



Table of Contents

Section A	ADMISSION POLICY	2
Part 1	Students are admitted to a specified program when the following are complete:	2
Part 2	Recreational Pilot Permit Program.....	2
Part 3	Private Pilot Licence Program	2
Part 4	Commercial Pilot Licence Program	3
Part 5	Multi Engine Rating Program.....	3
Part 6	Instrument Flight Rules Group 1 & 3 Programs.....	3
Part 7	Flight Instructor Rating Program	3
Part 8	Neither the institution nor the student can waive the admission requirements.....	3
Section B	WITHDRAWAL AND DISMISSAL POLICY	4
Part 1	Withdrawals	4
Part 2	Dismissals.....	4
Part 3	Transfers	4
Section C	PAYMENT POLICY	4
Part 1	Refund Policy: Before the program of study begins.....	5
Part 2	Refund Policy: After the program of study starts:.....	5
Section D	LETTER OF RECOMMEND POLICY	5
Part 1	Written Examinations PPAER & CPAER.....	5
Part 2	Flight Test.....	5
Section E	DISPUTE RESOLUTION	5
Part 1	Initiating a Complaint:.....	5
Part 2	Complaint Resolution:.....	6
Part 3	Suspension of Training while under investigation.....	6
Section F	PRIVACY POLICY	6
Section G	INTERNATIONAL STUDENT REQUIREMENTS	6
Part 1	Admission Fees and Deposit Refund.....	6
Part 2	Ground School International Students	6
Part 3	Flight Training Bookings International Students.....	7
Part 4	Uniforms	7
Part 5	Personal Presentation	7
Section H	PRIOR LEARNING ASSESSMENT	7
Part 1	Assessment Process	7
Part 2	Language Proficiency Assessment.....	8
Section I	ATTENDANCE POLICY	8
Part 1	Student Activity	8
Part 2	Long Term Absence.....	8
Part 3	Short Term Absence.....	8
Section J	SAFETY POLICY	8
Part 1	Objectives	9
Part 2	Responsibilities.....	9
Part 3	Implementation of Policy.....	9
Part 4	Safety Rules	10



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
- iii. Approval by the Admissions Department
- iv. Students transferring into one of our programs from another institution will be required to meet the requirements of Section H Prior Learning Assessment.

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

- i. Valid Medical Certificate (of appropriate category)
- 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 training the student must obtain and provide SkyQuest with copies of:

- i. Valid Medical Certificate (Minimum Category 4)
- ii. Radio Licence
- iii. 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:

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

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

- i. Valid Medical Certificate (Minimum Category 3)
- ii. Radio Licence
- iii. 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 (Category 1)
- v. Private Pilot Licence

Part 5 Multi Engine Rating Program

Multi Engine Program applicants must provide proof of a Private Pilot Licence or Commercial 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 (Minimum Category 3)
- v. Private Pilot Licence or 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 or 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 Medical Certificate (Category 1)
- v. Commercial Pilot Licence

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



Section B WITHDRAWAL AND DISMISSAL POLICY

Part 1 Withdrawals

Notice of withdrawal must be provided in writing to SkyQuest Aviation.

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.
- xv. Violation of Section H Attendance Policy

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 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 3 Transfers

If a student wishes to transfer from SkyQuest Aviation to another institution, a written notice withdrawal must be sent to the administrator or CFI. Refer to section C 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 C 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, except for the 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: Before the program of study begins

- i. If written notice of withdrawal is received by the institution within 7 days after the contract is made, and before the commencement of the period of instruction, the institution may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.
- ii. If written notice of withdrawal is received by the institution 30 days or more before the commencement of the period of instruction and more than 7 days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of \$1,000.
- iii. If written notice of withdrawal is received by the institution less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the institution may retain 20% of the total tuition due under the contract to a maximum of \$1,300.

Part 2 Refund Policy: After the program of study starts:

- i. If written notice of withdrawal is received by the institution or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition.
- ii. If written notice of withdrawal is received by the institution, or a student is dismissed after 10% and before 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition.
- iii. If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.

Section D 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 outline in the Canadian Aviation Regulations and the instructor finds the candidate's skills meet or exceed the flight test standard.

Section E DISPUTE RESOLUTION

All parties are encouraged to resolve issues informally between themselves. If this proves to be unsuccessful, the following resolution methods will be implemented:

Part 1 Initiating a Complaint:

- i. The complaint must be submitted to the Chief Flight Instructor in writing outlining the nature of the complaint, accompanied by a detailed account of any previous attempts to resolve the situation.
- ii. In the event the Chief Flight Instructor is absent or named in the complaint the complaint should be submitted to the Associate Chief Flight Instructor or Supervising Instructor.



- iii. Complaints must be submitted within 60 days of the date of the issue.
- iv. Students can be represented by an Agent or Lawyer if they desire.

Part 2 Complaint Resolution:

- i. The Chief Flight Instructor will review all the information provided and provide a conclusion.
- ii. Provide written reasons for the conclusion within 45 days of the date of the complaint submission.
- i. If 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.
- iii. 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 Suspension of Training while under investigation

If an allegation is made against a student the Chief Flight Instructor may 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 F PRIVACY POLICY

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

Section G 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 C 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 C 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 doctor's 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 H PRIOR LEARNING ASSESSMENT

Part 1 Assessment Process

Students enrolling into one of our training program after receiving training at another institute are required to be interviewed prior to be accepted into a training program.

- i. Interview to be conducted by the Chief Flight Instructor or Delegate.
- ii. Interview to be conducted in accordance with Prior Assessment Check sheet.



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 licences. The ALPT will be conducted by an appointed examiner.

Section I ATTENDANCE POLICY

Part 1 Student Activity

Students are expected to attend classes regularly to be considered active, inactive students will be subject to the following policies.

i. Flight Training Bookings

Scheduled Dual Training Flights, Solo Training Flights, Individual Ground Briefings, and Flight Training Device Bookings.

ii. Ground School Instruction

Instruction provided in a group classroom environment.

Part 2 Long Term Absence

- i. Students who have not attended any form of Flight Training Bookings, or Ground School Instruction for a period greater than 12 months from their last training activity without prior permission from the Chief Flight Instructor will be dismissed from the training program.
- ii. Students shall report any planned long term absence in writing to the Chief Flight Instructor outlining the duration and reason(s) for the planned absence, at the discretion of SkyQuest Aviation the student will be granted a leave of absence from the program.

Part 3 Short Term Absence

- i. Short term absence is acceptable for circumstances such as illness, appointments, or other circumstances beyond the student's control provided that SkyQuest Aviation is notified as soon as practicable.
- ii. Subject to Part 3 (i) a student that fails to attend a Flight Training Booking without prior notification will be assessed a No-Show Fee, or cancels a booking without providing 24 hours' notice will be assessed a Late Cancellation Fee. Fees may be waived at the discretion of SkyQuest Aviation.
- iii. Any missed scheduled Flight Training Bookings can be rescheduled for the next mutually convenient opportunity.
- iv. A student may attend Ground School Instruction for one additional rotation at no additional fee, if a topic section or class session is missed, or if the student feels additional study is required.

Section J SAFETY POLICY

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



Part 1 Objectives

This Policy:

- i. Shows the commitment of SkyQuest Aviation Ltd.'s management and workers to health and safety
- ii. 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
- iii. Aims to ensure all work activities are done safely.

Part 2 Responsibilities

Management:

Will provide and maintain as far as possible:

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

Workers:

Each worker has an obligation to:

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

Part 3 Implementation of Policy

Information:

The Accountable Executive 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.



Part 4 Safety Rules

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

*** EOF ***