

# Admissions Handbook

---



## Contents

Mission Statement .....	3
Admission Requirements .....	3
Registration .....	3
Student Orientation .....	4
Attendance Policy .....	4
Pilot Training Record.....	5
Language Proficiency Assessment .....	5
Student Evaluation Policy .....	5
Grade Appeal Policy .....	6
Counseling Support Policy .....	6
Dispute Resolution Policy.....	7
Credit Transfer Policy.....	7
Withdrawal Policy .....	7
Dismissal Policy .....	8
RefundPolicy.....	8
Student Deposit Policy .....	8
Respectful and fair treatment of student .....	10
Voluntary Report Policy .....	10
Health and Safety Policy .....	10
Privacy Policy.....	10

## Mission Statement

"SLA (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 Requirements

SLA accepts students who have the prerequisites as determined by the Canadian Aviation Regulations. In the case of the Flight Instructor Rating, SLA accepts students when the Class 1 Instructor considers the individual as a potential instructor candidate. Successful completion of the rating does not guarantee employment at SLA as it will depend on hiring needs of the school. The following three steps are required for a candidate prior to the registration for the Flight Instructor Rating program.

1. The Class 1 Instructor will conduct an interview using interview form [SLA-063-03-22] to assess the potential suitability of a candidate. A candidate is requested to present the followings at the interview:
  - CPL flight test report
  - CPL written examination result
  - Personal logbook
2. The Class 1 Instructor will conduct a flight review using the evaluation form [SLA-059-03-22] to ensure the candidate meets the flight proficiency to commence the training for the Flight Instructor Rating.
3. The Class 1 instructor will provide a course orientation for the candidate to understand what is expected during the training.

### Registration

Prior to registration, an orientation session with the administrator is necessary to determine that the applicant has the prerequisites as determined by the Canadian Aviation Regulations for their selected program. All new students and renters admitted to SLA shall complete the appropriate registration forms prior to commencing any flying activities or ground school. All students and renters are required to complete the Enrolment Form/Flight Activity Waiver [SLA-017-03-14] and Aircraft Rental Agreement during registration. A photocopy of the license and medical certificate is required to be kept on file for all licensed pilots.

New Students are required to review and/or complete the following documents:

1. Welcome to SLA [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 Outline<sup>1</sup>
7. Transport Canada – Study and Reference Guide<sup>2</sup>
8. Transport Canada – Flight Test Guide<sup>3</sup>
9. Pilot Training Record (for RPP, PPL, CPL, FIR)
10. PTIB Enrolment Contract Form(s)

\*Students who do not train for a period of 12 months or more will be considered "Inactive ". Upon recommencing any training after an inactive period, the student will be required to complete a new PTIB Enrolment Form.

## 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

### **Booking**

It is your responsibility to schedule your bookings. You will be accessing our online booking system to book your flight training and ground training. If your schedule allows you, we strongly recommend that you make regular bookings ahead of time. If you have difficulty making bookings, especially in busy season, please contact us and we will do our best to accommodate you

### **Cancellation**

When the weather does not co-operate you may be required to postpone or cancel the flight.

You and your instructor should make an informed decision regarding the weather.

Here is the Nav Canada website and ATIS telephone number to check the weather:

- <http://www.flightplanning.navcanada.ca>
- 604-591-9674

Please talk to your instructor about the weather before you cancel your booking.

If you wish to cancel your booking for any reason other than weather we require at least 24hrs notice otherwise you will be charged for 1 hour of flight time and 1 hour of instructor time (if applicable) as a 'no-show' fee.

### **International student**

If you are here in Canada as an international student, after we issue the acceptance letter for you to obtain a student permit we are responsible to report to Immigration Canada about your status. We expect that you consistently attend school. In the case of any absence for a period longer than one month, you must give the Chief Flight Instructor a written notice with a valid reason.

---

<sup>1</sup> 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.

<sup>2</sup> Study and Reference Guide: TP12880, 12881E, TP691E

<sup>3</sup> Flight Test Guide: TP13723, TP13462, TP219, TP9939E.

### **PPL Ground School**

Students are required to attend Ground School. You can start any time as our PPL Ground School is ongoing repeatedly. Once you pay the tuition fee you may attend the course repeatedly for up to a year.

Students are accepted to ground school under the following conditions:

1. PPL Ground School Course 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 45 minutes late or greater in a two-hour session, or who are two hours late or greater 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 40 hours of ground school training to meet the licensing requirement.

### **Pilot Training Record**

All students pursuing flight training in Private Pilot Licence Course and Commercial Pilot Licence Course and Instructor Rating Course will maintain a Pilot Training Record until completion of the course. Students are required to make the entries for solo flights.

Both instructors and students are responsible for the accuracy and completeness of the entries made within the record.

On completion of the course the training record will be sent to transport Canada as part of the License application. Students who wish to transfer to another school to continue their training may request their pilot training record be released. A Pilot Training Record receive form must be filled out.

### **Language Proficiency Assessment**

Students of the Private Pilot Licence Program or the Recreational Pilot Permit Program are required to undertake the "Formal Aviation Language Proficiency Demonstration" with a Transport Canada Language assessor and demonstrate an operational or expert level of language proficiency before any solo flights.

Exceptions are:

- Canadian citizens who have graduated from a Canadian English or French speaking high school and can provide the evidence that they have completed their studies in either English or French.
- Canadian citizens who have not yet finished their high school but can provide proof of attendance (e.g., report cards, enrollment papers).

### **Student Evaluation Policy**

#### **Purpose**

Evaluations are conducted to determine:

- Whether the students are ready to move onto the aircraft training phase from simulator training (Multi Engine Rating, Multi Engine Instrument Rating)
- Whether the student has reached competency to hold a Night Rating (CPL, Night Rating)
- Whether the students are ready for a flight test (all of programs except Night Rating)

### **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.

### **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. One copy of the evaluation is given to the students. The original copy of the evaluation is given to the CFI.

### **Grade Appeal Policy**

A student may appeal the grade for the formal evaluations if a student believes that:

- Evaluation criteria was changed from those articulated;
- Evaluation standards are significantly unreasonable or different from those applied to other students; or,
- Evaluation was determined on some basis other than performance.

### **Procedure**

Before a formal appeal, a student should make every effort to resolve the issue informally with the instructor involved. Following an informal process, should a student still disagree with his or her final grade, he or she may request a formal review.

#### **STEP 1**

The student must request the CFI to review the result of the evaluation in writing within 3 days after the date of the evaluation. This request must include details such as the circumstances of the specific exercise evaluated unfairly.

#### **STEP 2**

The CFI will have a meeting with the instructor involved to review the fairness of the evaluation.

#### **STEP 3**

The CFI will have a meeting with the student to discuss the results of the review.

#### **STEP 4**

If the CFI judges that re-conducting the evaluation is necessary, the CFI or his/her delegate will conduct the evaluation.

### **Counseling Support Policy**

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

5. The CFI will conduct a meeting with the student to follow up.
6. The CFI will document the process.

### **Dispute 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 Training Institutions Branch ([www.privatetraininginstitutions.gov.bc.ca](http://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.

### **Credit Transfer Policy**

SLA 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.

### **Withdrawal Policy**

Any student enrolled in SLA programs may withdraw at any stage provided written notice is given at the time of withdrawal. Students who are absent from his /her training for more than 6 months without a written absence notice and valid reason are considered to be withdrawn and lose privileges to make bookings. 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 SLA's policies and procedures will be dismissed from their course of study or revoked of their privileges to act as a renter with SLA. The following constitutes grounds for dismissal from SLA:

1. Cheating or plagiarism in connection to the academic program.
2. Forgery, alteration or misuse of SLA's documents, records or identification, or knowingly furnishing false information to SLA.
3. Theft or non-accidental damage to SLA's property.
4. Physical abuse of SLA Centre's property.
5. Non-compliance of any of the policies specified in SLA admission handbook and/or the rental agreement.
6. International students with a study permit being absent for more than 6 months without a written absence notice and a valid reason.
7. International students with a study permit who are unable to complete their training by the expiry date of their study permit, where the CFI judges the reason for incompleteness is attributed to a student's poor attendance to the school.
8. Continuous cancellation with less than 24hrs notice (for any reason other than weather) and/or continuous 'no show'.

The CFI will provide a written dismissal notice to a student once she / he confirm any of the above.

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:**

In the case of the student's withdrawal or dismissal from the program before his/her first attendance of the ground school, SLA will refund the tuition in full by cheque (or based on original payment format, whichever applicable) within 30 days of receiving a written notice of withdrawal/providing a notice of dismissal to the student.

In the case of the student's withdrawal or dismissal from the program after his/her first attendance of the ground school and before 10% of the ground school period has elapsed, SLA will refund 70% of the tuition by cheque (or based on original payment format, whichever applicable) within 30 days of receiving a written notice of withdrawal/providing a notice of dismissal to the student.

In the case of the student's withdrawal or dismissal from the program after 10% but before 30% of the ground school period has elapsed, SLA will refund 50% of the tuition by cheque (or based on original payment format, whichever applicable) within 30 days of receiving a written notice of withdrawal / providing a notice of dismissal to the student.

In the case of the student's withdrawal or dismissal from the program after 30% of the ground school period has elapsed, SLA will not refund the tuition.

If a student does not attend any of the first 30% of the ground school during the contract term, SLA may retain up to 50% of the tuition paid under the student enrolment contract.



SLA will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to SLA or SLA provides a notice of dismissal to the student.

**Flight Training:**

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

In the case that a student has deposited funds on account and requests to refund it due to withdrawal, dismissal, or for any acceptable reason including the refusal of study permit, a student must complete a 'Deposit Return Request Form' [SLA-036-02-13]. SLA will refund the total deposit minus charges owed by the student (such as late cancellation charges or the courier fee for the acceptance letter) and the transfer charge from the bank.

**International Student:**

For any international student who wishes to withdraw from a program at SLA before the intended start date for any reason, SLA will refund the deposit of \$250 after deducting the courier fee for the acceptance letter and the transfer charge from the bank. The International Student Application Fee of \$250 is non refundable in the case of withdrawal including withdrawal due to the refusal of Study Permit from Citizenship and Immigration Canada. SLA will refund the ground school fee or any deposit for flight training if an international student submits to SLA a copy of the study permit refusal.

\* If a student enrolls in the program without having met the admission requirements, and the student did not misrepresent themselves on their application, SLA will refund all fees paid under the contract including the tuition, admission fee, and the International Student Application Fee.

\*All refunds shall be made to the original source of the funds (i.e. person/organization who originally deposited the funds) unless written permission is obtained from the person/organization to refund directly to the student or third party.

**Student Deposit Policy**

Although SLA does not encourage students to deposit funds in advance of their training with the school, some students may elect to deposit funds into a student deposit account at SLA to be redeemed on their training. Students should be aware of the following conditions:

1. Deposited funds are for **training only** and may not be redeemed from the students account for any other reason.
2. If a student requires a full or partial withdrawal from their deposited funds the following conditions apply:
  - i) A handling fee of \$15 per withdrawal will be applied to a student who requests a withdrawal from his/her deposit account. The amount of each withdraw is limited to \$1000.00 max.
  - ii) Handling fee and the max. amount will be waived or not applicable in the following conditions:
    - (1) Refund of partial of the initial deposit (usually \$500 or less) for overseas student due to visa application decline
    - (2) Student withdraw money to pay for flight examiner fee
    - (3) Student withdraw the remaining balance of the account upon completion of the entire flight training
    - (4) Student refund due to dismissal or withdraw from the training program
    - (5) Any refund request that meets the conditions above will be processed in accordance with the refund policy.

### Respectful and fair treatment of students

SLA is committed to providing a learning environment free from discrimination and harassment with equal opportunity for and fair treatment of all students. SLA will take all reasonable steps to identify and eliminate unequal opportunities, unfair treatment, harassment, bullying and discrimination from our practices.

### Voluntary Report Policy

SLA 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.

SLA 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.

### 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 Earthquake while on site at either location of SLA (Boundary Bay and Aberdeen campus).

For any accident or incident during flight training that involves SLA 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

SLA 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:**

SLA 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.