CANADIAN AVIATION COLLEGE

Student Policy Guide

November 2026 edition

This guide brings together the policies students need during onboarding and throughout their training. It explains student rights, training expectations, support contacts and the steps for raising concerns.

Read the policies that apply to your program alongside your signed enrolment agreement and its refund schedule. Your instructor is the first contact for routine support. You may also contact Bote directly with student concerns.

Student concerns: Bote Sha, CFI | sha@cacbc.ca

Contracts and administration: Alano Ling | studentservice@cacbc.ca

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P01 Policy administration and student contacts

Effective date: November 1, 2026.

Canadian Aviation College provides these policies so students and staff understand their rights, responsibilities and the steps to obtain support. They apply alongside the student's current signed enrolment agreement and the approved program requirements.

Assigned instructors provide routine student support and escalate concerns to Bote Sha, Chief Flight Instructor. Students may approach Bote directly at sha@cacbc.ca. Bote coordinates orientation, approves leave through EMS, oversees attendance and training progress, and issues warning and probation letters.

Alano Ling, Operations Manager, manages studentservice@cacbc.ca. He handles existing-student contract renewals and program changes, withdrawals, dismissal administration, enrolment and attendance letters, and Self-Declaration of Absence Forms and related fee-waiver decisions.

Sunny handles initial enrolment contracts, initial Letters of Acceptance and education agent communications. Susan retains control of student accounts, refunds and financial reviews. Bote issues Letters of Completion and final transcripts and may delegate their preparation and issue to the Assistant CFI.

Student Council is discontinued. It is not part of CAC's support or complaint process. Students may contact their instructor or Bote directly.

Policies and related forms are provided during onboarding and remain accessible on the CAC website. Student records, documents and acknowledgements are retained in EMS with access limited to authorised personnel.

P02 Student rights responsibilities and conduct

Effective date: November 1, 2026.

Purpose

Canadian Aviation College (CAC) is certified with the Private Training Institutions Regulatory Unit (PTIRU) of the British Columbia Ministry of Post-Secondary Education and Future Skills. This Student Statement of Rights outlines your entitlements as a student under PTIRU regulations and CAC's institutional policies

Student Rights at CAC

As a student of CAC, you have the right to:

Fair and Respectful Treatment Be treated fairly, respectfully, and free from harassment, discrimination, and retaliation by CAC staff and community members.

Transparent Enrollment Information Receive a Student Enrollment Contract that clearly outlines:

Total tuition and any additional program fees.

Refund policy, including tuition refund eligibility.

Work experience components (if applicable), including participation requirements and geographic area.

Program approval status (whether the program is PTIRU-approved or exempt).

Be provided with a signed copy of your enrollment contract. CAC encourages all students to read and understand their contract fully before signing.

Access to Dispute Resolution Access CAC's Student Grievance/ Dispute Resolution Policy to address concerns or disputes in a fair and transparent manner.

Be protected from retaliation for submitting a complaint or participating in an investigation.

Tuition Refund Rights You have the right to submit a claim to PTIRU for a tuition refund if:

CAC ceases to hold a PTIRU certificate before you complete your approved program.

You were misled by CAC about a significant aspect of your approved program.

Important:

Refund claims to PTIRU must be filed within one year of the date you complete, withdraw, or are dismissed from your program.

Access to Information and Facilities Be informed of course requirements, schedules, and CAC policies.

Access CAC's facilities and learning resources necessary for your program.

Your Responsibilities

As a CAC student, you are expected to:

Review and understand your enrollment contract.

Familiarize yourself with CAC's Student Policies, including the Code of Conduct, Attendance Policy, and Dispute Resolution Policy.

Communicate proactively with CAC regarding concerns, challenges, or changes affecting your academic progress.

Where to Get Help

For assistance or questions about your rights:

Contact your assigned instructor or Bote Sha, CFI, at sha@cacbc.ca. For contract and administrative matters, contact Alano Ling at studentservice@cacbc.ca.

Review CAC's Student Handbook and Policies available on the CAC website.

Visit the Private Training Institutions Regulatory Unit (PTIRU) website.

CAC is committed to ensuring a fair, transparent, and supportive learning environment for all students.

Student Code of Conduct & Rights Canadian Aviation College (CAC) Student Code of Conduct and Rights Policy

Purpose and Scope

Canadian Aviation College (CAC) is committed to providing a professional, respectful, and inclusive learning environment that reflects the standards of the aviation industry. Adherence to this Code of Conduct is integral to maintaining the professional standards expected in the aviation industry and is a core component of eligibility for future Transport Canada licensing.

This policy applies to all CAC students across Career and Recreational Programs.

Student Rights

All CAC students have the right to:

Pursue their education in an environment that is safe, secure, and conducive to learning.

Be free from harassment, bullying, discrimination, indignity, or violence.

Have their cultural identity, beliefs, and Indigenous heritage respected and included.

Engage in free inquiry, expression, and peaceful assembly, provided CAC policies are respected.

Due process and procedural fairness in all CAC investigations.

Have their privacy protected in accordance with CAC policies and applicable privacy legislation.

Be informed of course and program requirements.

Access CAC buildings and facilities consistent with operational needs.

Expected Standards of Conduct

As future aviation professionals, students are expected to uphold high standards of integrity, respect, and responsibility, including:

Treating peers, staff, and visitors with respect and professionalism.

Following all safety protocols, regulations, and instructions during flight and ground training.

Maintaining honesty in academic and practical assessments.

Protecting CAC property and resources from damage or misuse.

Demonstrating accountability for their actions and communication.

Conducting themselves appropriately in digital spaces and on social media, in alignment with CAC's professional standards.

Abstaining from the use of drugs or alcohol during training activities, on CAC premises, or when representing CAC.

Prohibited Behaviours

CAC strictly prohibits the following behaviours on campus, during training, and at CAC-hosted or CACrelated off-site events:

Harassment, bullying, discrimination, or any form of intimidation.

Aggressive behaviour, including verbal, physical, or passive-aggressive actions.

Unsafe practices during flight or ground operations.

Tampering with or unauthorized use of aircraft, simulators, or maintenance areas.

Attendance fraud (signing in for others or having others sign in for you).

Threatening behaviour or actions.

Disruption of CAC activities or operations.

Unauthorized use of CAC facilities, equipment, or branding.

Providing false information to CAC.

Refusing to comply with CAC representatives' lawful directions.

Possession of dangerous items without authorization.

Unauthorized alcohol or drug use.

Inappropriate use of social media or digital platforms harms CAC's reputation or violates respectful communication standards.

Violations of CAC policies or municipal, provincial, or federal laws.

Reporting and Resolution Process

Students are encouraged to:

Address concerns directly with the party involved in a respectful manner, when safe and appropriate.

If direct resolution is not possible or the situation is unsafe, report the matter to Bote Sha, CFI, at sha@cacbc.ca; concerns involving Bote go to Alano at studentservice@cacbc.ca.

All reports will be handled promptly, confidentially, and in accordance with CAC's Student Grievance/ Dispute Resolution Policy. CAC strictly prohibits retaliation against individuals who raise concerns in good faith.

Disciplinary Actions

Violations of this Code of Conduct will be addressed using CAC's tiered disciplinary framework:

Tier 1 – Minor Misconduct: May result in a verbal or written warning.

Tier 2 – Serious Misconduct: May result in suspension pending investigation.

Tier 3 – Severe Misconduct: May result in immediate dismissal.

For detailed procedures, refer to the CAC Dismissal Policy.

Commitment to Fairness Safety

CAC is dedicated to fostering a safe, inclusive, and respectful community. All students are expected to contribute positively to this environment and embrace the values of professionalism essential to the aviation industry.

Contract information must distinguish tuition, included instructional allocations, aircraft and FTD utilization and related fees. Students receive a copy of their signed agreement and the applicable refund policy. CAC program credentials and Transport Canada licences are separate; earning a licence does not by itself establish completion of all contracted program hours. Formal concerns follow the revised Student Grievance and Dispute Resolution Policy. Bote issues formal warnings and probation letters; Alano administers dismissals. No student is required to use Student Council to obtain assistance.

P03 Student academic integrity and plagiarism

Effective date: November 1, 2026.

Purpose and Scope

Canadian Aviation College (CAC) upholds the highest standards of academic integrity as essential to professional development in the aviation industry. This policy outlines the expectations for honest academic and practical work, defines academic misconduct, and describes procedures for addressing violations. This policy applies to all students enrolled in CAC's Career and Recreational Programs.

Academic Integrity Expectations

Students are expected to:

Demonstrate honesty and integrity in all academic submissions, assessments, and practical flight training records.

Submit original work and properly acknowledge sources.

Accurately complete all flight logs, Pilot Training Records (PTR), and documentation.

Refrain from any activity that would give an unfair academic advantage.

Academic Misconduct Definitions

Violations of academic integrity include but are not limited to:

A. Plagiarism Presenting another person's work, ideas, or data as one's own without proper acknowledgment.

Submitting copied assignments, essays, reports, or presentations.

B. Cheating Using unauthorized materials or aids during exams or assessments.

Copying from another student's work during assessments.

Sharing answers or receiving unauthorized assistance.

C. Fabrication or Falsification Altering or inventing data, results, or records.

Falsifying flight logs, Pilot Training Records, or attendance records.

D. Aiding and Abetting Assisting another student in committing academic misconduct.

Sharing assessment answers or assignments for dishonest use.

E. Other Forms of Academic Dishonesty Submitting the same work for credit in multiple courses without instructor approval.

Impersonating another student in assessments.

Reporting Academic Misconduct

Instructors, Dispatch, or any CAC staff who observe or suspect academic misconduct will document and report it to the Chief Flight Instructor (CFI), Bote Sha.

Students who are aware of academic misconduct are encouraged to report concerns confidentially.

Investigation and Resolution Process

The CFI or an impartial designated reviewer will conduct a fair and timely review of reported misconduct.

The students involved will be provided with an opportunity to explain their actions.

Based on severity and intent, disciplinary measures will follow CAC's Dismissal Policy Tiers:

Tier 1 (First Minor Offense): Formal Warning, educational session on academic integrity.

Tier 2 (Serious or Repeated Offense): Probation, potential reassessment or mandatory retraining.

Tier 3 (Severe or Deliberate Misconduct): Suspension or Dismissal from CAC.

Appeals

Students may appeal decisions related to academic misconduct through the Student Grievance/ Dispute Resolution Policy within 7 calendar days of receiving a decision.

Academic Integrity Education

CAC will provide:

Orientation sessions on academic honesty and proper citation practices.

Workshops or resources on maintaining integrity in flight documentation.

Bote issues formal warning and probation letters following the review. Alano coordinates any escalation of Bote's misconduct decision through the existing complaint mechanism at studentservice@cacbc.ca. Concerns naming Bote go directly to Alano. Dismissal decisions and administration follow the dismissal policy. Records of allegations, evidence, the student response and decisions are retained in EMS.

P04 Student privacy

Effective date: November 1, 2026.

Purpose

This policy outlines how Canadian Aviation College collects, uses, stores, and shares personal information about students in accordance with applicable privacy legislation, including the Personal Information Protection Act (PIPA) of British Columbia.

Collection of Personal Information

CAC collects only the personal information necessary to:

Process admissions and enrollment Provide education and flight training services Track student progress and attendance Meet regulatory and immigration compliance requirements Provide support services (e.g., health and wellness, academic advising) Respond to emergencies Personal information may include:

Name, address, phone number, and email Date of birth, nationality, and gender Student ID and program information Attendance and academic records Health and medical documentation, where required Study permit or visa documentation (for international students)

Use of Personal Information

Student information will be used only for the purpose for which it was collected, or as otherwise permitted or required by law. Examples include:

Maintaining student files and academic records Contacting students with important updates Complying with Transport Canada, IRCC, PTIRU, and EQA reporting requirements Managing campus safety and operations

Disclosure of Personal Information

CAC does not share personal information with third parties except in the following cases:

With regulatory or government agencies (e.g., PTIRU, IRCC, Transport Canada) as required In emergency situations, to protect the health or safety of the student or others.

When students give written consent to share their information. When required by law (e.g., subpoenas, court orders). CAC does not sell or rent student personal information.

Storage and Security

All student records are stored securely:

Digital files are password-protected and access-limited Paper records are stored in locked offices or cabinets Staff are trained on privacy obligations CAC retains student records for the duration required by regulatory bodies and securely destroys records when no longer needed.

Student Access and Corrections

Students may request access to their personal records or request corrections if the information is inaccurate or incomplete. Requests must be made in writing to Alano Ling, Operations Manager, at studentservice@cacbc.ca.

Questions or Concerns

Questions about CAC's privacy practices can be directed to:

Alano Ling, Operations Manager Canadian Aviation College Email: studentservice@cacbc.ca

EMS is the central student record and document system. Staff access must match their responsibilities: instructors for assigned student support and training records; Bote for academic and student matters; Alano for administrative and regulatory duties; Sunny for admissions; and Susan for accounting. Sensitive information is shared only as needed for an authorised purpose. Providing a letter or transcript to a student for their IRCC submission does not itself authorise disclosure to an agent or family member. CAC continues to meet any separately applicable institutional reporting obligations.

P05 Career program attendance

Effective date: November 1, 2026.

Purpose and scope

This policy sets expectations for attendance, participation and communication for students enrolled in CAC career programs. Consistent attendance supports safe training, steady progress and completion of the student's contracted program requirements.

The minimum weekly attendance requirement below applies to international students only. Domestic students must attend their scheduled training and meet the requirements of their enrolment contract.

All students must:

- Attend scheduled flights, ground school, Skills Development and other scheduled instructional activities.
- Arrive prepared and on time.
- Sign in and out through the CAC attendance system in EMS. Only properly recorded attendance hours count.
- Notify their instructor and Dispatch promptly when unable to attend scheduled training.
- Document absences using the Self-Declaration of Absence Form and request leave through EMS, as described below.

International student weekly attendance

International students must complete at least 15 instructional hours per week, except during an approved leave period. Hours cannot be carried forward or transferred between weeks.

Eligible activities include:

- Dual or solo flight training.
- Ground school.
- Instructor-led Skills Development, including review and examination preparation.
- Approved backseat observation flights.

Students must ensure that attendance is recorded through EMS. An approved Self-Declaration of Absence explains an absence but does not reduce the 15-hour weekly requirement.

Assigned instructors review their students' attendance weekly in EMS, contact students who fall below the requirement and record concerns and follow-up in EMS. Continued attendance concerns are escalated to the Chief Flight Instructor (CFI), Bote Sha, for formal action under the Student Warning, Suspension and Dismissal Policy.

Skills Development

Skills Development is delivered through instructor-led sessions. Instructors provide instructor-led Skills Development to their assigned students and record each participating student's hours in EMS.

The CFI oversees the delivery and recording of Skills Development and follows up where students need additional support to meet their attendance or program requirements.

Absences and Self Declaration Forms

Students must submit a Self-Declaration of Absence Form within seven calendar days of a missed session when requesting recognition of an acceptable absence or a related no-show fee waiver. Alano Ling, Operations Manager, reviews the forms and decides whether to approve the explanation and any related fee waiver. Requests submitted after the seven-day deadline will not be accepted for attendance adjustments or fee waivers.

Reasons that may support approval include:

- Illness or fatigue affecting safe participation.
- Aircraft maintenance or Dispatch cancellations.
- Instructor unavailability.
- Adverse weather.
- Transportation breakdown.
- Family emergency or bereavement.

Approval does not create instructional hours for training that did not occur and does not reduce the international student's weekly attendance requirement. Students should work with their instructor to arrange other eligible instructional activities where possible.

Personal travel, work conflicts, oversleeping, lateness and non-urgent appointments are not ordinarily accepted as reasons for missed scheduled training or a no-show fee waiver. Students must arrange personal matters around training and request leave in advance where appropriate.

Leave requests

Students must submit leave requests through EMS to the CFI. Bote approves all leave requests, regardless of duration. An instructor cannot approve leave on the CFI's behalf.

Students should request leave in advance whenever possible. Submitting a request does not constitute approval. The decision and approved dates must be recorded in EMS.

Students are exempt from the weekly attendance requirement during their approved leave period. A Self-Declaration of Absence Form is not a substitute for an approved leave request.

Late arrivals cancellations and no shows

Students must arrive 30–45 minutes before flight bookings, prepared for their scheduled training.

A late arrival, cancellation with less than 24 hours' notice, or failure to attend may result in a no-show fee under the applicable contract and fee schedule.

Alano may approve a fee waiver after reviewing a Self-Declaration of Absence Form submitted within seven calendar days of the missed booking and the circumstances supporting the request.

No-show fees must be paid before future flight bookings are confirmed, unless the fee has been waived. Repeated no-shows may result in booking restrictions or disciplinary action under the applicable CAC policy.

Students must not participate in flight training when unwell or fatigued in a way that makes training unsafe. They must notify their instructor and Dispatch as soon as possible.

Responsibilities and student support

Students manage their training schedules, monitor recorded attendance, communicate promptly about barriers and submit the required absence documentation or leave request.

Assigned instructors are the first point of contact for routine support. They monitor attendance weekly, provide Skills Development, record attendance and support follow-up in EMS, and escalate continuing concerns to Bote.

Bote Sha, CFI, approves all leave, oversees attendance follow-up and Skills Development, and issues formal warning and probation letters for attendance concerns. Students may contact him directly at sha@cacbc.ca.

Alano Ling, Operations Manager, reviews Self-Declaration of Absence Forms and decides related no-show fee waivers. Contact: studentservice@cacbc.ca.

Student attendance records, forms, leave decisions and formal notices must be retained in EMS, with access limited to authorised personnel.

Related policies and forms

- Student Warning, Suspension and Dismissal Policy.
- Student Code of Conduct.
- Student Grievance / Dispute Resolution Policy.
- Self-Declaration of Absence Form.
- Attendance Policy Acknowledgement Form.
- Student enrolment contract and applicable fee schedule.

P06 Recreational pilot attendance

Effective date: November 1, 2026.

Purpose and scope

This policy applies to students enrolled as recreational learners in local Private Pilot training at Canadian Aviation College (CAC). These students follow a flexible training schedule rather than a full-time career program schedule.

Recreational learners are not subject to the 15-hour weekly attendance requirement for international students. They remain responsible for meeting their enrolment contract requirements, attending booked training and following CAC's safety procedures.

This policy does not replace the Career Program Attendance Policy for students enrolled in career programs.

Attendance and preparation

Students are expected to:

- Maintain a consistent training schedule that supports safe learning and steady progress.
- Attend scheduled ground and flight training, prepared and on time.
- Communicate promptly with their assigned instructor and Dispatch about availability, cancellations and changes.
- Ensure completed training and attendance are accurately recorded in EMS.

Assigned instructors provide routine student support, monitor training participation and record concerns and follow-up in EMS. Continuing concerns are referred to the Chief Flight Instructor (CFI), Bote Sha. Students may also contact Bote directly.

Cancellations and no shows

Cancellations made more than 24 hours before the scheduled session are permitted for any reason.

A cancellation with less than 24 hours' notice, a missed session without advance notice, or a late arrival that prevents the session from proceeding may result in a no-show fee under the student's applicable contract and fee schedule.

Students must notify their instructor and Dispatch as soon as they know they cannot attend. Submitting an absence form does not replace prompt notification.

Self Declaration of Absence and fee waivers

Students seeking review of an absence or a related no-show fee must submit a Self-Declaration of Absence Form within seven calendar days of the missed booking.

Alano Ling, Operations Manager, reviews these forms and decides whether the explanation and any related no-show fee waiver are approved. Fee-waiver requests submitted after the seven-day deadline will not be considered.

Reasons that may support approval include:

- Illness or medical incapacity affecting safe participation.

- Fatigue affecting safe participation.
- Transportation failure outside the student's control.
- Aircraft maintenance or CAC flight cancellations.
- Instructor unavailability or CAC operational changes.
- Weather or air traffic control delays.

Personal travel, work conflicts, personal errands, non-urgent appointments and lack of preparation are not ordinarily accepted as grounds for waiving a fee for a cancellation within 24 hours.

CAC retains the absence form and review decision in EMS.

Late arrivals

Students must arrive 30–45 minutes before scheduled flight training, prepared for their booking.

Arrival within 15 minutes of the scheduled booking time is considered late. The instructor or Dispatch may cancel the session if there is insufficient time to complete the required preparation or conduct the training safely. Any related no-show fee is subject to the cancellation and no-show rules and Alano's fee-waiver review described above.

Leave requests

Where a student requests a formal leave from training, the request must be submitted through EMS to Bote Sha, CFI, for approval. Bote approves all leave requests, regardless of duration. The decision and approved dates must be recorded in EMS.

A leave request is separate from a Self-Declaration of Absence Form. An approved leave does not itself change the enrolment contract's end date or replace a required contract renewal. Students requiring a contract change or renewal should contact Alano.

Safety professionalism and support

Students must not participate in flight training when illness, fatigue or another condition makes participation unsafe. They must notify their instructor and Dispatch promptly.

Repeated no-shows or cancellations may result in booking restrictions or formal action under CAC's Student Warning, Suspension and Dismissal Policy. The instructor will first follow up with the student and refer continuing concerns to Bote.

Bote issues formal warning and probation letters. Any dismissal is administered by Alano following a dismissal decision by an authorised decision-maker under the dismissal policy.

Contacts and records

- Assigned instructor: routine support, training schedules and initial follow-up.
- Dispatch: booking changes and immediate operational notifications.
- Bote Sha, CFI — sha@cacbc.ca: leave approval, concerns requiring escalation and formal warning or probation decisions.
- Alano Ling, Operations Manager — studentservice@cacbc.ca: Self-Declaration reviews, fee-waiver decisions, contract renewals and program-change requests.

Attendance records, absence forms, leave decisions and student support follow-up must be retained in EMS, with access limited to authorised personnel.

Related policies and forms

- Student enrolment contract and applicable fee schedule.
- Self-Declaration of Absence Form.
- Attendance Policy Acknowledgement Form.
- Student Code of Conduct.
- Student Warning, Suspension and Dismissal Policy.
- Student Grievance / Dispute Resolution Policy.

P07 Grade appeal

Effective date: November 1, 2026.

Purpose and Scope

This policy outlines the process by which students at Canadian Aviation College (CAC) may formally appeal a grade received in either Ground Training or Flight Training components of their program.

CAC is committed to ensuring fair, transparent, and structured grade review processes.

Separate procedures are outlined for:

Ground Training Grade Appeals Flight Training Grade Appeals 1.1 Grounds for Appeal Valid grounds for submitting a grade appeal include:

Calculation or administrative error.

Unfair or inconsistent grading practices.

Evidence not considered during the assessment.

Other exceptional circumstances affecting the student's ability to meet assessment standards.

Ground Training Grade Appeals

Attendance and Unsatisfactory Progress Students failing to meet attendance requirements as per the Attendance Policy are deemed to have unsatisfactory progress and must make up missed sessions at any additional cost permitted by their signed agreement before a program completion recommendation or exam eligibility is issued.

At the discretion of the Chief Flight Instructor (CFI) or Senior Educational Administrator (SEA), a student may be permitted to challenge a summative final exam to demonstrate required knowledge, even with an unsatisfactory attendance record.

Ground Training Grade Appeal Process Informal Discussion: Students should first meet with their primary course instructor to understand the reason for the assigned grade. Students who prefer assistance may request support from the CFI or another appropriate instructor during this discussion.

Formal Appeal to Instructor: If not resolved, students must submit a formal written appeal to the course instructor within 10 business days of receiving the grade, explaining the basis for the appeal.

Instructor Review: The instructor will provide a written response within 7 business days.

Escalation to CFI/SEA: If unresolved, students may escalate the appeal to the CFI or SEA for further investigation.

Final Review: The CFI/SEA will issue a final written decision within 30 calendar days. The decision is final and binding. Copies of the decision will be placed in the student's academic record.

Flight Training Grade Appeals

Unsatisfactory Flight Training Progress:

A grade of "1" on any flight training exercise indicates unsatisfactory progress.

Students must achieve completion standards for each lesson plan.

Flight Training Remediation Procedure Minor Unsatisfactory Items (3 or fewer):

These may be carried forward and addressed in the next applicable dual training lesson plan.

Major Unsatisfactory Items (more than 3):

The entire lesson plan must be repeated.

The primary instructor must request repeat authorization from the CFI, who will sign the lesson plan to approve.

Flight Training Grade Appeal Process Initial Discussion: Students should first discuss the grade with their primary flight instructor for clarification. Students who prefer assistance may request support from the CFI or another appropriate instructor during this discussion.

Formal Appeal to CFI/SEA: If the student wishes to appeal formally, they may submit a written appeal directly to the CFI or SEA, detailing the grounds for the appeal.

CFI/SEA Review: The CFI/SEA will conduct a comprehensive review, including a discussion with the student and relevant instructors.

Final Decision:

A formal written response will be provided to the student within 30 calendar days. The decision is final and binding. Copies of the appeal and decision will be retained in the student's flight training file.

Documentation and Records

All grade appeal documentation, correspondence, and final decisions will be retained in the student's academic record in compliance with Transport Canada record-keeping requirements. Students may request copies of the final appeal decision and related documentation for their personal records.

Appeals are recorded in EMS. Bote coordinates academic review, including training at an authorised delivery partner. A reviewer must not decide an appeal of their own assessment; Alano coordinates an impartial academic reviewer when Bote is directly involved. A complaint about the fairness of the process may be raised under the dispute resolution policy. No extra flight or FTD training beyond an exhausted included allocation may be provided or charged without the required new agreement.

P08 Student grievance and dispute resolution

Effective date: November 1, 2026.

Purpose and Scope

Canadian Aviation College (CAC) is committed to resolving student concerns through a structured, respectful, and collaborative process. The goal is to reach fair and mutually agreed-upon solutions while maintaining a safe and professional learning environment.

This policy applies to all CAC students.

No student will face retaliation or disadvantage for raising concern in good faith.

Submitting a Formal Concern

Students must submit their concern in writing by email.

All Students:

Email Chief Flight Instructor (CFI), Bote Sha, at sha@cacbc.ca.

If the CFI is unavailable or named in the concern, submit to Alano Ling, Operations Manager, at studentservice@cacbc.ca.

Alano coordinates unresolved concerns and internal escalations through the existing Resolution Meeting and Resolution Review Panel process described below.

Initial Review and Fact Gathering

Upon receipt of a formal concern, the designated staff member will:

Acknowledge receipt within 2 business days.

Gather relevant information from all involved parties.

Objectively assess whether the concern can be resolved promptly.

If the matter is resolved at this stage, a written summary of the resolution will be provided to the student. If unresolved, the concern proceeds to a Resolution Meeting.

Resolution Meeting

If initial fact-gathering does not resolve the issue, a Resolution Meeting will be scheduled within 7 business days.

Facilitated by a neutral staff member who is not involved in the issue.

Relevant parties will be invited based on the nature of the concern.

The student may bring a support person (friend, family member, agent, or lawyer).

A written summary of the meeting's outcome will be acknowledged by both parties.

If resolved, no further action is required.

If unresolved, the matter proceeds with the Resolution Review Panel.

Resolution Review Panel

If the Resolution Meeting does not result in agreement, the concern will be referred to the Resolution Review Panel.

Panel Composition:

Three impartial members appointed based on the nature of the concern.

Panel members will not include anyone involved in the original issue.

Members may be selected from Administration, Student Services, or Academic Departments.

Panel Process:

Review all documentation, including the original concern, communications, and Resolution Meeting notes.

May request additional information or invite participants to speak.

The student may have a support person present.

The panel will first attempt to recommend a collaborative resolution.

If resolution is not possible, the panel will issue a final institutional decision.

A written summary of the outcome will be provided to the student within 30 calendar days of the original concern of submission.

Final Decision and President s Oversight

The Resolution Review Panel's decision is final.

The President of CAC may review a case only to ensure procedural fairness was followed.

The President will not reopen investigations or alter the Panel's decision.

Further Options

If the student remains dissatisfied and believes they were misled by the CAC regarding a significant aspect of their program, they may file a complaint with the Private Training Institutions Regulatory Unit (PTIRU):

Note: Complaints to PTIRU must be filed within one year of the student's program completion, withdrawal, or dismissal.

Representation

Students may be accompanied or represented at any stage of this formal process by:

A lawyer An agent A friend, family member, or peer

Documentation and Records

CAC will retain the following documentation for a minimum of five years, in compliance with PTIRU requirements:

The original concern submission. All related communications and meeting notes. Signed agreements or final decisions. Resolution Review Panel outcomes.

P09 Student warning suspension and dismissal

Effective date: November 1, 2026.

Purpose and approach

CAC supports safe learning, respectful conduct and steady academic progress. Instructors first provide guidance and record concerns. Where corrective action is needed, CAC uses the tiered framework below. A serious safety risk may require immediate removal from training while the matter is investigated.

Grounds and disciplinary tiers

Tier 1 concerns include repeated lateness, disrespectful conduct, careless property damage and first failures to follow attendance procedures. Responses may include guidance, a verbal warning or a formal written warning.

Tier 2 concerns include attendance fraud, cheating or plagiarism, unsafe training conduct, misrepresentation, unauthorised use of CAC's name or property and repeated Tier 1 conduct. Responses may include probation, corrective training or suspension pending investigation.

Tier 3 concerns include violence, harassment or threats, criminal activity on campus, severe safety violations, repeated serious misconduct and persistent failure to meet academic, attendance or professional requirements despite support. Dismissal may be considered. CAC may escalate according to severity, including on a first serious incident, while following a fair review process.

Ninety consecutive days without attendance, communication or approved leave is grounds for dismissal review. Alano must arrange a documented decision and written notice; an EMS flag is not itself a dismissal notice.

Responsibilities

Assigned instructors follow up with their students, provide support and record concerns in EMS. Bote Sha, CFI, leads student discipline and issues formal warning and probation letters for attendance, misconduct and insufficient training progress.

Bote Sha, Alano Ling and John Ling may each independently approve dismissal. Joint approval is not required. The person making the decision records the grounds, evidence and decision date.

Alano administers every dismissal: notices, EMS status changes, record assembly, communications and coordination with Susan. Susan reviews the account and calculates any refund under the applicable agreement and refund policy. Academic progress and completed hours are confirmed by Bote.

Reporting and investigation

Report concerns to Bote at sha@cacbc.ca; concerns naming Bote go directly to Alano at studentservice@cacbc.ca. Immediate hazards must be reported to an instructor or Dispatch without delay.

The responsible reviewer records allegations and relevant evidence and informs the student of the concern. An investigation and resolution meeting should take place within seven business days. The student may respond and bring a support person. Where a decision is escalated, the existing target is a decision within 14 business days of escalation. A formal complaint or reconsideration must also meet the dispute policy's overall 30-calendar-day limit.

Before dismissal for poor attendance or insufficient progress, review the support offered, barriers raised, approved leave and applicable program requirements, and give the student an opportunity to respond. Severe incidents may require immediate protective action; that action must be documented separately from a final finding.

Written decisions and account review

Warning and probation letters state the concern, expected correction, review conditions and possible further action. Dismissal letters state the decision, grounds, effective date and appeal route. Alano coordinates delivery and retains evidence of notice in EMS.

Refund assessment uses the applicable dismissal notice date and contract requirements. A dismissal for misconduct does not itself cancel a refund entitlement. Susan records the calculation, charges, tuition treatment, unused utilization balance and any payment evidence. Applicable refund deadlines are not postponed by administrative review.

Appeals

A student may submit a written Dismissal Appeal Request addressed to the President within 10 business days, through studentservice@cacbc.ca. Where the President made or was directly involved in the original dismissal decision, the appeal must be routed to an impartial alternate.

Complaints about disciplinary procedure, including warning or suspension decisions, may be submitted through the dispute resolution policy. Any formal complaint and reconsideration must be resolved within 30 calendar days of the original written complaint. Students may have a representative and are protected from retaliation.

Records and re enrolment

Retain allegations, investigation notes, student responses, support plans, decisions, appeal records and financial review records in EMS. Disclose information only with consent or another lawful basis. The existing restriction on re-enrolment following dismissal for misconduct remains two years; it is not automatically applied to an ordinary withdrawal or program change.

P10 Alcohol and drug use

Effective date: November 1, 2026.

Purpose and Scope

Canadian Aviation College (CAC) is committed to upholding the highest safety standards as mandated by Transport Canada regulations. This policy outlines CAC's zero-tolerance stance on alcohol and drug use, while providing clear procedures for reporting, self-disclosure, and disciplinary actions.

This policy applies to all students enrolled in CAC's Career and Recreational Programs.

Zero Tolerance for Alcohol and Drug Use

The use, possession, or influence of alcohol, cannabis, or non-prescribed controlled substances is strictly prohibited:

On CAC premises.

During any CAC training activities (ground or flight).

At CAC-hosted or CAC-related events.

When representing CAC in any official capacity.

Any student found under the influence of drugs or alcohol while engaged in training activities will face immediate suspension pending investigation.

Self Disclosure and Support

CAC encourages students who recognize they may have a substance-related issue to proactively seek assistance before it impacts their training or safety.

Students who voluntarily disclose substance use concerns to Bote Sha, CFI will not face immediate disciplinary actions.

CAC will provide support by:

Referring students to external counselling or addiction support services.

Developing a structured plan for safe return to training, which may include temporary leave.

Self-disclosure must occur prior to any incident or safety violation to qualify for this supportive approach.

Reporting Suspected Impairment

All students and staff have a duty to report suspected impairment in any training environment.

Reports can be made confidentially to Bote Sha, Chief Flight Instructor (CFI).

CAC reserves the right to:

Remove a student from training sessions immediately if impairment is suspected.

Conduct an internal investigation.

Require documentation (e.g., medical clearance) before a student is permitted to resume training.

Prescription Medications

Students using prescribed medications that may affect cognitive, or motor functions must:

Inform Bote Sha, CFI in advance.

Provide medical documentation confirming fitness to train.

Failure to disclose impairing prescriptions will be treated as a policy violation.

Disciplinary Actions

Violations of this policy will be addressed in alignment with CAC's Dismissal Policy:

First Violation: Immediate suspension pending investigation.

Confirmed Violation: May result in dismissal depending on severity and intent.

Rehabilitation Plan: Students who have self-disclosed prior to an incident may return under strict conditions after rehabilitation.

Transport Canada Compliance

CAC will comply fully with Transport Canada's regulations regarding substance use. Any incident involving impairment may be reported to Transport Canada and other relevant regulatory bodies as required.

Confidentiality and non retaliation

All reports and disclosures will be handled with strict confidentiality. CAC prohibits retaliation against any individual who reports substance-related concerns in good faith.

Contact Bote at sha@cacbc.ca. If the concern names Bote, contact Alano at studentservice@cacbc.ca. Bote coordinates student support, return-to-training planning and any required EMS leave decision. Bote issues warning and probation letters. Alano administers any dismissal after an authorised decision and coordinates regulatory administration; Transport Canada training matters remain with Bote. Relevant records are retained securely in EMS.

P11 Sexual misconduct prevention and response

Effective date: November 1, 2026.

Purpose and Scope

Canadian Aviation College (CAC) is committed to fostering a safe, respectful, and inclusive learning environment, free from Sexual Misconduct. This policy outlines CAC's proactive approach to preventing Sexual Misconduct, providing compassionate support to students affected, and ensuring clear, fair response procedures.

This policy applies to all students enrolled at CAC.

Policy Commitments

CAC commits to:

Preventing Sexual Misconduct through awareness, education, and training.

Promoting a culture of Consent and mutual respect among students.

Supporting students affected by Sexual Misconduct with dignity and compassion.

Providing fair and transparent processes for addressing Complaints and Disclosures.

Ensuring confidentiality to the extent permitted by law.

Definitions

Key terms under this policy include:

Sexual Misconduct: Includes sexual assault, sexual exploitation, harassment, stalking, indecent exposure, voyeurism, distribution of explicit materials without consent, attempts or threats of such acts.

Consent: Active, direct, voluntary, unimpaired, and can be withdrawn at any time.

Disclosure: Informing CAC of an incident for support purposes, without initiating an investigation.

Complaint: A formal request for CAC to investigate an incident of Sexual Misconduct.

No-Contact Direction: A directive to prevent interaction between individuals.

No-Contact Undertaking: A mutual agreement to refrain from contact.

For full definitions, refer to the "CAC Student Sexual Misconduct Definitions & Process Guide." CAC encourages all students to report incidents of Sexual Misconduct.

There are two pathways for reporting:

What to Do If You Experience or Witness Sexual Misconduct

A. Disclosure (Seeking Support Only) What is it? Informing CAC about an incident of Sexual Misconduct to access support, without initiating a formal complaint or investigation.

How to Disclose:

Contact an instructor or Bote Sha, CFI, at sha@cacbc.ca. If the concern involves Bote, contact Alano at studentservice@cacbc.ca.

Supports Available:

Academic accommodation (e.g., flexible deadlines, rescheduling).

Referrals to counselling and medical services.

Safety planning and interim measures (e.g., No-Contact Directions).

B. Formal Complaint (Initiating an Investigation) What is it? A verbal or written report requesting CAC to investigate and address an incident of Sexual Misconduct.

How to File a Complaint:

Submit to Bote Sha, CFI, at sha@cacbc.ca. If Bote is absent or named in the complaint, submit directly to Alano at studentservice@cacbc.ca.

A Disclosure can be escalated to a Complaint at any time.

Process Overview:

CAC will review the complaint with procedural fairness.

Interim safety measures will be put in place as needed.

Both parties will be informed of investigation outcomes.

Outcomes may include disciplinary actions such as suspension or dismissal, consistent with CAC's Disciplinary and Dismissal Policies.

Interim Measures Academic Accommodations

CAC may implement interim measures to protect students' safety and academic progress during a Disclosure or Complaint process. These may include:

No-Contact Directions or Undertakings.

Adjustments to class schedules or training groups.

Academic accommodation (e.g., deadline extensions, alternative assignments).

Temporary leave of absence with academic support.

Confidentiality Privacy

CAC will protect the confidentiality of all students involved, disclosing information only:

When necessary to protect health and safety.

As required by law.

With consent of the student concerned.

All reports will be handled sensitively, respecting privacy while ensuring appropriate action is taken.

External Reporting Options

Students have the right to pursue criminal or civil legal action, whether or not they file a Complaint with CAC. CAC will support students wishing to:

Contact the Royal Canadian Mounted Police (RCMP).

Access external counselling or victim support services.

Non Retaliation

CAC strictly prohibits retaliation against any student who discloses or reports Sexual Misconduct in good faith.

Education and Prevention Initiatives

CAC will provide regular education, awareness training, and prevention programs to:

Promote a culture of Consent.

Equip students to recognize and address Sexual Misconduct.

Policy Review

This policy will be reviewed annually to ensure alignment with best practices, legislative requirements, and student needs.

For related policies and resources, refer to:

CAC Student Code of Conduct & Rights Policy CAC Student Statement of Rights CAC Dismissal Policy CAC Student Grievance/ Dispute Resolution Policy CAC Alcohol and Drug Use Policy CAC Student Sexual Misconduct Definitions & Process Guide For support, contact Bote at sha@cacbc.ca, or Alano at studentservice@cacbc.ca if the concern involves Bote.

Bote coordinates student support and interim academic arrangements. Alano coordinates unresolved concerns through the existing complaint mechanism and maintains administrative records. An involved person must not investigate or reconsider their own conduct. Where the normal recipient is involved, route the matter to the alternate named in the existing complaint policy. Bote coordinates prevention content in orientation. Formal complaint timelines, representation and written reasons follow the dispute resolution policy; a student may seek support without initiating a formal complaint. All records are retained securely in EMS with access restricted to those who need them for the authorised response.

P12 Student accommodation and accessibility

Effective date: November 1, 2026.

Purpose and Scope

Canadian Aviation College (CAC) is committed to fostering an inclusive learning environment and providing reasonable accommodations to students with disabilities or medical needs, in alignment with the BC Human Rights Code. This policy outlines the procedures for students to request accommodation and CAC's responsibilities in supporting accessibility within operational limitations.

This policy applies to all students enrolled in CAC's Career and Recreational Programs.

Accessibility Statement

CAC strives to provide an inclusive and supportive learning environment; however, students should be aware that certain campus facilities and aircraft currently have physical accessibility limitations, including non-wheelchair accessible areas CAC is committed to:

Engaging in individualized accommodation planning.

Identifying alternative solutions where full physical accessibility is not currently feasible.

Ensuring equitable access to academic materials, assessments, and student services.

Requesting Accommodations

Students seeking accommodation should:

Submit a written request to Bote Sha, CFI, at sha@cacbc.ca outlining the accommodation needs.

Provide supporting medical documentation or reports detailing functional limitations and recommended accommodation.

Engage in an interactive discussion with CAC to determine reasonable accommodations.

Types of Accommodations May Include

Flexible scheduling for classes, exams, or flight training.

Alternative formats for learning materials.

Modified physical access arrangements where possible (e.g., use of ground-based simulators).

Temporary leave for medical treatment with academic re-entry planning.

Referral to external accessibility support services.

Limitations of Accommodations

CAC will endeavor to explore all reasonable alternatives but cannot guarantee accommodations that compromise aviation safety or Transport Canada requirements.

Confidentiality

All accommodation requests and documentation will be kept confidential and shared only with staff involved in the accommodation process.

Appeals

If a student disagrees with an accommodation decision, they may appeal through CAC's Student Grievance/ Dispute Resolution Policy within 7 calendar days of receiving a decision.

Policy Review

This policy will be reviewed annually to ensure alignment with legal requirements and institutional capabilities.

For accommodation requests or inquiries, contact Bote at sha@cacbc.ca.

Bote coordinates the individual support discussion and any approved leave through EMS. Instructors implement agreed academic arrangements for their assigned students. Alano coordinates operational or facility matters and coordinates escalations of Bote's decisions through the existing complaint mechanism at studentservice@cacbc.ca. If the request concerns Bote, contact Alano directly. Supporting documents and decisions are retained in EMS with restricted access. An accommodation must be individually assessed; a published facility limitation is not a substitute for that assessment.

P13 Critical incident and crisis management

Effective date: November 1, 2026.

Purpose and scope

CAC responds promptly to serious incidents affecting student, staff or visitor safety. Students must follow emergency instructions and report concerns immediately. A critical incident includes a medical emergency, fire, explosion, natural disaster, criminal activity, threat of violence, overdose or missing-person concern.

Emergency contacts

For a life-threatening emergency, call 911 immediately. Notify Dispatch or an instructor as soon as it is safe. Do not wait for an email response.

The CAC crisis management contacts are:

- Dispatch.
- Bote Sha, Chief Flight Instructor.
- Alano Ling, Operations Manager.
- The Person Responsible for Maintenance, where relevant to the incident.

Overdose response

Call 911 immediately and follow the emergency dispatcher's instructions. Notify CAC staff and Dispatch for the current naloxone kit location and trained assistance. Give first aid only within your training and when safe to do so.

Fire and evacuation

- Leave the fire area immediately.
- Activate the fire alarm and alert others nearby.
- Proceed to the designated assembly point: Ford Road Parking Lot by the CAC Pedestrian Gate.
- Follow staff instructions and report for roll call.
- Do not re-enter until cleared by the Fire Department.
- Notify management as soon as it is safe.

Missing persons and welfare concerns

Report an unaccounted-for person after evacuation to the staff conducting roll call immediately. Notify Bote if a student has stopped attending, cannot be reached or appears unwell and there is concern for their safety. Call emergency services immediately if there is an urgent threat to life or safety.

Student responsibilities

Follow instructions promptly, evacuate when directed, cooperate with drills and keep emergency contact information current in EMS. Report concerns about yourself or others to Bote or an immediately available staff member. Failure to follow safety procedures may endanger others and lead to disciplinary action.

Support and recovery

Bote coordinates student welfare follow-up, counselling referrals, academic adjustments and assistance reconnecting with family or local support. Alano coordinates operational follow-up, administrative records and required PTIRU/EQA communication. Transport Canada training matters remain with Bote.

Retain incident records in the authorised safety system and relevant student follow-up in EMS. Protect sensitive information and share it only with those who need it for an authorised response.

P14 Emergency response and evacuation

Effective date: November 1, 2026.

Purpose and Scope

This policy provides students with clear instructions on how to respond to emergencies and evacuations at Canadian Aviation College (CAC). The goal is to ensure students' safety during critical incidents, including fires, medical emergencies, natural disasters, or security threats.

This policy applies to all students enrolled in CAC's Career and Recreational Programs.

Emergency Contact Reporting

In an emergency, call 911 immediately.

Notify CAC Dispatch or any Instructor as soon as it is safe to do so.

Notify Dispatch for the current naloxone kit location and trained assistance during an overdose incident.

General Emergency Procedures

Remain calm and follow the instructions of CAC staff.

Evacuate the building promptly when instructed or when alarms sound.

Assist others if safe to do so.

Do not re-enter the building until declared safe by emergency personnel.

Evacuation Routes Assembly Points

Primary Assembly Point: Ford Road Parking Lot by the CAC Pedestrian Gate.

Emergency exit routes are posted in all classrooms, hangars, and common areas.

Students should familiarize themselves with the nearest exit from each location.

Fire Emergency Procedures

Leave the fire area immediately.

Activate the nearest fire alarm.

Alert others on your way out.

Proceed to the Primary Assembly Point.

Medical Emergency Procedures

Call 911 and provide the exact location.

Notify CAC Dispatch or staff immediately.

Provide first aid if trained and it is safe to do so.

Security Threat Procedures

If safe, move to a secure area and lock doors.

Silence mobile devices.

Remain hidden and quiet until law enforcement arrives or an “all-clear” is given.

Accountability and Roll Call

Once at the Assembly Point, report to your instructor or designated staff.

CAC will conduct a roll call to ensure all students are accounted for.

Student Responsibility

Familiarize yourself with emergency exits and procedures.

Follow staff instructions promptly.

Report on unsafe conditions to Dispatch or the CFI.

Policy Review

This policy will be reviewed annually and updated as necessary to ensure alignment with CAC’s Critical Incident Management Policy and safety best practices.

For questions regarding emergency procedures, contact Bote Sha, CFI, at sha@cacbc.ca.

Alano coordinates operational updates to emergency instructions. Bote incorporates current procedures into student orientation and coordinates student follow-up.

P15 Student safety reporting

Effective date: November 1, 2026.

Purpose and Scope

Canadian Aviation College (CAC) prioritizes a proactive safety culture where every student is encouraged and empowered to report safety concerns, hazards, near misses, or incidents without fear of reprisal. This policy outlines the process for students to report safety-related concerns and ensures timely, effective responses.

This policy applies to all students enrolled in CAC's Career and Recreational Programs.

Key Definitions

Safety Concern: Any observation or condition that has the potential to affect safety.

Hazard: A situation, condition, or item that could potentially cause harm or damage.

Near Miss: An unplanned event that did not result in injury, damage, or loss, but had the potential to do so.

Incident: An occurrence that results in injury, damage to property, or poses a significant safety risk.

Student Responsibility

Students are expected to:

Immediately report all safety concerns, hazards, near misses, or incidents they observe or are involved in.

Follow CAC's safety procedures and guidelines.

Actively participate in maintaining a safe learning and training environment.

Avoid actions that may compromise safety.

Reporting Process

A. How to Report a Safety Concern:

Verbally notify your instructor or Dispatch immediately.

Complete a Safety Concern & Incident Report Form (available at Dispatch and on the CAC website).

B. Types of Reports:

Immediate Hazard or Incident: Verbally report to Dispatch or an Instructor without delay.

Non-Urgent Safety Concerns or Near Misses: Submit the report form within 24 hours of observation.

C. Supportive Reporting Environment CAC encourages open reporting and ensures students will not face disciplinary action for reporting safety concerns in good faith.

Follow Up and Resolution

All reports will be reviewed by CAC's Safety Officer or designated staff.

Immediate hazards will be mitigated as a priority.

Students may be contacted for further information or clarification.

CAC will provide feedback on the resolution or actions taken.

Confidentiality non retaliation

Reports will be treated confidentially to the extent possible.

Retaliation against any student who reports a safety concern is strictly prohibited and will result in disciplinary action.

Continuous Improvement

CAC will regularly review and analyze safety reports to:

Identify trends and areas for improvement.

Enhance safety protocols and training programs.

Foster a proactive safety culture across all training environments.

Policy Review

This policy will be reviewed annually to ensure its effectiveness and alignment with CAC's Safety Management System (SMS) and Transport Canada regulations.

For reporting forms and additional resources, visit the CAC website.

Bote oversees training-related follow-up and Transport Canada matters. Alano coordinates operational actions and records. The existing Safety Officer or designated safety reviewer remains responsible for reviewing safety reports; these revised student support duties do not replace that safety role. Routine student concerns may go through the assigned instructor or directly to Bote. Retain required safety records in the authorised safety system and relevant student follow-up in EMS.

P16 Student technology and device use

Effective date: November 1, 2026.

Purpose and Scope

This policy outlines the responsible use of technology, devices, and digital platforms at Canadian Aviation College (CAC). It ensures that students use CAC-provided and personal devices in a manner that upholds professionalism, safety, and data security.

This policy applies to all students enrolled in CAC's Career and Recreational Programs.

Acceptable Use of Technology

Students are expected to:

Use CAC-provided devices, simulators, and Wi-Fi networks for educational and training purposes only.

Use personal devices (laptops, tablets, phones) in a manner that does not disrupt classroom or flight operations.

Access digital resources (LMS, CAC portals) using secure and professional conduct.

Maintain respectful and appropriate online communication.

Prohibited Conduct

The following actions are strictly prohibited:

Unauthorized use of CAC computers, simulators, software, or network systems.

Unauthorized recording (audio, video, or screen capture) of instructors, students, or CAC facilities without explicit consent.

Sharing or distributing CAC training materials, exams, or proprietary content without authorization.

Accessing, downloading, or sharing offensive, illegal, or inappropriate content.

Using CAC branding, logos, or official communications channels for personal or non-approved use.

Tampering with or attempting to bypass CAC's IT security measures.

Engaging in cyberbullying, harassment, or dissemination of false information.

Social Media Conduct

Students representing CAC on social media or identifying as a CAC student must:

Maintain professional and respectful online presence.

Refrain from posting content that may harm CAC's reputation or violate CAC's Code of Conduct.

Seek authorization before posting content related to CAC facilities, aircraft, or training activities.

Data Security Privacy

Students must safeguard login credentials and not share them with others.

Personal devices connected to CAC networks should have up-to-date security software.

Students are prohibited from accessing or sharing confidential student or institutional information without authorization.

Reporting Misuse

Students are encouraged to report suspected technology misuse or security breaches to Alano Ling at studentservice@cacbc.ca.

Disciplinary Actions

Violations of this policy will be addressed in accordance with CAC's Dismissal Policy Tiers, which may result in:

Formal warnings.

Restricted access to CAC systems.

Suspension or dismissal for severe breaches (e.g., data theft, harassment).

Policy Review

This policy will be reviewed annually to ensure alignment with evolving best practices in digital security, privacy, and professional standards.

For technology support or reporting concerns, contact Alano at studentservice@cacbc.ca. Alano coordinates IT support with Mathieu.

Student misconduct concerns are referred to Bote for review and any warning or probation notice. Alano administers dismissals. Access to EMS follows assigned duties and must not be shared through another person's credentials.

P17 Social media

Effective date: November 1, 2026.

Purpose

This policy provides guidelines for the responsible use of social media by students, instructors, and staff of Canadian Aviation College (CAC). It ensures that all online activity reflects professionalism, respects others, and protects the reputation of CAC.

Scope

This policy applies to all members of the CAC community (students, instructors, and staff) whenever they:

- Post on official CAC accounts.
- Identify themselves as a CAC student, staff, or instructor.
- Reference CAC, its students, or staff on personal social media.

Positive Use of Social Media

CAC encourages constructive use of social media to:

- Celebrate academic, cultural, and aviation achievements.
- Promote diversity, inclusion, and respect.
- Share public CAC events and milestones (when authorized).
- Support professional networking in aviation.

Prohibited Content

The following content is not permitted when connected to CAC, its community, or aviation training:

- Harassment, bullying, or hate speech.
- Defamation or disrespectful comments toward CAC, peers, or staff.
- Sharing confidential or proprietary CAC information.
- Posting images, video, or audio of training sessions, staff, or students without prior authorization.
- Misrepresenting CAC, its programs, or its reputation.
- Inappropriate, offensive, or unsafe content that could reflect poorly on CAC.

Guidelines for Personal Accounts

- Clearly state that opinions are your own if identifying as a CAC member.
- Do not present personal views as official CAC positions.
- Maintain professionalism when referencing aviation training, flight activities, or CAC facilities.

Enforcement

- Students: Violations of this policy will be treated as breaches of the Student Code of

Conduct and may lead to disciplinary action, up to and including dismissal.

- Staff/Instructors: Violations will be addressed as breaches of professional expectations and may result in corrective action.

Policy Review

This policy will be reviewed annually to ensure alignment with best practices, aviation safety standards, and institutional needs.

Report student conduct concerns to Bote at sha@cacbc.ca; concerns naming Bote go to Alano at studentservice@cacbc.ca. Alano coordinates website and IT matters with Mathieu. Existing management authorisation and media-consent requirements remain. Bote issues student warning and probation letters and Alano administers dismissals. Good-faith complaints made through CAC's complaint process remain protected from retaliation.

P18 Email and correspondence

Effective date: November 1, 2026.

Purpose

The purpose of this policy is to ensure all communication at Canadian Aviation College (CAC) — whether by email, EMS portal, text message, or approved messaging applications — is conducted in a professional, respectful, and timely manner. Consistent standards of communication protect the integrity of CAC, support effective learning, and maintain a respectful academic and workplace environment.

Scope

This policy applies to all members of the CAC community: students, instructors, staff, and administration. It covers all forms of written communication used for college-related matters, including but not limited to:

Email (official CAC accounts for staff, personal accounts for students) EMS portal messages SMS/text messages Messaging apps (e.g., WhatsApp, WeChat), where approved or necessary for operational reasons

Policy Statement

- Official Channel: Email is the official record of correspondence at CAC. Staff must use CAC-issued email accounts. Students must keep their personal email address updated with CAC and check it daily.
- Response Times:

Staff/instructors will respond to student emails within five (5) business days.

Students are expected to monitor their email daily and respond in a timely manner when required.

No after-hours or weekend response is required or expected.

- Professional Standards: All correspondence must be clear, respectful, and appropriate. Messages should include Proper subject line and greeting - Identification (student full name and ID number)
- Clear and concise language - Professional tone

Examples

Acceptable:

- “Dear Instructor Lee, I am writing to confirm the time of my next flight lesson. Thank you, [Name, ID #].”
- “Hello Bote, I would like to book a meeting to discuss my study plan.”

Not Acceptable:

- “yo when’s my flight??”
- Sending excessive emojis, slang, or disrespectful remarks.
- Contact staff late at night or repeatedly outside of business hours.

- Sharing confidential information through non-secure messaging apps.

Confidentiality Records

- Personal student or staff information must never be shared outside official CAC channels.
- All email and EMS correspondence may form part of the official student record and may be used in discipline or compliance processes.
- Messaging apps should only be used for quick operational updates (e.g., schedule changes) and not for sensitive or official discussions.

Enforcement

- Students: Violations of this policy will be treated as breaches of the Student Code of Conduct and may result in warnings, probation, or dismissal.
- Staff/Instructors: Violations may result in corrective action under professional performance expectations.

Current routing: assigned instructor for routine support; Bote at sha@cacbc.ca for student concerns, leave decisions, training progress, completion letters and transcripts; Alano at studentservice@cacbc.ca for existing-student contracts, renewals, program changes, withdrawals, enrolment and attendance letters, absence declarations and fee-waiver reviews. Initial enrolment and initial Letters of Acceptance remain with Sunny; account and refund review remains with Susan. Bote may delegate completion letters and transcripts to the Assistant CFI.

Alano assumes the Student Services inbox November 1, 2026. Official documents are retained in EMS. Personal messaging applications are not a substitute for a written withdrawal, formal complaint, signed contract or EMS leave request. Specific policy deadlines, including complaint acknowledgements and final decisions, take precedence over the general five-business-day response standard.

P19 Photo video and recording

Effective date: November 1, 2026.

Purpose

This policy establishes the standards for capturing, storing, and using photos, videos, and other recordings of students and staff at Canadian Aviation College (CAC). Its purpose is to balance CAC's need to promote and document educational activities with the privacy rights of individuals.

Scope

This policy applies to all CAC staff, instructors, contractors, and students. It governs:

- Photos and videos captured during classes, flight training, and on-campus activities.
- Media created for marketing, promotional, or informational purposes.
- Student participation in external events where CAC representation is identified.

Policy Statement

Consent Requirement:

CAC requires students and staff to sign a Photo & Video Release Form before their image, voice, or likeness is used in promotional or educational materials.

Students under 19 require parent/guardian consent.

Permitted Uses:

- Official CAC publications, brochures, and marketing materials.
- Digital and social media platforms managed by CAC.
- Internal use for training, academic, or safety purposes.

Prohibited Uses:

- Unauthorized personal posting of images or recordings of CAC staff, students, or facilities without prior approval.
- Use of CAC branding, logos, or uniforms in any media that misrepresents or damages the reputation of the college.

Responsibilities

- Staff & Instructors: May only capture and share media with prior approval from CAC management and in compliance with signed release forms.
- Students: Must not record instructors, staff, or other students without explicit permission. Unauthorized recording may result in disciplinary action under the Student Code of Conduct.
- Marketing & Communications: Responsible for ensuring compliance with release forms and appropriate storage of media.

Enforcement

- Any misuse of photos, videos, or recordings will be considered a violation of this policy.
- Consequences may include warnings, removal of the media, suspension of privileges, or disciplinary action under the Student Warning, Suspension & Dismissal Policy.

Related Documents

- Photo & Video Release Form
- Student Code of Conduct
- Social Media Policy

Bote ensures that orientation and onboarding explain these requirements. The person assigned onboarding records the completed release and any limitations in EMS. Existing Marketing and Communications responsibilities for consent compliance remain; Alano coordinates administrative records and website/IT updates. Report student breaches to Bote and concerns involving Bote to Alano.

P20 Internal student loan against prepaid tuition

Effective date: November 1, 2026.

Purpose

This policy defines the conditions under which Canadian Aviation College (CAC) may issue an internal loan to a student against tuition already paid. These loans are entirely at CAC's discretion and are intended to provide limited, short-term financial support while maintaining compliance with all regulatory requirements.

Scope

This policy applies to all enrolled students of CAC who have prepaid tuition and request an internal loan. It does not apply to students who have received BC StudentAid loans or other government student loan funding.

Policy Statement

- Discretionary Authority: All loans are granted at the sole discretion of CAC. Students have no automatic right to receive a loan.
- Decision-Making: Loan applications will be reviewed and approved by Finance/accounting, with input from Bote regarding student need and circumstances, with Alano coordinating administration.
- Eligibility:

o Students must have a prepaid tuition balance greater than current program charges.

o Students who have received a BC StudentAid loan are not eligible.

o Students under academic or financial probation, or with outstanding compliance issues, are not eligible.

Loan Terms

- Maximum loan amount cannot exceed the student's prepaid tuition balance.
- Loans are interest-free.
- Repayment will be made through deduction from future tuition invoices or direct repayment prior to program completion or withdrawal.
- All loans must be repaid in full before release of final transcripts, certificates, or diplomas.

Restrictions

- Loans may not be used for fines, penalties, or non-educational expenses.
- Loans are not transferable.
- CAC reserves the right to decline any loan request, even if eligibility criteria are met, if Finance determines it is not in the best interest of CAC.

Enforcement

Failure to repay a loan will result in:

- An administrative hold on student records and transcripts.
- Suspension of flight booking and training privileges until repayment is made.
- Possible dismissal under the Student Warning, Suspension & Dismissal Policy.

Related Documents

- CAC Interest-Free Student Loan Request Form
- Student Warning, Suspension & Dismissal Policy
- PTIRU Tuition Refund & StudentAid BC regulations

Susan retains approval and financial control. Alano receives and coordinates the request and records the decision in EMS; Bote may provide student-support context. No loan may use funds held for aircraft or FTD utilization.

P21 Refund policy and account review

Effective date: November 1, 2026.

The refund schedule below reproduces the refund conditions and outcomes in the Career Pilot Diploma and Career Pilot Foundation Enrollment Agreements. “This Agreement” refers to the Student’s signed Enrollment Agreement.

The pilot-program agreements use “application fee”. Where a rating Enrollment Agreement uses “Enrollment Fee”, the corresponding fee label and any waiver in that signed agreement apply. The refund percentages and conditions must be read with the applicable signed agreement.

Contract refund schedule

Circumstance	Refund
Full refund - international study permit refusal The Student is refused a study permit for this Program, has not requested an additional letter of acceptance for the same Program, and provides CAC with a copy of the refusal before the date on which 30% of Program hours would have been provided, calculated from the later of the start date in the last letter of acceptance or the start date in this Agreement.	100% of tuition and all related fees paid, other than the application fee. The refund will be paid within 30 days after CAC receives the copy of the study-permit refusal.
Refund prior to program start CAC receives a notice of withdrawal from the student: No later than seven days after student signed the enrolment contract, and before the program start date.	Refund:100% of tuition and all related fees, other than application fee. Related fees include administrative fees, assessment fees, fees charged for textbooks or other course materials, and unused aircraft utilization fees.
Refund prior to program start CAC receives a notice of withdrawal from the student: More than seven days after student signed the enrolment contract, and before the program started,	Refund: CAC may retain 10% of tuition, to a maximum of $1,000 paid or payable under a contract.
Refund after the program start date CAC provides a notice of dismissal or receives a notice of withdrawal from the student: No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal	Refund: CAC may retain 10% of tuition, to a maximum of $1,000 paid or payable under a contract.

Circumstance	Refund
Refund after the program start date CAC provides a notice of dismissal or receives a notice of withdrawal from the student: After the program start date, and up to and including 10% of instruction hours have been provided.	Refund: CAC may retain 10% of tuition paid or payable under a contract.
Refund after the program start date CAC provides a notice of dismissal or receives a notice of withdrawal from the student: After the program start date, and after more than 10% but before 30% of instruction hours have been provided.	Refund: CAC may retain 30% of tuition paid or payable under a contract.
Refund after the program start date CAC provides a notice of dismissal or receives a notice of withdrawal from the student: After the program start date, and after more than 30% but before 50% of instruction hours were provided.	Refund: CAC may retain 50% of tuition paid or payable under a contract.
Refund after the program start date CAC provides a notice of dismissal or receives a notice of withdrawal from the student: After the program start date, and after more than 50% of instruction hours have been provided.	Refund: No refund due
Student does not attend - no-show after program or instruction starts A student does not attend the first 30% of the program.	Refund: CAC may retain 50% of the tuition paid under a contract.
Student enrolled without having met the admission requirements Student enrolled in a program without having met the admission requirements for the program : If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.	Refund: 100% tuition and all related fees, including application fees

Refund of Aircraft Utilization Fees

Refund of unused aircraft utilization fees paid by or on behalf of a student if any of the following apply:

- Student provides notice of withdrawal
- Institution provides notice of dismissal
- Student does not attend any of the first 30% of the hours of instruction of the program
- Student completes the Program

Refunds required under this Refund Policy will be paid to the student or other person who paid the tuition or fee within 30 days of the applicable withdrawal, dismissal, regulatory order, or other event giving rise to the refund.

Withdrawal dismissal and account review

Students submit withdrawal requests in writing to Alano at studentservice@cacbc.ca. The date CAC receives the written request is used for the withdrawal refund assessment. Alano issues written confirmation and coordinates the withdrawal record. Alano also administers dismissals and records the applicable dismissal notice date.

Susan retains control of the account review and refund calculation. Bote confirms completed training and hours. Susan reviews the applicable signed agreement, payments, tuition, related fees, Aircraft/FTD Utilization Fees, unused Aircraft Utilization Account balances and credits. A tuition-retention percentage is not applied to unused Aircraft Utilization Fees.

Provide the student with an account summary separating payments, tuition paid or payable, tuition retained, related fees, Aircraft/FTD Utilization Fees, unused balances, credits and the final refund or amount owing. Retain the calculation and payment evidence in EMS. Account review does not extend the 30-day refund deadline.

Program changes

A Diploma-to-Certificate change requires withdrawal and application of the Refund Policy before new enrolment. Upgrades to a Diploma do not require withdrawal, but still require Bote’s training-credit assessment, Susan’s account review and Alano’s replacement contract.

P22 Enrolment contracts renewal and training holds

Effective date: November 1, 2026.

Contract structure

Use the current authorised contract for the approved program and student category. The agreement identifies tuition, the instructional allocations included in tuition, aircraft and FTD utilization, related fees and required materials separately. Do not reproduce old prices or allocations in a general policy. The applicable signed agreement determines the included services.

Sunny handles initial enrolment contracts and initial Letters of Acceptance for new students. Alano handles existing-student renewals, replacement contracts and program changes, and uploads the completed renewal to EMS.

Updated agreements

All existing students are asked to move to the new approved programs and complete updated agreements. Bote confirms training and hours credited to the new program. Susan reviews payments, charges and the financial treatment of the change. Alano processes the replacement agreement and retains the old and new records in EMS.

Renewal reminders and holds

Four weeks before contract expiry, notify the student, assigned instructor and Alano and send the student the online renewal link. The student completes the contract online; it is routed to Alano for processing and upload into EMS.

If the renewal remains outstanding seven days before expiry, place all instruction on hold, including flight training, ground school and Skills Development. The student and instructor must be informed of the hold and the steps needed to resolve it.

The hold is removed when Alano uploads the signed renewal into EMS. A hold is not a dismissal or withdrawal and does not itself create a completed renewal.

Additional training

Where an included flight or FTD allocation has been exhausted, the new agreement required by the applicable contract must be signed before additional training is provided or charged. Bote confirms the training need and Alano processes the agreement, with Susan reviewing the account. Maintain a separate record of utilisation charges and instructor services.

Records and implementation

Renewal notices, signed agreements, training-credit assessments, financial reviews and hold records are retained in EMS.

P23 Program changes withdrawal and re enrolment

Effective date: November 1, 2026.

Requests and responsibility

Students submit written program-change requests to Alano at studentservice@cacbc.ca. Alano coordinates the process from request to completed enrolment. Bote assesses training suitability and credited hours; Susan reviews the account.

Diploma to Certificate

A voluntary move from a Diploma to a Certificate is a withdrawal from the Diploma. Alano records the written request and receipt date, confirms the withdrawal, obtains Bote's training information and Susan's account review, and applies the refund policy before processing the Certificate enrolment.

Do not describe this change as an automatic transfer of the remaining Diploma tuition. Give the student the withdrawal account summary and new program terms before the new enrolment is completed. Retain both records in EMS.

Upgrade to a Diploma

The withdrawal requirement is waived for upgrades to a Diploma. Bote confirms training and hours credited, Susan reviews the account and Alano completes the replacement agreement. The waiver of withdrawal does not waive the need for a signed contract or financial review.

Ordinary withdrawal

Withdrawal requests must be in writing. The date CAC receives the request is used for refund assessment. Alano provides written confirmation and coordinates the process; Susan applies the applicable refund policy and retains the calculation and payment record. A student need not obtain an instructor's permission to submit a withdrawal.

Records and student information

Retain the written request, receipt date, old and new agreements, training-credit assessment, account review, withdrawal confirmation and any refund records in EMS. Provide students with clear information about their academic and financial position. CAC provides requested institutional documents to the student; students submit their own immigration applications to IRCC.

P24 Program completion graduation and student documents

Effective date: November 1, 2026.

Bote verifies that the student has completed every required training component, assessment and contracted program hour before confirming program completion. Completion of a Transport Canada licence or rating alone does not establish completion of the CAC program.

EMS retains the student record, supporting documents and completion evidence. Bote confirms training credits and hours from any approved program transition or authorised delivery partner. Outstanding requirements must be clearly identified to the student and assigned instructor.

Susan reviews the graduation account, including payments, charges, credits and unused utilization balances. Bote separately verifies completion of all training and program requirements.

Bote issues Letters of Completion and final transcripts and may assign this work to the Assistant CFI. Susan supplies the financial review result and Alano resolves administrative matters.

Alano provides routine enrolment and attendance letters and Letters of Enrolment for study permit renewal. Sunny continues to issue initial Letters of Acceptance. Documents are provided to the student, who is responsible for submitting them to IRCC where required. Record the document, issuer and issue date in EMS.

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.

P26 Aircraft and FTD Utilization Fees

Effective date: November 1, 2026.

In the contract clauses below, “this Agreement” refers to the Student’s signed Enrollment Agreement. Program-specific rates and Included Contract Allocations are stated in that Agreement.

Aircraft Utilization Fees

Aircraft Utilization Fees represent the operational costs directly associated with flight training

Aircraft Utilization Fees include:

- Aircraft utilization
- Fuel surcharges
- Applicable taxes
- Flight Training Device (FTD) utilization
- Landing fees (where applicable)
- Other published operational charges

Included flight and FTD training allocations

The aircraft and FTD hours identified in this Agreement are the maximum aircraft and FTD utilization allocations authorized under this Enrollment Agreement. When the included allocation for an aircraft or FTD category has been fully used, no further training using that category may be provided or charged under this Agreement. A new Enrollment Agreement must be signed before additional aircraft or FTD training is provided.

Aircraft Utilization Account

Students are responsible for maintaining sufficient funds in their Aircraft Utilization Account to support scheduled flight and FTD training within the contract allocation included in this Enrollment Agreement.

- Aircraft utilization fees are paid on a pay-as-you-go basis.
- Canadian Aviation College generally requires students to maintain a minimum Aircraft Utilization Account balance of $1,000 to remain eligible for flight scheduling.
- In accordance with applicable regulatory requirements, prepaid Aircraft Utilization Account balances will not exceed $5,000 at any one time.

Tuition and Aircraft and FTD Utilization

- Tuition is fixed for the duration of this Enrollment Agreement.
- Aircraft/FTD Utilization Fees and fuel surcharges shown in this Agreement are fixed and valid only for this Enrollment Agreement and apply only to the included aircraft and FTD hours.
- Aircraft/FTD Utilization Fees are separate from Tuition and are paid progressively on a pay-as-you-go basis.
- Aircraft/FTD Utilization Fees include applicable taxes unless otherwise stated.

- Students must maintain the required Aircraft Utilization Account balance to remain eligible for flight scheduling within the included contract allocation.
- Aircraft and FTD utilization under this Agreement is limited to the hours identified in the Included Contract Allocation. Once the applicable aircraft or FTD allocation has been fully used, no additional flight or FTD training may be provided or charged under this Agreement. Where additional flight or FTD training is required, the Student must enter into a new Enrollment Agreement before that additional training is provided. Any new agreement will state the applicable rates and training allocation.

Refund of Aircraft Utilization Fees

Refund of unused aircraft utilization fees paid by or on behalf of a student if any of the following apply:

- Student provides notice of withdrawal
- Institution provides notice of dismissal
- Student does not attend any of the first 30% of the hours of instruction of the program
- Student completes the Program

Refunds required under this Refund Policy will be paid to the student or other person who paid the tuition or fee within 30 days of the applicable withdrawal, dismissal, regulatory order, or other event giving rise to the refund.

F01 Student concern and formal resolution form

Student Grievance/Dispute Formal Resolution Form Instructions:

- This form is to be used when a student wishes to file a formal concern that could not be resolved informally.
- Submit the completed form to Bote Sha, CFI, at sha@cacbc.ca. If Bote is unavailable or named in the concern, submit to Alano Ling, Operations Manager, at studentservice@cacbc.ca.
- CAC will review and respond in accordance with the Student Concern Resolution Policy.

Section A: Student Information

Full Name: _____ Student ID Number: _____

Program of Study: _____ Email Address: _____

Phone Number: _____

Section B: Nature of Concern Please select the category that best describes your concern:

[ ] Academic (grades, instruction, curriculum)

[ ] Attendance or Scheduling

[ ] Conduct of Staff or Instructors

[ ] Conduct of Other Students

[ ] Facilities / Equipment / Resources

[ ] Financial / Administrative

[ ] Other (please specify): _____

Section C: Details of Concern Please provide a clear description of your concern, including:

- What happened?
- When and where did it occur?
- Who was involved?
- Any steps you have already taken to resolve the concern informally.

_____

_____

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(Attach additional pages if needed) Section D: Desired Resolution What outcome or resolution are you seeking?

Section E: Declaration I declare that the information provided above is true and accurate to the best of my knowledge. I understand that CAC will handle this concern in accordance with its Student Concern Resolution Policy and that false or misleading statements may result in disciplinary action.

Student Signature: _____ Date: _____

Section F: CAC Office Use Only

Date Received: _____ Received by:

_____

Action Taken: _____ Resolution Date:

_____

Notes:

_____

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F02 Self Declaration of Absence Form

Submit to Alano Ling, Operations Manager, at studentservice@cacbc.ca within seven calendar days of the absence. This form documents an absence and any request for a no-show fee waiver. Leave requests are submitted separately through EMS to Bote.

Student name _____ Student ID _____

Program _____ Email _____

Date and time of missed session _____

Instructor _____ Booking reference _____

Reason

[ ] Illness or medical incapacity affecting safe participation

[ ] Fatigue affecting safe participation

[ ] Aircraft, instructor or operational cancellation

[ ] Weather or ATC delay [ ] Transportation disruption

[ ] Bereavement or family emergency [ ] Other

Explanation and supporting information

_____

_____

Date and method of notice to instructor or Dispatch _____

No-show fee waiver requested [ ] Yes [ ] No

I declare the information is accurate and complete to the best of my knowledge. Approval explains the absence but does not create instructional hours or reduce the international student's 15-hour weekly requirement. Deliberate falsification may result in disciplinary action under the applicable policy.

Student signature _____ Date _____

Office use by Alano

Date received _____ Within seven days [ ] Yes [ ] No

Absence explanation [ ] Approved [ ] Not approved Fee waiver [ ] Approved [ ] Not approved [ ] Not applicable

Reason for decision _____

Reviewed by _____ Decision date _____ EMS reference _____

Attendance follow-up referred to instructor or Bote _____

F03 Attendance policy acknowledgement

Student name _____ Student ID _____

Program _____ Student category [ ] International [ ] Domestic

I acknowledge that I have received and read the attendance policy applicable to my program and understand that:

- International students must complete at least 15 instructional hours each week, except during an approved leave period. Hours cannot be carried between weeks.
- Domestic students follow their contracted training requirements and scheduled bookings; the international weekly minimum does not apply to them.
- Attendance must be accurately recorded by signing in and out through the CAC system in EMS. Attendance fraud is misconduct.
- Eligible activities include flight training, ground school, instructor-led Skills Development and approved backseat observation flights.
- My assigned instructor monitors attendance and provides support. Continued concerns go to Bote.
- Leave requests go through EMS to Bote for approval. Submitting a request does not constitute approval.
- Self-Declaration of Absence Forms go to Alano within seven calendar days. Approval does not reduce the 15-hour weekly requirement.
- Late cancellations within 24 hours, late arrivals preventing training and no-shows may incur a fee under the applicable agreement. Alano decides fee waivers.
- Repeated non-compliance may lead to formal warning, probation or further action under the dismissal policy.

Questions or support requested _____

Student signature _____ Date _____

Received by _____ EMS reference _____

F04 Internal student loan request form

Complete this form when requesting an internal loan against prepaid tuition. Approval remains at CAC's discretion and requires Susan's financial review.

Submit to Susan in Finance using the existing approved accounting channel. Alano coordinates administration and Bote may provide student-support context.

Student name _____ Student ID _____

Program _____ Email _____

Amount requested $_____

Reason and proposed repayment _____

_____

Government student loan funding received [ ] Yes [ ] No

I understand the loan is discretionary, subject to Susan's approval, and governed by the approved written loan terms. Any loan agreement must clearly state the source of funds, repayment arrangements and consequences of non-payment. Aircraft and FTD utilization funds cannot fund the loan.

Student signature _____ Date _____

Office use

Alano administrative review _____ Bote support input _____

Susan financial review and decision [ ] Approved [ ] Declined

Approved amount _____ Permitted source of funds _____

Written repayment terms reference _____ EMS record _____

F05 Photo and video release form

Photo & Video Release Form Purpose:

Canadian Aviation College (CAC) uses photos, videos, and recordings for educational, promotional, and informational purposes. This release form ensures that CAC has permission to capture and use images or recordings in which students may appear.

Student Information

Full Name: _____Student ID Number: _____

Program of Study: _____Email Address: _____

Phone Number: _____

Consent

By signing this form, I acknowledge and agree that:

- CAC may photograph, video record, or otherwise capture my likeness, image, voice, or performance during school-related activities, training sessions, or events.
- These materials may be used, reproduced, published, and distributed by CAC in any medium, including

but not limited to:

o Printed promotional materials (brochures, posters, newsletters).

- Digital and online platforms (CAC website, social media, training portals).
- Internal educational or training purposes.
- I waive any right to inspect or approve the finished product, and I release CAC from any claims related to use of these materials, provided their use is lawful and in alignment with CAC's values and policies.
- This consent is given voluntarily and without expectation of compensation.

Limitations optional

Please check if applicable:

[ ] I consent to photo use only (no video).

[ ] I consent to use for internal educational purposes only (not public distribution).

Duration

This release remains in effect for the duration of my enrollment at CAC unless revoked in writing.

Student Declaration

I have read and understood this release form. I consent to the use of my photo, video, and/or audio recordings by CAC as described above.

Student Signature: _____ Date: _____

Parent/Guardian Signature (if under 19): _____ Date: _____

CAC Office Use Only

Received by: _____ Date: _____

Submit during onboarding or to Alano at studentservice@cacbc.ca. The person assigned onboarding records the signed form and any limits in EMS. Marketing and Communications must check the recorded consent before use.

F06 Master policy acknowledgement

Student or staff name _____ Student ID if applicable _____

Program or role _____ Policy version received _____

I acknowledge receipt of the CAC policies provided in the separate policy documents supplied with this acknowledgement, including rights and conduct, privacy, academic integrity, attendance, grade appeal, dispute resolution, discipline, health and safety, accommodation, sexual misconduct, technology and communication, media consent, contracts, program changes, refunds, completion and orientation.

I understand that different requirements apply according to my program, student category and signed agreement. I have been given an opportunity to ask questions. The international attendance requirement applies to international students only. Student Council is discontinued; support is available through instructors and Bote.

I understand that these policies do not remove statutory rights or replace the specific terms and refund policy in my applicable signed agreement. My signature acknowledges receipt and understanding; it is not a substitute for signing a required enrolment or renewal contract. Media consent is recorded separately on the applicable release form.

Questions or clarification requested _____

Signature _____ Date _____

Received by _____ EMS record _____