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.