



STUDENT POLICIES AND STANDARDS MANUAL

2026 EDITION

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Canadian Aviation College

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This manual is the official source of Canadian Aviation College student policies and standards. It applies together with each student’s Enrollment Agreement and all applicable legal, regulatory, aviation, safety, and immigration requirements.

Students are responsible for referring to the current version available in the Student Services section of the CAC website.

Version History

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Section 1 – Student Rights, Responsibilities and Conduct Policy

- Purpose & Scope

Canadian Aviation College (CAC) is committed to providing a safe, respectful, professional, and inclusive learning environment that reflects the standards of the aviation industry.

This policy consolidates:

Student Statement of Rights

Student Code of Conduct & Rights

It applies to all students enrolled in CAC Career and Recreational Programs.

Adherence to this policy is a core condition of enrollment and supports eligibility for aviation licensing and program completion.

Student Rights

All CAC students have the right to:

- Fair & Respectful Treatment
- Be treated with dignity, fairness, and respect.
- Be free from harassment, discrimination, intimidation, or retaliation.
- Have cultural identity and Indigenous heritage respected.
- Safe Learning Environment
- Learn in an environment that prioritizes safety and well-being.
- Access CAC facilities consistent with operational and safety requirements
- Due Process & Procedural Fairness
- Be informed of concerns or allegations affecting them.
- Have concerns addressed through fair, transparent processes.
- Access CAC's Student Concern & Conflict Resolution Policy
- Academic Transparency
- Receive clear information regarding:
 - Program requirements
 - Attendance expectations
 - Assessment standards
- Be informed of academic or training decisions affecting progress.
- Privacy
- Is personal information protected in accordance with CAC's Student Privacy Policy and applicable legislation?

Student Responsibilities

As future aviation professionals, students are expected to:

- Always conduct themselves professionally.
- Comply with CAC policies, procedures, and safety protocols.
- Attend training as required and meet attendance standards.

- Communicate respectfully with peers, instructors, staff, and administration.
- Act honestly in academic work, flight training, attendance, and records.
- Protect CAC property, aircraft, equipment, and facilities.
- Follow lawful instructions from CAC representatives.

Standards of Conduct

Students must demonstrate:

- Integrity in academic and flight training activities
- Accountability for behaviour and communication
- Respectful conduct in classrooms, aircraft, hangars, online platforms, and CAC-related events
- Responsible use of technology and social media in accordance with CAC policies
- Zero tolerance for unsafe behaviour

Prohibited Conduct

The following behaviours are prohibited:

- Harassment, bullying, discrimination, or intimidation
- Violence, threats, or aggressive behaviour
- Academic dishonesty (cheating, plagiarism, falsification)
- Attendance fraud or falsifying records
- Unsafe practices during flight or ground training
- Unauthorized access to aircraft, simulators, or restricted areas
- Unauthorized recording of staff, students, or facilities
- Substance use in violation of CAC policy.
- Disruption of CAC operations
- Refusal to comply with lawful staff directions.
- Violation of municipal, provincial, or federal law
- Reporting & Resolution

Students are encouraged to:

- Address concerns directly when safe and appropriate.
- Report concerns Student Services or CAC Administration when direct resolution is not appropriate.

All concerns are handled in accordance with the Student Concern & Conflict Resolution Policy. Retaliation against individuals who raise concerns in good faith is prohibited.

Disciplinary Action

- Violations of this policy are addressed through CAC's tiered disciplinary framework:
- Tier 1 – Warning
- Tier 2 – Suspension
- Tier 3 – Dismissal
- Details are outlined in the Student Warning, Suspension and Dismissal Policy.

Policy Review

This policy is reviewed annually to ensure alignment with:

PTIRU requirements, EQA standards, IRCC compliance, Transport Canada expectations

Section 2 – Student Academic Integrity and Plagiarism Policy

1. 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 honesty.

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.

2. 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.

3. Academic Misconduct Definitions

Violations of academic integrity include but are not limited to:

- Plagiarism

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

Submitting copied assignments, essays, reports, or presentations.

- Cheating

Using unauthorized materials or aids during exams or assessments.

Copying from another student's work during assessments.

Sharing answers or receiving unauthorized assistance.

- Fabrication or Falsification

Altering or inventing data, results, or records.

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

- Aiding and Abetting

Assisting another student in committing academic misconduct.

Sharing assessment answers or assignments for dishonest use.

- Other Forms of Academic Dishonesty

Submitting the same work for credit in multiple courses without instructor approval.

Impersonating another student in assessments.

4. 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) or Director of Student Services.
- Students who are aware of academic misconduct are encouraged to report concerns confidentially.

5. Investigation and Resolution Process

- The CFI or designated staff 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.

6. Appeals

Students may appeal decisions related to academic misconduct through the Student Concern Formal Resolution Policy within seven calendar days of receiving a decision.

7. Academic Integrity Education

CAC will provide:

Orientation sessions on academic honesty and proper citation practices.

Workshops or resources on maintaining integrity in flight documentation.

Policy Review

This policy is reviewed annually to ensure alignment with:

PTIRU requirements

EQA standards

IRCC compliance

Transport Canada expectations.

Section 3 – Attendance, Absence and Accountability Policy

1. Purpose & Safety Context

Attendance at Canadian Aviation College (CAC) is a safety-critical obligation. Aviation training requires consistent participation, preparation, and accountability to ensure safe operations and professional competency.

This policy establishes clear attendance expectations, absence procedures, documentation requirements, and consequences for both Career Program and Recreational (Private Pilot) students.

This policy supports compliance with:

PTIRU, EQA, and IRCC (for international students) - Transport Canada safety standards

2. Scope

This policy applies to all students enrolled in:

Career Programs (full-time vocational programs)

Recreational Programs (Private Pilot / part-time learners)

Attendance expectations vary by program type and are outlined below.

Signing in for another student or falsifying attendance records constitutes serious misconduct.

Attendance records form part of the official student record and may be reviewed for:

Academic progression

Safety compliance

Immigration reporting (international students)

3. Attendance Tracking & Accountability (All Students)

All attendance must be recorded using the EMS.

Signing in for another student or falsifying attendance records constitutes serious misconduct.

Attendance records form part of the official student record and may be reviewed for:

Academic progression

Safety compliance

Immigration reporting (international students)

4. Attendance Requirements – Career Programs

4.1 Minimum Attendance Standard

- International Students must complete a minimum of 15 instructional hours during each instructional week.
- Eligible hours may include:
- Dual or solo flight training

- Ground school
- Instructor-Supervised Study
- Approved backseat observation flights
- Instructor-led review or exam preparation sessions
- Briefings
- Only recorded in EMS time counts toward the minimum attendance requirement.
- Failure to meet attendance requirements may result in:
- Warning
- Probation
- Suspension or dismissal
- International students may also face IRCC compliance consequences for failure to meet attendance obligations.

4.2 Professional Expectations

- Career Program students are expected to:
- Attend all scheduled training activities.
- Arrive prepared and on time.
- Schedule personal matters outside training hours whenever possible
- Actively use Instructor-Supervised Study to meet attendance requirements

5. Attendance Expectations – Recreational (Private Pilot) Programs

Recreational learners are not subject to full-time attendance minimums; however, they are expected to:

- Maintain consistent training engagement.
- Attend all booked flight and ground sessions.
- Communicate proactively with Dispatch and Instructors
- Repeated cancellations or no-shows may result in:
- Booking restrictions
- Financial penalties
- Dismissal in rare or persistent cases

6. Late Arrivals, Cancellations & No-Shows (All Students)

Arrival Standard

- Students must arrive 30–45 minutes prior to scheduled flight bookings.
- No-Show & Late Cancellation Fees
- A No-Show Fee may apply if a student:
- Cancels within 24 hours without an approved operational reason
- Arrives too late for the session to proceed.
- Fails to attend without notice.
- Outstanding fees must be paid before future bookings are confirmed.

7. Acceptable vs. Unacceptable Absences

7.1 Acceptable (Operational) Reasons

- An absence may be considered operational if supported by a timely declaration and appropriate explanation, including:
- Illness or medical incapacity affects safety.
- Fatigue exceeding Transport Canada limits
- Aircraft maintenance or dispatch cancellation
- Instructor's unavailability
- Adverse weather or ATC delays
- Transportation disruption beyond the student's control
- Bereavement or family emergency

7.2 Unacceptable (Non-Operational) Reasons

The following are not excused:

- Vacations or personal travel
- Work conflicts
- Oversleeping or lack of preparation
- Non-urgent appointments
- Failure to manage personal schedule.

8. Attendance Declaration & Policy Acknowledgement (Mandatory)

Students seeking consideration for an operational absence must complete the Self-Declaration of Absence Request.

Students must:

- Submit the form within seven calendar days of absence.
- Submit the request through EMS within seven calendar days.
- Late requests may be declined unless exceptional circumstances prevented timely submission.
- Submission of false, misleading, or incomplete information constitutes serious misconduct.

9. Progressive Discipline

Attendance-related issues are addressed under the Student Warning, Suspension and Dismissal Policy, including:

- Warnings for initial issues
- Probation for repeated non-compliance
- Suspension or dismissal for persistent or fraudulent behaviour

10. Student Responsibility

- Students are responsible for:
- Monitoring their attendance
- Accurately signing in and out
- Communicating proactively when attendance issues arise

- Using available support resources before attendance problems escalate

11. Policy Review

This policy is reviewed annually and updated as required to ensure continued compliance with:
PTIRU, EQA, IRCC, Transport Canada

Section 4 – Recreational Pilot Attendance Policy

CAC Attendance Policy – Recreational Learners (Private Pilot)

Scope of Policy

This policy applies to all students enrolled as Recreational Learners (Local Private Pilot) at Canadian

Aviation College (CAC). These students are not enrolled in full -time career programs and may progress at a flexible, self-paced schedule.

Recreational Learners are not subject to full -time attendance monitoring but are expected to adhere

to book commitments and safety practices. This policy is enforced to ensure respectful and professional learning environment.

1. General Attendance Expectations

Recreational Learners are expected to:

- Maintain a consistent and professional training schedule.
- Arrive fully prepared and on time for all scheduled ground and flight training sessions.
- Communicate proactively with Dispatch and Instructors regarding training availability and changes.

2. Cancellations and No -Shows

Permitted Cancellations:

- Cancellations made more than 24 hours in advance are permitted for any reason.
- Cancellations made within 24 hours require a valid Operational Reason (see below).

No-Show Fee

A No-Show Fee equivalent to the instructor briefing rate and/or aircraft booking time will apply if:

- A student misses a scheduled session without advance notice, or
- Arrives too late for the session to proceed.

Disputes & Explanations

Students may contest a No -Show Fee or explain an absence by submitting a Self- Declaration of Absence Form within seven calendar days.

3. Operational vs. Non -Operational Reasons

Operational Reasons (permitted for cancellations within 24 hours):

- Illness or medical incapacity affecting safety (must be declared using the Self- Declaration Form).

- Fatigue beyond Transport Canada limits.
- Transportation failure outside student control.
- Aircraft maintenance issues or flight cancellations by CAC.
- Instructor unavailability or CAC operational changes.
- Weather or ATC delays.

Non- Operational Reasons (subject to fee if within 24 hours):

- Vacations or personal travel.
- Work schedule conflicts (students are responsible for booking around these).
- Personal errands or appointments.
- Lack of preparation for a scheduled flight or briefing.

4. Late Arrival Policy

- Students must arrive 30 –45 minutes before their scheduled session.
- Arrivals within 15 minutes of the booking time are considered late.
- Instructors or Dispatch may cancel the session and apply a No -Show Fee.

5. Professionalism and Safety

Attendance policies reinforce a safety -first culture.

All Recreational Learners are expected to demonstrate professionalism in attendance, punctuality, and communication.

6. Student Responsibility

Students are responsible for managing their bookings, confirming availability, and communicating.

proactively.

Repeated No -Shows or cancellations may result in booking restrictions or, in rare cases, dismissal.

7. Related Forms (Available on CAC Website – Student Services Section):

- Self-Declaration of Absence Form (Fillable PDF)
- Attendance Policy Acknowledgement Form (Fillable PDF)
- Student Concern Formal Resolution Policy

Section 5 – Grade Appeal Policy

1. 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 affect the student's ability to meet assessment standards.

2. 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 an additional cost before a program completion recommendation or exam eligibility is issued.
- At the discretion of the Chief Flight Instructor (CFI) and/or Student Services 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 Student Services during this discussion.

Formal Appeal to Instructor:

- If not resolved, students must submit a formal written appeal to the course instructor within ten business days of receiving the grade, explaining the basis for the appeal.

Instructor Review:

- The instructor will provide a written response within seven 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 thirty calendar days.

The decision is final and binding. Copies of the decision will be placed in the student's academic record.

3. Flight Training Grade Appeals

Unsatisfactory Flight Training Progress:

- 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 Student Services during this discussion.
- Formal Appeal to CFI and/or Student Services: If the student wishes to appeal formally, they may submit a written appeal directly to the CFI and/or Student Services, detailing the grounds for the appeal.

CFI and/or Student Services Review:

- The CFI and/or Student Services will conduct a comprehensive review, including a discussion with the students and relevant instructors.

Final Decision:

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

4. 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.

5. This policy is reviewed annually to ensure compliance with Transport Canada, EQA, and IRCC requirements.

Section 6 – Student Concern and Conflict Resolution Policy

1. 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.

2. Submitting a Formal Concern

Students must submit their concern in writing by email.

Flight Training Students:

- Email Chief Flight Instructor (CFI), Bote Sha at: sha@cacbc.ca.
- If the CFI is unavailable or named in the concern, submit to: studentservice@cacbc.ca

Non-Flight Students:

- Email Student Services: studentservice@cacbc.ca

3. Initial Review and Fact Gathering

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

- Acknowledge receipt within two business days.
- Gather relevant information from all parties involved.
- 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.

4. 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.

5. 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 CACal decision.
- A written summary of the outcome will be provided to the student within thirty calendar days of the original concern of submission.

6. 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.

7. 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 CACs Branch (PTIB):

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

8. 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

Policy Review

This policy is reviewed annually to ensure alignment with:

PTIRU requirements

EQA standards

IRCC compliance

Transport Canada expectations.

Section 7 – Student Warning, Suspension and Dismissal Policy

- Policy Statement

At Canadian Aviation College (CAC), we are committed to fostering a learning environment built on respect,

professionalism, and personal accountability. This policy outlines the processes for issuing warnings,

suspensions, and dismissals when students fail to meet CAC's behavioural, academic, or safety standards. While

CAC prioritizes guidance and correction; severe or repeated misconduct will result in dismissal.

- Definition of Dismissal

"Dismissal" refers to the process by which CAC provides formal written notice advising a student that they are dismissed (terminated) from their program and are ineligible to re-enroll for a minimum of two years from the date of dismissal.

CAC is committed to supporting students to succeed. Where appropriate, students will be offered guidance,

counselling referrals, or academic support to correct behaviours or performance concerns before dismissal is.

considered. Immediate dismissal may still occur in cases of severe misconduct or safety violations.

- Misconduct Tiers and Consequences

3.1 Tier 1 - Minor Misconduct

Consequences: Verbal Warning or Written Warning Examples:

- Tardiness or repeated late arrivals.
- Disrespectful behaviour towards staff or fellow students.
- Careless damage to CAC property.
- First-time failure to follow attendance procedures.

3.2 Tier 2 - Serious Misconduct

Consequences: Suspension pending investigation Examples:

- Signing in for another student (fraud).
- Academic dishonesty (cheating, plagiarism).
- Unsafe behaviour during ground or flight training.
- Misrepresentation of information to CAC.
- Unauthorized use of CAC's name, brand, or property.
- Repeated Tier 1 offences (second occurrence).

3.3 Tier 3 - Severe Misconduct

Consequences: Immediate Dismissal Examples:

- Violence, harassment, or threats.
- Criminal activity on campus.
- Severe safety violations (including endangering self/others in aircraft).

Repeated Offences

- Tier 2 offences.
- Repeated Tier 1 offences (third occurrence).
- Absence without communication for thirty consecutive days.

CAC retains the right to escalate any misconduct directly to suspension or dismissal depending on the severity of the case, even on a first offence. CAC also retains discretion to make exceptions and may dismiss a student.

Who is not progressing through the program or is unable to meet academic, safety, or professional?

expectations despite support and corrective measures.

Reporting and Investigation Process

Reporting Concern:

- Any staff member, student, or member of the public may report misconduct to the Office Administrator. In the
- Administrator's absence, reports may be made to the CFI.

Initial Action:

- Upon receiving a report, the Office Administrator may suspend the student from training if the severity.
- warrants.
- Investigation & Resolution Meeting (within 7 business days):

Administrator will investigate and arrange a meeting with:

- The student
- A CAC Witness (e.g., Instructor)
- A Student -appointed support person (optional)
- Outcomes of Resolution Meeting:

Favorable Outcome:

No violation found, or minor issues resolved with a warning.

Unfavorable Outcome:

- Escalation to Management with a recommendation for further action (Warning, Suspension, or
- Dismissal).
- Final Decision (within 14 business days if escalated):
- CFI will review the investigation and meet with the students.
- Suspension or Dismissal letters will be issued if applicable.

- Documentation and Record Keeping

All investigation records, meeting summaries, and outcome letters will be retained in the student's file.

Documents will be made available to the student, PTIB, or legal authorities upon request. Outcome letters may be sent to a parent/guardian if the student is under nineteen.

Dismissals that may affect a student's study permit compliance or regulatory reporting obligations will be.

reported to the appropriate authorities in accordance with PTIB and IRCC guidelines.

- Appeals

Students may not appeal a Warning or Suspension.

Students may appeal a Dismissal by submitting a written 'Dismissal Appeal Request' to Student Services

within ten business days.

Student Services will respond within 30 business days and may choose to reopen the investigation into them.

discretion.

- Final Notes
- Absence from CAC for 30 consecutive days without communication or approved leave will result in automatic.
- dismissal.
- Students dismissed for misconduct are ineligible to re-enroll in any CAC program for two years from the
- dismissal date.
- Students who fail to progress through their program due to consistent poor attendance, lack of skill development, or inability to meet CAC's academic and professional expectations may be reviewed for dismissal.
- by the CFI and Student Services Lead. These cases will follow a formal review meeting process, providing the
- student with an opportunity to discuss barriers and potential solutions prior to any dismissal decision.

Policy Review

This policy is reviewed annually to ensure alignment with:

PTIRU requirements

EQA standards

IRCC compliance

Transport Canada expectations.

Section 8 – Student Sexual Misconduct Prevention and Response Policy

1. 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.

2. 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.

3. 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.

There are two pathways for reporting:

4. What to Do If You Experience or Witness Sexual Misconduct

- 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 CFI or Student Services

- 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).

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 the Office Administrator.
- 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.

5. 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.

6. 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.

7. External Reporting Options

Students have the right to pursue criminal or civil legal action, whether 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.

8. Non -Retaliation

CAC prohibits retaliation against any student who discloses or reports Sexual Misconduct.

9. 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.

10. Policy Review

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

Section 9 – Student Privacy Policy

1. 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.

2. 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)

3. 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, PTIB, and EQA reporting requirements
- Managing campus safety and operations

4. 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., PTIB, 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.

5. 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 in privacy obligations.
- CAC retains student records for the duration required by regulatory bodies and securely destroys.
- records when no longer needed.

6. 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: Student Services

7. Questions or Concerns

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

Student Services: studentservice@cacbc.ca

8. 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.

Section 10 – Critical Incident and Emergency Evacuation Policy

1. Policy Statement

Canadian Aviation College (CAC) is committed to the safety, well-being, and security of all students,

staff, and visitors.

This policy outlines CAC's procedures for responding to critical incidents, emergencies, and crisis situations in a timely, coordinated, and safety-focused manner.

All students share responsibility for:

- Following emergency procedures
- Complying with staff instructions
- Reporting safety concerns promptly

Failure to comply with emergency procedures may result in disciplinary action.

2. Scope

This policy applies to all students enrolled in CAC Career and Recreational Programs and covers:

- Critical incidents
- Emergency response
- Evacuation procedures
- Post-incident support and recovery

3. What Is a Critical Incident.

A Critical Incident is any traumatic, serious, or life-threatening event that may impact the safety or

well-being of individuals at CAC, including but not limited to:

- Medical emergencies
- Fires or explosions
- Natural disasters (earthquakes, floods)
- Criminal activity or threats of violence
- Overdose incidents

Missing people or serious student safety concerns

4. Emergency Contact & Reporting

Life-Threatening Emergencies

- Call 911 immediately

- Notify Dispatch, an instructor, or any CAC staff member as soon as it is safe to do so

Overdose Response

- Call 911 immediately
- Notify CAC staff
- Naloxone kits are available on site
- Anyone may administer Naloxone if required

5. CAC Crisis Management & Response

During or following a critical incident, CAC response may involve coordination between:

- Dispatch
- Instructors
- Student Services
- Senior Administration
- Emergency responders

CAC will prioritize:

- Immediate safety
- Clear communication
- Accountability of students and staff
- Support following the incident

6. General Emergency Procedures

Students must:

- Remain calm and follow staff instructions
- Evacuate immediately when alarms sound or are instructed
- Assist others only if safe to do so
- Never re-enter a building until cleared by emergency personnel

7. Evacuation Routes & Assembly Points

- Emergency exit routes are posted throughout classrooms, hangars, and common areas
- Students must familiarize themselves with the nearest exits in all areas

Primary Assembly Point

Ford Road Parking Lot by the CAC Pedestrian Gate

Once at the Assembly Point:

- Report to your instructor or designated staff member

- Participate in roll call procedures

8. Fire Emergency Procedures

In the event of a fire:

- Leave the fire area immediately
- Activate the nearest fire alarm
- Alert others as you exit
- Proceed directly to the Primary Assembly Point
- Do not re-enter until cleared by the Fire Department or CAC staff

9. Medical Emergency Procedures

- Call 911 and provide the exact location
- Notify Dispatch or CAC staff immediately
- Provide first aid only if trained and safe to do so

10. Security Threat Procedures

If a security threat is present:

- Move to a secure location if safe
- Lock doors where possible
- Silence mobile devices
- Remain quiet and concealed
- Follow law enforcement or staff instructions until an “all clear” is given

11. Missing Persons & Student Safety Concerns

- If a student is unaccounted for following an evacuation, report this immediately to CAC staff
- If you are concerned about a student’s well-being due to unexplained absence, lack of contact, or concerning behaviour, contact Student Services without delay.

12. Student Responsibilities

Students are responsible for:

- Following emergency and evacuation instructions
- Cooperating during drills and real incidents
- Keeping emergency contact information up to date in EMS
- Reporting hazards, concerns, or incidents promptly
- Understanding that unsafe behaviour endangers others

13. Post -Incident Support & Recovery

CAC is committed to supporting students affected by critical incidents through:

- Counselling referrals and wellness resources
- Academic accommodations, such as extensions or rescheduled training
- Assistance connecting with family or community supports, including for international students

All reports and support requests are handled with discretion and confidentiality.

Students are encouraged to contact Student Services for assistance following any critical incident.

Email: studentservice@cacbc.ca

Telephone: 604-299-7777 ext. 105

14. Policy Review

This policy is reviewed annually and updated as necessary to ensure alignment with:

- PTIRU requirements
- EQA standards
- IRCC expectations
- Transport Canada safety practices

Section 11 – Student Safety Reporting Policy

1. 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.

2. 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.

3. 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.

4. 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 good faith.

5. 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.

6. Confidentiality & non-retaliation

- Reports will be treated confidentially to the extent possible.
- Retaliation against any student who reports a safety concern is prohibited and will result in disciplinary action.

7. 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.

8. 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.

Section 12 – Digital Conduct and Communications Policy

- Purpose & Scope

This policy defines expectations for digital behaviour, communication, device use, and media.

at Canadian Aviation College. It consolidates:

- Technology & Device Use Policy
- Social Media Policy
- Email & Correspondence Policy
- Photo and Video Policy
- This policy applies to all students enrolled in CAC Career and Recreational Programs.

Professional Digital Conduct

- Students are expected to:
- Use CAC systems, devices, and networks responsibly.
- Always communicate respectfully and professionally.
- Protect personal, student, and institutional information.
- Conduct themselves online in a manner consistent with aviation professionalism.
- Acceptable Use of Technology

Students may:

- Use personal devices for educational purposes when permitted.
- Access CAC systems using secure credentials.
- Use messaging platforms only for approved operational communication
- Disrupt training or instruction with device use.
- Share login credentials.
- Attempt to bypass CAC security systems.

Email & Official Communication Standards

Email is CAC's official record of communication.

Students must:

- Check email daily.
- Use professional tone and clear language.
- Identify themselves by full name and student ID.
- Staff responses occur within five business days.
- No after-hours or weekend response is expected
- Unprofessional or abusive communication is a policy violation.

Social Media Conduct

Students identifying as CAC students or referencing CAC must:

- Maintain respectful, professional online conduct.
- Avoid posting content that misrepresents or harms CAC.

- Not disclosing confidential or proprietary information Personal opinions must not be presented as official CAC positions.
- Photo, Video & Recording Rules
- Consent
- Recording or photographing staff, students, or facilities requires explicit permission.
- Use of images for promotional purposes requires a signed Photo and Video Release Form
- Prohibited Recording
- Unauthorized recording of instruction, training, or individuals
- Posting CAC-related media without authorization
- Use of CAC branding or uniforms in misleading or inappropriate content
- Data Security & Privacy
- Students must:
- Safeguard login credentials.
- Use secure devices and networks.
- Not accessing or distributing confidential information Privacy violations are treated as serious misconduct.
- Reporting Digital Misuse

Suspected misuse, breaches, or concerns should be reported to:

- Student Services
- Office Administration
- Reports will be handled confidentially and without retaliation.

Disciplinary Action

Violations of this policy may result in:

- Formal warnings
- Restricted access to systems
- Suspension or dismissal for serious or repeated breaches
- Enforcement follows the Student Warning, Suspension and Dismissal Policy.

Policy Review

This policy is reviewed annually to ensure alignment with:

- Digital security best practices
- Privacy legislation
- Professional aviation standard

Section 13 – Student Accommodation and Accessibility Policy

1. 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.

2. 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.

3. Requesting Accommodations

Students seeking accommodation should:

- Submit a written request to Student Services () 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.

4. Types of Accommodations May Include:

- Flexible scheduling for classes, exams, or flight training.
- Alternative formats for learning materials.
- Modified physical 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.

5. Limitations of Accommodations

CAC will endeavor to explore all reasonable alternatives but cannot guarantee accommodation that.

compromise aviation safety or Transport Canada requirements.

6. Confidentiality

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

7. Appeals

If a student disagrees with an accommodation decision, they may appeal through CAC's Student Concern Formal Resolution Policy within seven calendar days of receiving a decision.

For accommodation requests or inquiries, contact Student Services: studentservice@cacbc.ca

This policy is reviewed annually to ensure compliance with Transport Canada, EQA, and IRCC requirements.

Section 14 – Alcohol and Drug Use Policy

1. 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.

2. Zero -Tolerance for Alcohol and Drug Use

- The use, possession, or influence of alcohol, cannabis, or non- prescribed controlled substances are 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.

3. 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 Student Services will not face immediate disciplinary actions.

CAC will provide support with:

- 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.

4. Reporting Suspected Impairment

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

- Reports can be made confidentially to Student Services or the 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.

5. Prescription Medications

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

- Inform Student Services or the CFI in advance.
- Provide medical documentation confirming fitness to train.
- Failure to disclose impairing prescriptions will be treated as a policy violation.

6. 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-disclosure prior to an incident may return under strict conditions after rehabilitation.

7. 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.

8. 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.

- This policy is reviewed annually to ensure compliance with Transport Canada, EQA, and IRCC requirements.

Section 15 – Financial Policy and Procedures

15.1 Purpose

This policy explains the student's financial responsibilities and the College's processes for Tuition, Aircraft Utilization Fees, deposits, payments, additional charges, account restrictions, withdrawals, refunds, and outstanding balances.

15.2 Scope

This policy applies to all students and must be read together with the applicable Enrollment Agreement, published fee schedule, required materials list, and refund requirements.

15.3 Student Financial Responsibility

Students are responsible for understanding the charges that apply to their enrollment, monitoring their account, making required payments on time, maintaining sufficient available funds for scheduled training, and contacting Accounting promptly when they have a question.

15.4 Tuition

Tuition is the amount charged for the educational and institutional services identified in the student's Enrollment Agreement. Tuition does not include Aircraft Utilization Fees or another separately identified charge unless the Enrollment Agreement expressly states otherwise.

15.5 Aircraft Utilization Fees

Aircraft Utilization Fees are operational charges for the use of the aircraft during flight training. They are separate from Tuition and are charged according to aircraft time actually used and the applicable rate.

15.6 Aircraft Utilization Rates

Current aircraft rates are published by the College or stated in the Enrollment Agreement. Rates may include applicable taxes or other charges. The rate in effect at the time of use will apply unless the Enrollment Agreement or another written College commitment states otherwise. Where advance notice of a rate change is required, the College will provide it in accordance with the Enrollment Agreement and applicable requirements.

15.7 Estimated Aircraft Hours and Costs

Aircraft hours and aircraft-cost figures shown in program information or an Enrollment Agreement are estimates used for planning and disclosure. They are not guaranteed completion limits.

The actual aircraft time required may be affected by student preparation and progress; skill development and proficiency; training continuity; currency; weather and seasonal conditions; aircraft, instructor, or maintenance availability; operational interruptions; additional practice; Transport Canada requirements; flight-test readiness or an unsuccessful flight test; prolonged interruptions; and previous training experience.

The student is responsible for eligible Aircraft Utilization Fees associated with all aircraft time actually used.

15.8 Additional Flight Training

Students progress at different rates. Completion of the estimated hours does not mean that the student has demonstrated the required competency.

Additional flight, briefing, simulator, ground, review, or proficiency training may be required where the student has not met the required competency, needs further preparation, must restore currency, is repeating training or an assessment, has not maintained satisfactory progress, or requires training beyond the services included in the current Enrollment Agreement.

Additional training must be authorized and financially arranged before it is provided. A new or renewed Enrollment Agreement may be required.

15.9 Required Account Balance Before Dispatch

A student must maintain sufficient available funds to cover the anticipated charges for scheduled aircraft training. An aircraft will not be dispatched where the student does not have the required available balance or another payment arrangement approved by the College.

The College may decline or cancel an aircraft booking, restrict further bookings, remove the student from the flight schedule, pause aircraft training, or require payment before training resumes. This restriction is not a disciplinary action.

15.10 Training Restrictions for Insufficient Funds

The College may restrict or pause training where a required payment has not been made, the student account lacks sufficient available funds, a payment has been declined or reversed, an approved payment arrangement has not been followed, the Enrollment Agreement has expired, or further training would exceed the services authorized by the agreement.

A financial restriction does not cancel the student's responsibilities concerning attendance, immigration status, contract expiry, program timelines, or communication with the College.

15.11 Enrollment Deposits and Payment Schedules

The required Enrollment Deposit and payment schedule are stated in the student's Enrollment Agreement. Requirements may differ by program, enrollment status, whether the student is new or returning, domestic or international requirements, and the services included. A student must not assume that another student's deposit or payment rule applies.

15.12 Payment Methods

Students must follow the payment instructions provided by the College, use the correct student name and Student ID Number, allow sufficient processing time, retain proof of payment, and confirm unfamiliar or changed payment instructions directly with the College before sending funds.

Bank charges, wire-transfer costs, currency-conversion costs, credit-card charges, returned-payment fees, or other payment-processing costs may remain the student's responsibility where disclosed and legally permitted.

15.13 Sponsors, Parents, Agents, and Other Payers

The College may accept payment from another person or organization. Acceptance of third-party payment does not transfer the Enrollment Agreement, remove the student's financial responsibility, provide automatic access to confidential information, authorize changes to training, guarantee future payments, or change the applicable refund rules.

15.14 Additional Fees and Charges

Students may be responsible for additional charges identified in the Enrollment Agreement, published fee schedule, required materials list, approved training authorization, or another written College notice. These may include aircraft, fuel, landing, airport, materials, equipment, Transport Canada, medical, flight-test, document, no-show, payment-processing, and additional-training costs.

The College will not treat a separately identified fee as Tuition unless it is properly included in the applicable Enrollment Agreement.

15.15 Cancellations and No-Shows

Charges resulting from a cancellation, late cancellation, no-show, or delayed arrival will be applied according to the applicable policy, Enrollment Agreement, and published fee schedule. A student who disputes a charge must use the required review process within the applicable time. Failure to attend does not automatically cancel the charge.

15.16 Contract Renewal

A student must sign a new or renewed Enrollment Agreement before continuing beyond the expiry of the current agreement, receiving training beyond the included services, entering a new program, making a material program change, or receiving additional training that requires a new agreement.

The College may pause training until the required agreement is signed and financial arrangements are complete. Renewal does not guarantee that previous pricing, aircraft rates, schedules, or program terms will continue.

15.17 Program Changes

A student requesting or requiring a program change must complete the College's program-change process. The College may review training and payments already provided, charges incurred, remaining requirements, transferable services, required refunds or additional payments, academic and financial standing, regulatory and immigration implications, and whether a new Enrollment Agreement is required.

Funds will not automatically be transferred between programs or reclassified between Tuition and Aircraft Utilization Fees.

15.18 Withdrawals and Dismissals

A student who intends to withdraw must follow the withdrawal procedure in the Enrollment Agreement and applicable College policy. Failure to attend or communicate does not necessarily constitute formal withdrawal.

Following withdrawal or dismissal, the College may calculate Tuition earned or refundable, Aircraft Utilization Fees incurred, additional charges owing, payments received, and any refundable or outstanding balance.

15.19 Refunds

Refund eligibility and calculations are governed by the Enrollment Agreement, applicable private-training requirements, services provided, effective withdrawal or dismissal date, nature of the payment, any study-permit-refusal provision, and other legal requirements.

Tuition and Aircraft Utilization Fees must be identified and calculated according to their proper purpose. An unused Aircraft Utilization Fee balance must not be treated as earned Tuition.

15.20 Study-Permit Refusal Refunds

Where an International Student's Enrollment Agreement contains a study-permit-refusal refund provision, the student must follow the requirements and timelines in that agreement. The College may require the complete refusal decision and other information reasonably necessary to assess the request.

15.21 Payment Reversals and Returned Payments

Where a payment is declined, returned, reversed, charged back, or disputed, it may be removed from the student account; the student remains responsible for the resulting balance; training may be restricted; and a disclosed lawful fee may apply.

A student must not initiate a payment dispute as a substitute for the College's financial-question, complaint, withdrawal, or refund process.

15.22 Financial Records

The College may maintain invoices, payments, deposits, charges, credits, refunds, payment arrangements, restrictions, related communications, adjustments, contract renewals, program changes, and disputed transactions. Students should review their account regularly and retain their own records.

15.23 Account Questions and Disputes

A student who believes an account entry is incorrect must contact the College promptly and provide their full name, Student ID Number, disputed date and amount, reason for the concern, supporting records, and requested correction. While a charge is reviewed, the student remains responsible for all undisputed amounts.

15.24 Financial Hardship

A student experiencing financial difficulty should contact the College before missing a payment or allowing the account balance to become insufficient. Any payment arrangement must be approved in writing. The College is not required to extend credit, continue training without sufficient funds, waive proper charges, transfer restricted funds, or delay a required contract renewal.

15.25 International Students

International Students remain responsible for considering how financial restrictions, interrupted training, withdrawal, program changes, or failure to renew an Enrollment Agreement may affect full-time enrollment, required weekly instructional participation, Study Permit compliance, program-completion timelines, and other immigration requirements.

The College may explain its enrollment and financial records but does not provide immigration or legal advice.

15.26 Collection of Outstanding Amounts

Amounts properly owing remain payable after withdrawal, dismissal, completion, or agreement expiry. The College may issue notices, restrict optional services, establish a written payment arrangement, or pursue lawful collection or legal action. The College will not withhold a required student record where prohibited by law.

15.27 Protection of Financial Information

Financial and payment information will be handled under the Privacy Policy and applicable law. Students must not send banking credentials, passwords, or other sensitive information through an insecure method. Suspected fraudulent or altered payment instructions must be reported immediately.

15.28 Relationship to Other Policies

This policy applies together with the Attendance Policies, Student Concern and Conflict Resolution Policy, Warning, Suspension and Dismissal Policy, Privacy Policy, Technology and Communication Policy, Enrollment Agreements, published fee schedule, and applicable aviation, educational, and regulatory requirements.

15.29 Questions

Financial questions should be directed to the Accounting Department, Canadian Aviation College, 72–18300 Ford Road, Pitt Meadows, BC V3Y 0C6; accounting@cacbc.ca; 604-299-7777.

Use the email subject line: Full Name – Student ID Number – Reason for Contact.

Section 16 – Appendices, Forms and Acknowledgements

16.1 Purpose

The forms and acknowledgements used by the College support the administration and enforcement of CAC student policies.

Absence requests and document requests may be completed and submitted through EMS.

Other forms may be downloaded from the Student Services section of the CAC website. Completed forms must be submitted by email to the address identified on the applicable form or in the related policy.

Students must use the submission method specified for the particular request or form.

16.2 Student Responsibility

- Complete the correct form and provide complete and accurate information.
- Submit the form within the required timeframe and provide supporting documentation where required.
- Monitor CAC email and EMS for follow-up and respond promptly.

Submitting a form does not automatically mean that a request, absence, complaint, appeal, or other matter has been approved.

16.3 Accuracy of Information

Information submitted to the College must be truthful, complete, and accurate. False, misleading, altered, or incomplete information may result in rejection, correction of the student record, loss of eligibility, policy review, disciplinary action, or reporting where required.

16.4 Submission and Effective Date

A form is considered submitted when received through the approved College process. The effective date of a request or action is determined under the applicable policy or Enrollment Agreement and is not necessarily the date the form is completed.

16.5 Supporting Documentation

The College may request supporting documentation where required. Providing documentation does not guarantee approval.

16.6 Electronic Signatures and Acknowledgements

Electronic signatures and acknowledgements completed through EMS or another approved College system may be accepted as confirmation of submission, review, accuracy, agreement, and authorization to maintain the record. A student must not sign for another person unless formally authorized.

16.7 College Review

The College may verify information, request clarification, meet with the student, refer the matter to the appropriate department, approve or deny the submission, correct an administrative error, and maintain the form as part of the student record.

16.8 Privacy and Records

Forms and supporting documents will be handled in accordance with the Privacy Policy and applicable requirements. Students should not include unnecessary sensitive information.

16.9 Updated Forms

The College may update a form's format or administrative instructions without revising the entire manual where the change does not materially alter policy or student rights and responsibilities. The current version must be used.

Appendix A – Self-Declaration of Absence Request

The Self-Declaration of Absence Request is completed and submitted through EMS.

A.1 Purpose

This request allows you to report an absence and provide the reason for missing scheduled or required training. Submitting a request does not automatically excuse the absence, remove an attendance deficiency, cancel a fee, or guarantee approval.

A.2 Submission Deadline

Submit the request through EMS within seven calendar days of the absence. A late request may be declined unless exceptional circumstances prevented timely submission.

A.3 Required Information

- Full name and Student ID Number.
- Date, time, training or activity missed, and instructor where applicable.
- Reason for the absence, whether advance notice was provided, and relevant supporting information.

A.4 Acceptable Reasons

The College may consider illness or injury, family or personal emergency, an approved operational reason, severe weather or transportation disruption, an unavoidable required appointment, or another serious circumstance outside your reasonable control.

Personal preference, work commitments, poor planning, oversleeping, forgetting a booking, or failing to arrange transportation will not normally be accepted.

A.5 Supporting Documentation

The College may request relevant supporting documentation. Do not submit detailed medical information unless specifically requested.

A.6 Review and Decision

The College may review EMS, attendance, training, scheduling, communication, and supporting records. The request may be approved, denied, returned for information, or recorded without changing the attendance status or charge.

A.7 Fees and Attendance Records

Approval does not automatically remove a charge, count missed time as instructional hours, satisfy a weekly attendance requirement, remove the need to complete missed training, extend an agreement, or change immigration requirements.

A.8 Student Declaration

I declare that the information provided is complete and accurate. I understand that submitting this request does not guarantee approval, remove an attendance obligation, or cancel an

applicable charge. I authorize Canadian Aviation College to review relevant records when assessing my request.

Appendix B – Student Concern Form

Download this form from the Student Services section of the CAC website and submit it to studentservice@cacbc.ca.

B.1 Purpose

Use this form to formally raise a concern that has not been resolved through normal communication or requires review under the Student Concern and Conflict Resolution Policy.

B.2 Before Submitting

Where appropriate and safe, first try to resolve the concern directly. You are not required to do so when you feel unsafe or uncomfortable, the matter involves serious misconduct or retaliation, direct communication is inappropriate, or earlier attempts did not resolve it.

B.3 Student Information

- Full legal name, Student ID Number, program, CAC email, telephone number, and preferred contact method.

B.4 Concern Information

- Date or period, person or department involved, clear facts, steps taken, response received, requested resolution, and relevant documents.

B.5 Confidentiality and Review

The College will handle the concern as privately as reasonably possible but may share information where necessary for a fair review or where required by law.

B.6 Protection from Retaliation

You will not be penalized for raising a concern honestly and in good faith. False or malicious allegations, altered evidence, threats, or interference may result in action under College policy.

B.7 Student Declaration

I confirm that the information provided is complete and accurate to the best of my knowledge. I understand that the College may review relevant records and contact persons who may have information. Submitting this form does not guarantee the outcome requested.

Student signature: _____ Date: _____

Appendix C – Attendance Policy Acknowledgement

Download this acknowledgement from the Student Services section of the CAC website and submit it to studentservice@cacbc.ca.

C.1 Purpose

This confirms that you received, read, and understood the attendance requirements that apply to your program and enrollment status.

C.2 General Responsibilities

- Attend scheduled and required training, arrive prepared and on time, monitor EMS and CAC email, record attendance correctly, provide required notice, submit absence requests through EMS, and complete missed training.

C.3 Attendance Recording

Attendance is recorded and monitored through EMS. Report suspected errors within seven calendar days. Falsifying attendance or recording attendance for another person may result in disciplinary action.

C.4 Late Arrival, Cancellation and No-Show

A student arriving more than 15 minutes late may be recorded as a no-show. At least 24 hours' notice is required for cancellation unless an accepted exception applies. An absence request does not automatically remove a charge.

C.5 International Student Attendance

International Students must complete at least 15 instructional hours during each instructional week. Hours cannot be carried forward. Personal self-study does not count. Failure to maintain attendance may affect enrollment standing, reporting, and Study Permit compliance.

C.6 Approved Activities

Properly recorded dual or supervised solo flight training, ground school, simulator instruction, instructor-led briefings or PGI, Instructor-Supervised Study, Human Factors instruction, approved observation flights, and other authorized instructor-led activities may count.

C.7 Winter Training

Students are strongly encouraged to participate in Winter School to maintain continuity and avoid falling behind. Winter training requires scheduling flexibility due to weather, daylight, aircraft availability, and operational conditions.

C.8 Student Declaration

I confirm that I received, read, and understood the attendance requirements that apply to me. I understand my responsibility to attend, record attendance correctly, monitor College communications, and report absences or errors within the required timeframe.

Student signature: _____ Date: _____

Appendix D – Photo and Video Release Form

Download this form from the Student Services section of the CAC website and submit it to studentservice@cacbc.ca.

D.1 Purpose

This form allows you to choose whether Canadian Aviation College may use identifiable photographs, video, audio, or other images in which you appear. Consent is voluntary and will not affect admission, enrollment, training, academic standing, or services.

D.2 Consent Options

- ☐ I provide consent for the uses described in this form.
- ☐ I do not provide consent for identifiable promotional or public use.

D.3 Permitted Uses

Where consent is provided, material may be used on the CAC website and social media, in program and promotional materials, advertising, information sheets, presentations, recruitment events, newsletters, institutional publications, and media releases.

D.4 Identification Options

- ☐ First name only. ☐ Full name. ☐ Program or training information. ☐ Do not identify me by name.

D.5 Editing and Compensation

Approved material may be edited, cropped, combined, and reproduced in print or electronic formats. It must not be used in a misleading, defamatory, or inappropriate manner. No payment or royalty is provided.

D.6 Duration and Withdrawal

Consent remains in effect until withdrawn in writing by email to studentservice@cacbc.ca. Withdrawal applies to new uses after processing and may not recall material already printed, distributed, shared, archived, or lawfully retained.

D.7 Student Declaration

I reviewed my choices and understand how CAC may use the material. I understand that consent is voluntary and may be withdrawn for future uses.

Student signature: _____ Date: _____

Parent or guardian signature, if required: _____

Appendix E – Student Policies and Standards Manual

Acknowledgement

Download this acknowledgement from the Student Services section of the CAC website and submit it to studentservice@cacbc.ca.

E.1 Purpose

This confirms that you received, read, and understood the Canadian Aviation College Student Policies and Standards Manual.

E.2 Responsibilities

- Read and follow the manual, Enrollment Agreement, College instructions, safety requirements, and applicable legal, regulatory, aviation, and immigration requirements.
- Monitor CAC email and EMS, maintain current information, attend required training, and meet academic, financial, conduct, safety, and attendance requirements.

E.3 Access and Updates

The current manual is available in the Student Services section of the CAC website. The College may revise it when requirements or procedures change and will give reasonable notice of material changes.

E.4 Relationship to Enrollment Agreement

The manual applies together with the Enrollment Agreement. Where both address the same matter, the signed Enrollment Agreement and applicable legal or regulatory requirements govern.

E.5 Student Declaration

I confirm that I received or was given access to the Student Policies and Standards Manual. I understand that I am responsible for reading and complying with applicable policies, monitoring official notices, and asking Student Services for clarification when needed.

Student name: _____

Student ID Number: _____

Student signature: _____ Date: _____