P25 Orientation onboarding and student support

Effective date: November 1, 2026.

Assigned instructors provide student support to their own students and escalate matters to Bote Sha, CFI. Students may approach Bote directly at sha@cacbc.ca. Instructors record relevant follow-up in EMS.

Bote coordinates international orientation sessions for all new students and assigns a person to conduct onboarding. Bote keeps the orientation content current. The assigned person records completed onboarding, required acknowledgements and supporting documents in EMS.

Orientation explains the program and contract, attendance recording, Skills Development, leave requests, absence declarations, training safety, complaint routes, respectful conduct and the correct administrative contacts. Housing guidance and SIN and MSP information are provided through orientation and website content. Students needing further support may ask their instructor or Bote.

Alano coordinates website and IT updates with Mathieu so published information matches the approved policies and current contracts. Sunny coordinates new admissions and agent communication. Susan handles account questions requiring financial review.

Student Council is discontinued and is not included in onboarding, the handbook, student support contacts or complaint routes. Alano coordinates its removal from published materials. Staff do not require a student to approach a representative group before obtaining support.