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.