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.