



## Section A **ADMISSION POLICY**

Part 1 Students are admitted to a specified program when the following are complete:

- i. Registration Form,
- ii. Prerequisites specific to the applied program and
- iii. Approval by the Admissions Department.

In order to be licenced, students must acquire all of the following:

- i. Valid medical certificate (of appropriate class)
- ii. PSTAR exam
- iii. Radio Licence
- iv. Student Pilot Permit

### Part 2 **Recreational Pilot Permit Program**

The Recreational Pilot Permit Program has open registration and no pre-requisites. The minimum age requirement is 14 years; however a student will not be able to obtain a permit until the age of 16 years. Applicants must provide SkyQuest with a copy of:

- i. Proof of Citizenship
- ii. Proof of Age
- iii. Picture Identification

During the course of training the student must obtain and provide SkyQuest with copies of:

- iv. Valid Medical Certificate (minimum class 4)
- v. Radio Licence
- vi. Student Pilot Permit

### Part 3 **Private Pilot Licence Program**

The Private Pilot Licence Program has open registration and no pre-requisites. The minimum age requirement is 14 years; however a student will not be able to obtain a licence until the age of 17 years. Applicants must provide SkyQuest with a copy of:

- vii. Proof of Citizenship
- viii. Proof of Age
- ix. Picture Identification

During the course of training the student must obtain and provide SkyQuest with copies of:

- x. Valid Medical Certificate (minimum class 3)
- xi. Radio Licence
- xii. Student Pilot Permit

### Part 4 **Commercial Pilot Licence Program**

Commercial Pilot Licence Program applicants must have a Private Pilot Licence and a valid Category 1 Medical Certificate. The minimum age requirement is 17 years; however a student will not be able to obtain a licence until the age of 18 years. New applicants must provide SkyQuest with a copy of:

- i. Proof of Citizenship
- ii. Proof of Age
- iii. Picture Identification
- iv. Valid Medical Certificate (class 1)
- v. Private Pilot Licence



## Part 5 **Multi Engine Rating Program**

Multi Engine Program applicants must provide proof of a Recreational Pilot Permit or a Private Pilot Licence and a valid Medical Certificate. The minimum age requirement is 16 years. New applicants must provide SkyQuest with a copy of:

- i. Proof of Citizenship
- ii. Proof of Age
- iii. Picture Identification
- iv. Valid Medical Certificate
- v. Recreational Pilot Permit /Private Pilot Licence/Commercial Licence

## Part 6 **Instrument Flight Rules Group 1 & 3 Programs**

All IFR Program applicants must provide proof of a Private Pilot Licence and a valid Medical Certificate. The minimum age requirement is 17 years. New applicants must provide SkyQuest with a copy of:

- i. Proof of Citizenship
- ii. Proof of Age
- iii. Picture Identification
- iv. Valid Medical Certificate
- v. Private Pilot Licence /Commercial Licence

## Part 7 **Flight Instructor Rating Program**

Flight Instructor Rating Program applicants must provide documentation indicating successful completion of a Commercial Pilot Licence program along with a valid Category 1 Medical Certificate. The minimum age requirement is 18 years. New applicants must provide SkyQuest with a copy of:

- i. Proof of Citizenship
- ii. Proof of Age
- iii. Picture Identification
- iv. Valid Category 1 Medical Certificate
- v. Commercial Pilot Licence

Part 8 Neither the institution nor the student can waive the admission requirements.

## **Section B ATTENDANCE: BOOKING AND CANCELLATION POLICY**

### Part 1 **Ground School**

It is recommended that students attend ground school classes in sequence. Student attendance can be duplicated, for one rotation, if a class is missed or if the student feels additional study is required with no additional tuition fees charged.

### Part 2 **Flight Training Bookings**

Flight Training Bookings include Dual Flights, Solo Flights, Ground Briefings and Flight Training Device Bookings. A late cancellation fee may be applicable to bookings that are cancelled with less than 24 hours notice. Failure to attend a booking will result in a No Show Fee. Fees may be waived, at SkyQuest's discretion, if it is determined that the booking was missed for circumstance beyond the student's control.

## **Section C WITHDRAWAL AND DISMISSAL POLICY**

### Part 1 **Withdrawals**

Notice of withdrawal must be provided in writing to SkyQuest staff. Any student who has not attended any form of training for 12 months is considered inactive and withdrawn.



## Part 2 **Dismissals**

Any of the following are grounds for immediate dismissal:

- i. Violation of the Canadian Aviation Regulations.
- ii. Violation of published safety regulations.
- iii. Mistreatment of aircraft and equipment.
- iv. Action, operation, procedure, behaviour or conduct by a student which, in the view of the Chief Flight Instructor, compromises safety in flight training operations.
- v. Abuse, theft or non-accidental damage to SkyQuest property.
- vi. Behaviours displaying insubordination, or a refusal to cooperate with instructors and schedules.
- vii. The use of alcohol or drugs while in attendance at SkyQuest.
- viii. Disrespect of SkyQuest Code of Conduct and Policies.
- ix. Forgery, alteration or misuse of SkyQuest documents, records or identification (including Pilot Training Records) or knowingly submitting false information to SkyQuest.
- x. Absenteeism for more than three Training Bookings or three Ground School classes without notifying SkyQuest and providing a Doctor's note.
- xi. The sale or possession of restricted drugs or narcotics on SkyQuest property.
- xii. Engaging in lewd, indecent or obscene behaviour on SkyQuest property.
- xiii. Abusive behaviour towards a member of SkyQuest staff.
- xiv. Soliciting or assisting another student to committing an act subject to expulsion, suspension or probation pursuant to this section.

This list is not exhaustive nor is it limiting.

Part 3 In the event of dismissal, written notice will be provided to the student. Dismissals are governed by SkyQuest Aviation's Dispute Resolution and Refund policies. Students in violation of the Canadian Aviation Regulations, or SkyQuest Aviation's Flight Training Rules and Safety Precautions are responsible for all damages and injury that result from such violation.

## Part 4 **Transfers**

If a student wishes to transfer from SkyQuest Aviation to another institution, a written notice of withdrawal must be sent to the administrator or CFI. Refer to section D Part 1 for guidance on refund policies. Students will receive a copy of their training record with SkyQuest as well as any other relevant documents (ex. Written exam results).

## **Section D PAYMENT POLICY**

Flight training is conducted on a pay-as-you-go basis with no obligatory pre-payment required. Payment of services is due upon completion of each booking, with the exception of Ground School tuition which is payable prior to class attendance. Refunds are subject to the Refund Policy set out in the Registration Form and can take up to fourteen business days to process. For information regarding international admissions fees/refunds, refer to Section H, Part 1.

### Part 1 **Refund Policy:**

1. If SkyQuest Aviation receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the flight training programs in which the student is enrolled if:
  - a. the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;



- b. the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or
      - c. the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. SkyQuest Aviation will refund the tuition for the flight training programs and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, SkyQuest Aviation may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
4. Unless the flight training programs is provided solely through distance education, if SkyQuest Aviation receives a notice of withdrawal from a student:
  - a. more than seven days after the effective contract date and
    - i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
    - ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
  - b. after the contract start date
    - i. and up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
    - ii. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
5. Unless the flight training programs is provided solely through distance education, if SkyQuest Aviation provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
  - a. equal to or before 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
  - b. after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.



6. If SkyQuest Aviation provides the flight training programs solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
  - a. the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
  - b. the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.
7. SkyQuest Aviation will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.
8. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
  - a. of the date SkyQuest Aviation receives a student's notice of withdrawal,
  - b. of the date [SkyQuest Aviation provides a notice of dismissal to the student
  - c. of the date that the registrar provides notice to SkyQuest Aviation that the institution is not complying with section 1(c) or 2 of this policy, or
  - d. after the first 30% of the hours of instruction if section 3 of this policy applies.
9. If an international student delivers a copy of a refusal of a study permit to SkyQuest Aviation], sections 1(a), 1(b), 4, 7, **Error! Reference source not found.** and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:
  - a. the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit,
  - b. or the flight training programs is provided solely through distance education.

### Section E LETTER OF RECOMMEND POLICY

#### Part 1 **Written Examinations PPAER & CPAER**

A letter of recommend for Private and Commercial Licences will be issued only once the candidate has met the following criteria:

- i. Completion of the SkyQuest In House exam with a mark of 80% or greater on all topics,
- ii. has met the flight time requirements as laid out in the Canadian Aviation Regulations and
- iii. has a record of having completed the minimum required hours of Ground School Attendance and/or Self Study for the applicable licence.

#### Part 2 **Flight Test**



A letter of recommend for any flight test will only be issued once the candidate has met the requirements as outlined in the Canadian Aviation Regulations and once the instructor finds the candidate's skills meet the flight test standard.

## Section F DISPUTE RESOLUTION

Part 1 Individuals are encouraged to resolve issues informally between themselves. In the event that attempts prove to be unsuccessful, the following resolution methods will be implemented:

### Part 2 **Issues with Student/Staff Relations and/or Policies and Fees:**

- i. A written complaint will be submitted to the Chief Flight Instructor outlining the nature of the problem, accompanied by a detailed account of previous attempts to resolve the situation.
- ii. The Chief Flight Instructor will then review the information provided, and recommend possible solutions.
- iii. In the event that these recommendations are deemed unsatisfactory by any of the parties involved, an unbiased arbitrator, agreed upon by all parties, will be appointed to impose a final decision.
- iv. Corrective actions include, but are not limited to, probation, suspension or dismissal of the student and/or discipline of SkyQuest staff as dictated by company policy.

### Part 3 **Issues with Student/Student Relations**

- i. A written complaint will be submitted to the Chief Flight Instructor outlining the nature of the complaint, any witnesses and a detailed account of previous attempts to resolve the situation.
  - ii. The Chief Flight Instructor will conduct an investigation and will reach a conclusion.
  - iii. If required, corrective action can be taken such as probation, suspension or dismissal per the withdrawal & dismissal policy.
  - iv. In the event that the conclusion is deemed unsatisfactory by either party an appeal can be filed through a mutually agreed upon arbitrator, who will impose a binding resolution.
- Part 4 All disputes will be thoroughly documented and considered confidential; copies of all records will be provided to all involved parties. The Chief Flight Instructor will review the dispute and respond within 10 calendar days. Any complaint that is more than two weeks old cannot be investigated.
  - The policy should include a reference to the PCTIA complaint process available to students along with PCTIA contact information ([www.pctia.bc.ca/students/file-a-complaint](http://www.pctia.bc.ca/students/file-a-complaint)).

Part 5 In the event that an allegation is made against a student the Chief Flight Instructor has the ability to suspend the student's training until a final decision is reached. While on active suspension, a student is prohibited from receiving any form of training at the school. SkyQuest reserves the right to determine whether these matters should be addressed under its code regardless of actions of external agencies (i.e. police) and may use information provided by such agencies.

## Section G PRIVACY POLICY

Part 1 All information and materials which fall under the Privacy Act will be kept secure and confidential.

## Section H INTERNATIONAL STUDENT REQUIREMENTS

### Part 1 **Admission Fees and Deposit Refund**



- i. If a student did not complete the Study Permit by the start date in the Letter of Acceptance, the student must notify the institution and the institution may issue a second Letter of Acceptance for a later start date. In that case, the institution may charge an additional \$200 administrative fee and retain the balance of the prepaid tuition fees pending the outcome of the Study Permit application. If a student fails to advise the institution that he/she did not complete the Study Permit application, the refund policy set out in Section D will apply.
- ii. If a student advises the institution in writing, prior to the start date, he/she was denied a Study Permit and provides a copy of the Study Permit denial letter issued by Citizenship and Immigration Canada, the institution may retain the lesser of 10% of the total fees due under the contract or \$400. If a student fails to advise the institution, or choose to withdraw for other reasons, the refund policy set out in Section D will apply.

## Part 2 **Ground School International Students**

Students are expected to attend all classes and be ready to start class at the scheduled time. All reading and assignments are to be completed prior to the beginning of class. Absenteeism for more than three classes due to illness must be accompanied by a Doctor's note. Any classes that have been missed are expected to be made up by attending the same class in the next Ground School session or with a ground briefing (at the student's expense).

## Part 3 **Flight Training Bookings International Students**

Students are expected to arrive 15 minutes prior to the start of the booking with all planning, reading or assignments completed.

Students are expected to attend all bookings provided to them. The schedule is considered complete on Friday at 12:00. All bookings are made per the instructor's directions. Review your bookings for any errors and inform SkyQuest staff immediately to make appropriate changes. For weather considerations it is expected that the students contact an instructor prior to assuming their booking is cancelled. If the weather is deemed unsuitable for the planned training flight other options will be discussed (alternate route, dual training, simulator training or ground briefing). Students are expected to cancel and request their own booking changes. A doctors note will be required if more than three bookings are missed due to illness.

## Part 4 **Uniforms**

Uniforms are mandatory for all Corporate Wings and Aviation Technology & IAAS student for all bookings. The uniform will consist of:

- i. White shirt with epilates
- ii. Black dress pants
- iii. Black shoes
- iv. Black socks

## Part 5 **Personal Presentation**

Personal presentation is of high importance and each student shall:

- i. Be showered.
- ii. Proper antiperspirant worn.

Failure to comply with this policy will result in corrective action which may include suspension of bookings and/or fees charged to your account.

## Section I **PRIOR LEARNING AND ASSESSMENT**

Part 1 If an instructor determines a student requires an assessment, one of the following tools will be used:





- i. Flight assessment form
- ii. Licensing check sheet

Prior to every solo flight, an instructor will ask to see proof that a student is carrying the following documents:

- i. Licence (or student pilot permit)
- ii. Medical certificate
- iii. Radio licence

## Part 2 **Language Proficiency Assessment**

If the CFI or an instructor has determined that a language barrier is present or interfering with training progress, they may cease training until the Aviation Language Proficiency Test has been successfully completed. This test is required by Transport Canada for all vocational and conducted by an appointed examiner.

## Section J **SAFETY POLICY**

SkyQuest Aviation Ltd. is committed to ensuring the safety of all students and staff.

### **OBJECTIVES**

This Policy:

- Shows the commitment of SkyQuest Aviation Ltd.'s management and workers to health and safety
- Aims to remove or reduce the risks to the health, safety and welfare of all workers, contractors and visitors, and anyone else who may be affected by our business operations
- Aims to ensure all work activities are done safely.

### **RESPONSIBILITIES**

#### **Management:**

Will provide and maintain as far as possible:

- A safe working environment
- Safe systems of work
- Facilities for the welfare of workers
- Information, instruction, training and supervision that is reasonably necessary to ensure that each worker is safe from injury and risks to health
- A commitment to consult and co-operate with workers in all matters relating to health and safety in the workplace
- A commitment to continually improve our performance through effective safety management.

#### **Workers:**

Each worker has an obligation to:

- Comply with safe work practices, with the intent of avoiding injury to themselves and others and damage to equipment
- Take reasonable care of the health and safety of themselves and others
- Wear personal protective equipment and clothing where necessary
- Comply with any direction given by management for health and safety
- Not misuse or interfere with anything provided for health and safety
- Report all accidents and incidents on the job immediately
- Report all known or observed hazards to their supervisor or manager.





## IMPLEMENTATION OF POLICY

### Information:

The Managing Director will ensure that all employees have access to the Safety Policy. Each employee will be given a copy of the general policy on commencement of his or her employment. Also all employees should know where the first-aid kit, eyewash station and fire extinguishers are located, have a copy of the emergency plan and be trained on the emergency plan and evacuation procedures. All employees should comply with all maintenance schedules and defect lists.

## SAFETY RULES

- Observe and practice the safety procedures established for the job.
- If you spot any possible hazardous situation report it to your supervisor immediately.
- Observe smoking regulations.
- Do not block access to fire extinguishers.
- Do not engage in practices that may be inconsistent with ordinary and reasonable common sense safety rules.
- In the case of an emergency, refer to the Emergency Response Plan and the Emergency Contact List.
- Any safety concerns by students and renters are to be reported by use of the Safety Feedback Form.
- Safety equipment shall be maintained at regular intervals as per standards.