amateur Wireless Telegraphy Station Licence	Advanced
Israel	Radio Amateur Licence Class 'A'	Advanced
	Radio Amateur Licence Class 'B'	Advanced
	Radio Amateur Licence Class 'C'	Standard
Japan	First Class Amateur Radio Operator Certificate	Advanced
	Second Class Amateur Radio Operator Certificate	Advanced
	Third Class (Telegraph Class) Amateur Radio Operator Certificate	Advanced
	Fourth Class (Telephone Class) Amateur Radio Operator Certificate	Advanced
Malaysia	Amateur Station Licence	Advanced
	Amateur Station Licence (no telegraphy qualification)	Advanced
New Zealand	Amateur Operator's Certificate (General) (Grades I and II prior to 14/07/1986)	Advanced
	Amateur Operator's Certificate (Limited) (Grade III prior to 14/07/1986)	Advanced
	Amateur Operator's Certificate (Novice)	Standard
Papua New Guinea	Amateur Licence	Advanced
	Amateur Licence (Limited)	Advanced
	Novice Licence	Standard

Administration	Class of licence held	
Poland	Amateur Licence Kategoria (Category) Pierwsza (Class A)	Advanced
	Amateur Licence Kategoria (Category) Drugiej (Class B)	Advanced
Solomon Islands	Amateur Radio Licence (Unrestricted)	Advanced
	Amateur Radio Licence (Restricted)	Advanced
Spain	Aficionado Class A	Advanced
	Aficionado Class B	Advanced
	Aficionado Class C	Standard
Switzerland	Amateur Radio Telegraphist's Certificate (Transmission)	Advanced
	Class A Licence	Advanced
	Class B Licence	Advanced
United Kingdom	Amateur (Sound) Licence	Advanced
	Amateur (Sound) Licence A	Advanced
	Amateur (Sound) Licence B	Advanced
United States of America	Amateur Extra Class operator	Advanced
	Advanced Class operator	Advanced
	General Class operator	Advanced
	Technician Plus Class operator	Advanced
	Technician Class operator	Advanced
	Novice Class operator	Standard
	Amateur Extra Class operator	Advanced
	Advanced Class operator	Advanced
	General Class operator	Advanced
	Technician Plus Class operator	Advanced
	Technician Class operator	Advanced
	Novice Class operator	Standard

APPENDIX F

Current Foreign Licence Entitling Exemption (Non-reciprocal Licensing Arrangements)

Administration	Class of certificate or licence held	
Argentina	Licencia de Aficionado, Categoría Superior (Amateur Radio Operator's Licence, Superior Category)	Advanced
Cayman Islands	Amateur Operator's Certificate Class C	Standard
Hong Kong	Amateur (Sound) Station Licence	Advanced
Indonesia	Advanced Level Amateur Station Licence	Advanced
	Intermediate Level Amateur Station Licence	Advanced
	Preliminary Level Amateur Station Licence	Standard
Ireland	Amateur Experimenters Licence	Advanced
Italy	Licenza di Impianto ed Esercizio di Stazione di Radioamatore, Classe 3 (Radio Amateur Station Licence Class 3)	Advanced
	Licenza di Impianto ed Esercizio di Stazione di Radioamatore, Classe 2 (Radio Amateur Station Licence Class 2)	Advanced
	Licenza di Impianto ed Esercizio di Stazione di Radioamatore, Classe 1 (Radio Amateur Station Licence Class 1)	Standard
Luxembourg	Licensed Amateur (Amateur Radio Operator's Certificate)	Advanced
Malta	City and Guilds of London Radio Amateur's Certificate	Advanced
	City and Guilds of London Radio Amateur's Certificate (no telegraphy qualification)	Advanced
Nauru	Amateur Radio Station Licence	Advanced
Netherlands	Amateurradiozendmachtiging Categorie A (Amateur Radio Licence Class A)	Advanced
	Amateurradiozendmachtiging Categorie B (Class B)	Advanced
	Amateurradiozendmachtiging Categorie C (Class C)	Advanced
	Amateurradiozendmachtiging Categorie D (Class D)	
Norway	Amateur Station Licence Class A	Advanced
Philippines	Radio Amateur Station Licence Class A (Advanced Class)	Advanced
	Radio Amateur Station Licence Class B (General Class)	Advanced
	Radio Amateur Station Licence Class C (Novice Class)	Advanced
Singapore	Amateur Station Licence	Advanced
	Amateur Station Licence (no telegraphy qualification)	Advanced
South Africa	Amateur Radio Station Licence	Advanced
	Restricted Amateur Licence	Advanced
Sri Lanka	Radio Amateur Licence	Standard
Sweden	Tillstånd att inneha och använda amatörradiosändare, Klass A and B (Amateur Licence Class A and B)	Advanced
	Tillstånd att inneha och använda amatörradiosändare, Klass T (Amateur Licence Class T)	Advanced
	Tillstånd att inneha och använda amatörradiosändare, Klass C (Amateur Licence Class C)	Standard
Vanuatu	Amateur Wireless Station Operator's Certificate	Advanced
West Indies	Amateur Radio Operator's Certificate Class A and B	Advanced

APPENDIX G

Australian or Foreign qualifications or licences not recognised for the granting of exemptions

Administration	Qualification or licence
Australia	Restricted Marine Operator's Certificate of Proficiency (ROCP) Marine Radio Operator's Certificate of Proficiency (MROCP) Marine Radio Operator's VHF Certificate of Proficiency (MROVCP) GMDSS General Operator's Certificate of Proficiency (GMDSS)
Australia	Aircraft/Aeronautical Operator's Certificate of Proficiency
Australia	Outpost Radiocommunications Licence – assigned and non-assigned