

Admissions Handbook





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Mission Statement

"Sea Land Air Flight Centre's mission is to provide the safest possible pilot training while delivering exceptional service to our clients while employing state-of-the-art equipment. The goal is to train career Commercial Pilots to operate modern passenger aircraft with both airlines and charter companies."

Policies

Admission Policy

All students are admitted onto a flight training program with Sea Land Air as per the Admission Policies laid out below:

Entry Assessment Tools/Qualifications

A personal interview with the Chief Flying Instructor / administrator is necessary prior to acceptance:

1. Applicants' age depends on program enrolled to be accepted into the course of study.
2. PPL applicants must provide Sea Land Air Flight Centre with a copy of their passport and valid immigration document with the right to live, work or study within Canada.
3. CPL, Multi-Engine, Instrument Rating and Instructor Rating, applicants must provide Sea Land Air Centre with a copy of their passport, valid immigration document with the right to live, work or study within Canada and current aviation license booklet or temporary license.
4. Applicants must also complete and submit the corresponding enrollment form.
5. Applicants must return a medical certificate (where applicable) completed by a licensed physician who certifies the applicant to be in good health, free from communicable diseases and fit to undertake training.
6. Applicants must read and certify that they have read a copy of the schools policies and procedures, any updates and inserts and the enrolment and registration agreement.

Registration

All new students and renters admitted to train or rent from Sea Land Air are to complete the registration forms before commencing any flying activities or ground school. During registration, students/renters will be required to complete the Enrolment Form/Flight Activity Waiver [SLA-017-03-14] and Aircraft Rental Agreement. For a licensed pilot, a photocopy of the license & medical certificate will be recorded in their file.

New Students require the following documents:

1. Welcome to Sea Land Air [SLA-018-03-14]
2. Admission Handbook [SLA-009-02-06]
3. Health and Safety Policy [SLA-037-09-01]
4. Learning to Fly [SLA-010-06-13]
5. Frequent Flyer Form [SLA-011-09-13]

6. Course Outline¹
7. Transport Canada – Study and Reference Guide²
8. Transport Canada – Flight Test Guide³
9. Pilot Training Record (for RPP, PPL, CPL, FIR)
10. PTIB Enrolment Contract Form(s)
11. Equipment Utilization Form – [SLA-041-06-01]

*Students not receiving training over a period of 12 months, will be considered "Inactive ". Upon recommencing training, after an inactive period, the student will be required to complete a new PTIB enrolment Form.

Withdrawal Policy

Any student enrolled in a Sea Land Air course may withdraw at any stage provided written notice is given at the time of withdrawal. Any deposited funds that the student has on account at the time of withdrawal will be refunded back to the student in accordance with the Refund Policy.

Dismissal Policy

Any student or renter found to be in violation of any of sea Land Air’s policies and procedures will be dismissed from their course of study or revoked of their privileges to act as a renter with Sea land Air. The following constitutes as grounds for dismissal from Sea Land Air Flight Centre

1. Cheating or plagiarism in connection to the academic program
2. Forgery, alteration or misuse of Sea Land Air Flight Centre’s documents, records or identification, or knowingly furnishing false information to Sea Land Air Flight Centre
3. Theft or non-accidental damage to Sea Land Air flight Centre’s property
4. Physical abuse of Sea land Air Centre’s property
5. Non compliancy any of the policies specified in the rental agreement

Any deposited funds that the student has on account at the time of dismissal will be refunded back to the student in accordance with the Refund Policy.

Refund Policy

- **Ground school:**

Where a student withdraws or is dismissed from the program before his / her first attendance of the ground school, tuition will be refunded in full after the submission of a written notice of withdrawal to Sea Land Air Flight Centre

Where a student withdraws or is dismissed from the program after his / her first attendance of the ground school and before 10% of the period of the ground school (10 weeks) has elapsed, 70% of the tuition paid will be refunded upon the submission of a written notice of withdrawal to Sea Land Air Flight Centre.

¹ Course Outline: SLA-001-11-12, SLA-002-11-12, SLA-003-11-12, SLA-004-11-12, SLA-005-11-12, SLA-006-11-12, SLA-007-11-12, SLA-008-11-12.

² Study and Reference Guide: TP12880, 12881E, TP691E

³ Flight Test Guide: TP13723, TP13462, TP219, TP9939E.

Where a student withdraws or is dismissed from the program after his / her first attendance and after 10% of the period but before 30% of the period of the ground school(10 weeks) has elapsed, 50% of the tuition paid will be refunded after the submission of a written notice of withdrawal to Sea Land Air Flight Centre.

Where a student withdraws or is dismissed from the program after his / her first attendance and after 30% of the period of the ground school (10 weeks) has elapsed, there will be no refund.

- **Flight Training:**

Flight training is paid for on a pay-as-you-go basis; no credit will be extended to students. All completed training will be charged and there will be no refund under any circumstances for completed training.

In the case of that a student has deposited funds on account and requests to refund it due to withdrawal, dismissal, or for any acceptable reason, a student must complete a 'Deposit return request form'[SLA-036-02-13]. Sea Land Air Flight Centre will refund the total deposit minus charges owed by the student (such as late cancellation charges)

Where a student is considered not to have met the program specific minimum requirements for admission after a student deposits funds on account, Sea land Air Flight Centre will refund all fees paid under the contract, less the applicable non-refundable application or registration fee.

- **International Student:**

Any international student who wishes to withdraw from a course at Sea Land Air before the intended start date for any reason, a \$250.00 administration fee will be applied before any refund of deposit and/or tuition fees are returned. This includes withdrawal due to denial of student permit authorization from Citizenship and Immigration Canada.

If a student did not complete the Study Permit by the start date in the Letter of Acceptance, the student must notify Sea Land Air Flight Centre and Sea Land Air Flight Centre will issue a revised Letter of Acceptance for a later start date. In that case, Sea Land Air Flight Centre will charge only the courier fee.

- **Sea Land Air Flight Centre will refund by cheque (or base on original payment format, whichever applicable) in accordance with the policy above within 30 days from receiving a 'Deposit Return Request Form' [SLA-036-02-13].**

Student Evaluation Policy

Purpose

Prior to completion of 30% of each program, an evaluation should be conducted to determine the student's progress towards the License or Rating and to help plan further lessons for the individual student. The pre-flight test evaluation is conducted to determine whether the students are ready for flight test or which exercise need further practice.

Policy

- The appropriate evaluation forms will be used for the evaluations.
- The pre-flight test evaluation is based on the marking scale of Flight Test Guides published by Transport Canada.
- The instructor may give verbal assistance during evaluations prior to the completion of 30% of the program, however for the pre-flight test evaluation, the instructor must not give any verbal assistance.

Procedure

1. The instructor will follow the syllabus to conduct the evaluations.
2. The instructor will explain to the student the evaluation purpose, policy and procedure before conducting the evaluation.

3. The instructor will complete the appropriate evaluation forms and discuss the strengths and weaknesses and to make suggestions for improvement at the post-briefing session.
4. Both the student and instructor will sign the evaluation form.
5. One copy of the evaluation is given to the students. The original copy of the evaluation is given to the CFI.

Counseling Support Policy

Sea Land Air Flight Centre has the Counseling Support System. Students are encouraged to talk to his/her primary instructor for any requests or issues on a regular basis to improve the quality and efficiency of the training. However upon student or instructor's request, the Senior Educational Administrator or his/her delegate will formally enter into discussion for any future training plans with the student and his/her instructor. The following are the procedures for this system.

1. The Senior Educational Administrator will request the student to complete "Student survey form".
2. The Senior Educational Administrator will review "Student survey form" and the student's progress while consulting with the student's primary instructor.
3. The Senior Educational Administrator will conduct counseling with the student to plan future training.
4. The Senior Educational Administrator will have a meeting with the student primary instructor to advise any modifications to the student's training plan and record it in his /her PTR (Pilot Training Record).
5. The Senior Educational Administrator will conduct a meeting with the student to follow up.
6. The Senior Educational Administrator will document the process.

Dispute and Resolution Policy

The purpose of this policy is to provide consistency and fairness while addressing issues and complaints in an efficient manner.

Step 1 – Student's Complaint

Students are encouraged to raise his/her complaint immediately or when becoming aware of it as a potential issue. Where an issue cannot be resolved between students or between a student and SLA staff member, students should make his /her complaint to the Chief Flight Instructor (CFI) in writing. The student making the complaint may be represented by an agent or a lawyer. If the CFI is absent or is named in a complaint, the student must provide the complaint to the Accountable Executive.

Complaint Investigation

The CFI will conduct an investigation as necessary when the case is complex or serious, before proceeding to Step 2 - Resolution. When the investigation takes more than one week, the CFI will report the progress of the investigation to the student.

Step 2 - Resolution

The CFI will always try to resolve the complaint as soon as it is received when the CFI judges that an investigation is not necessary. Resolution will be provided to the student within 45 days after the date on which the complaint was made when an investigation is required.

Resolution may be achieved by providing an explanation of why the issue occurred and/or an apology and, where possible, making appropriate changes to stop reoccurrence in the future. If the resolution is satisfactory to the student, the CFI will document it and send a copy to the Accountable Executive. The case will then be filed and closed.

Step 3 - Meeting

If the resolution is not satisfactory for the student, the CFI will have a meeting with the student to seek a different resolution. The Accountable Executive will be consulted for further action.

Step 4 - Filing a complaint with the Private Career Training Institutions Branch

If the student is not satisfied with the final resolution, and has been misled by SLA regarding any significant aspect of that program, he or she has right to file a complaint with the Private Career Training Institutions Branch

(www.privatetraininginstitutions.gov.bc.ca).

Step 5 - Record Keeping

The CFI will document all the steps and file each compliant case individually. Such records will be kept at least 5 years.

Voluntary Report Policy

Sea Land Air Flight Centre pledges that no disciplinary action will be taken against any students or renters for reporting an occurrence or hazard to the CFI, except in the case of willful non-compliance with the CARs or company policy and procedures. If the CFI verifies any occurrence or hazard from any other resource not from the person responsible for the occurrence or hazard, disciplinary actions or dismissal may be taken.

Sea Land Air Flight Centre also encourages students or renters to report any potential hazard in our operation. The purpose of this policy is entirely in order to prevent accidents and eliminate hazards.

Currency and Proficiency Requirements

All new renters and students will require a checkout flight with an instructor prior to renting an aircraft from Sea Land Air Flight Centre. This applies to all aircraft types regardless of experience on type.

The rental agreement policy states that a proficiency check with an instructor must be undergone if a renter or student has not flown an Sea Land Air aircraft in 60 days or has not flown with an Sea Land Air instructor within 6 months even if they meet the 60 day rule. Further details and information on policies can be found within the rental agreement [SLA-019-09-13]. Student pilot permit holder's solo flights must be authorized based on his/her experience and skill regardless of his/her currency.

Student Orientation

All students are given orientation during the first session with an instructor, usually during the introductory flight. Orientation consists of a tour of the facilities highlighting key area of the premises including Dispatch office, Instructor Office, Lounge, washroom and classroom. Students are also guided through the maintenance hangar and informed of access to the aircraft and the apron. During this time the student is briefed on routine procedures for pre-flight preparations, Where to access required forms and documents for the flight and how to access the weather briefing station.

Attendance Policy

The attendance policy adopted by Sea Land Air Flight Centre conforms to the Transport Canada policy for Approved Training Organizations. Students are responsible for their attendance in courses for which they are enrolled.

PPL Ground School

Students are required to complete the Ground School course (40 hours for Private Pilot License) Students are accepted on the course under the following conditions:

1. PPL Ground School Courses fees are paid in full prior to attending the first session.
2. Students arrive on time before the start of the Ground School session.
3. Students complete the sign in Ground School Attendance Form [SLA054-01-19] at the start of every session.
4. If the student is utilizing Aberdeen Parking, students should park on the 4th floor.
5. Students who are late 45 minutes or more in a two-hour session, or who are late two hours or more in a four-hour session will be considered absent from that session.
6. Students may attend as many sessions as they wish for a period of up to one year from registration and payment of the Ground School Course.
7. Students must complete the minimum required hours of ground school training to meet the licensing requirement.

CPL Ground School

Students are required to complete the Ground School course (80 hours for Commercial Pilot License) Students are accepted on the course under the following conditions:

1. CPL Ground School Courses fees are paid in full prior to attending the first session.
2. Students arrive on time before the start of the Ground School session.
3. Students complete the sign in Ground School Attendance Form [SLA-042-01-19] at the start of every session.
4. If the student is utilizing Aberdeen Parking, students should park on the 4th floor.
5. Students who are late 45 minutes or more in a two-hour session, or who are late two hours or more in a four-hour session will be considered absent from that session.
6. Students must complete the minimum required hours of ground school training to meet the licensing requirement.

CPL students can alternatively take any Transport Canada approved online CPL ground school course (e.g. Pilottraining.ca)

Language Proficiency Assessment

To obtain a Canadian PPL, it is mandatory to pass the Aviation-Language Proficiency Test (ALPT) mandated by Transport Canada. There is no Language Proficiency Assessment to enroll for following courses at Sea Land Air Flight Centre:

- Commercial Pilot Licence
- Multi Engine Rating
- Instrument Rating
- Flight Instructor Rating

Students must obtain a Canadian Private Pilot License (PPL) to start training for the Canadian Commercial Pilot Licence, Multi Engine Rating or Instrument Rating (Students must obtain a Canadian Commercial Pilot License to start training for the Instructor Rating). Obtaining a PPL after passing the Aviation-Language Proficiency Test (ALPT) demonstrates the student has the listening skills, reading skills and speaking skills to pursue the Commercial Pilot Licence, Multi Engine Rating, Instrument Rating or Instructor Rating.

Prior Learning Assessment Policy

There is no upfront payment for any of our courses. We believe it is fair for us to accept students who have the prerequisites as determined by the Canadian Aviation Regulations.

In the case of the Flight Instructor Rating, Sea Land Air Flight Centre accepts students when the Class 1 Instructor considers the student as a potential instructor candidate. Although successful completion of the rating does not guarantee employment at Sea Land Air Flight Centre as it will depend on hiring needs of the school. The student will go through the following three steps before registering for the Flight Instructor Rating Course.

1. The Class 1 Instructor will conduct an interview using interview form [SLA-063-03-22] to assess the potential suitability of each student before acceptance as a student for the Flight Instructor Rating course. The student is requested to present the following for the interview:
 - CPL flight test report
 - CPL written examination result
 - Personal logbook
2. The Class 1 Instructor will conduct a flight review using evaluation form [SLA-059-03-22] to ensure the student has the flight proficiency to commence training for the Flight Instructor Rating Course.
3. The Class 1 instructor will give a course orientation for the student to understand what is expected during training.

Credit Transfer Policy

Sea Land Air Flight Centre will accept student's flight experience and ground school attendance at other flight training institutions when we acknowledge certification of the chief flight instructor or delegates in their pilot training record.

Health and Safety Policy

All staff and students are provided with a copy of the Health and Safety Policy [SLA-037-09-01] including fire safety and exit procedures upon registration with the school. Students and staff are advised to read and understand the procedures to follow in the event of a Fire or Earth quake while on site at either location of Sea Land Air (Boundary Bay and Aberdeen campus).

For any accident or incident during flight training that involves Sea Land Air Flight Centre aircraft or property, the Pilot-In-Command, must complete Appendix B and Appendix C of the pink Emergency Response Plan [SLA-057-02-06]. A copy of the Emergency Response Plan can be found in the back of the document folder in the flight bag of each aircraft.

Privacy Policy

Sea Land Air Flight Centre collects each student's personal information for the following reasons:

- To maintain student records as required by PTIB.
- To keep students/graduates informed of activities of the school.
- To conduct student survey where applicable.
- To issue TL11B form in accordance with Canada Revenue Agency.

Students' personal information is not used for any other purpose.

For all career training programs:

Sea Land Air Flight Centre retains the full student file for a period of seven (7) years following the student's withdrawal, dismissal or graduation. After seven years, the full student record is destroyed using a secure destruction method.

Maintaining student files:

Student personal information is collected throughout the student's attendance at the institution. All required information regarding the student is placed in the student file. Student files containing personal information are safely stored in lockable file cabinets and access to the student files is limited to the appropriate administrative staff and Instructors.

Students may access their own files upon request.