



## International Student Training Policy

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# 1 FTUOC



## FLIGHT TRAINING UNIT OPERATOR CERTIFICATE

## CERTIFICAT D'EXPLOITATION D'UNITÉ DE FORMATION AU PILOTAGE

This Certificate is issued to – Ce certificat est délivré à  
**KANATA AVIATION TRAINING INC.**

**C1 GORDON JONES WAY  
HIGH RIVER, AB T1V 1P7**

Certificate Number – Numéro du certificat  
**12893**

Bases

**MAIN BASE – BASE PRINCIPALE : CEM4-HIGH RIVER**

Authorized Training – Entraînement autorisé

COMMERCIAL PILOT LICENCE	LICENCE DE PILOTE PROFESSIONNEL
FLIGHT INSTRUCTOR RATING	QUALIFICATION D'INSTRUCTEUR DE VOL
INSTRUMENT RATING	QUALIFICATION DE VOL AUX INSTRUMENTS
NIGHT RATING	QUALIFICATION DE VOL DE NUIT
PRIVATE PILOT LICENCE	LICENCE DE PILOTE PRIVÉ
RECREATIONAL PILOT PERMIT	PERMIS DE PILOTE DE LOISIR
VFR OVER-THE-TOP RATING	QUALIFICATION DE VOL VFR AU-DESSUS DE LA COUCHE

Aircraft – Aéronefs


Single-engine aeroplanes – Avions monomoteurs  
**DV20**

Operations Specifications – Spécifications d'exploitation

Date of Certification – Date d'entrée en vigueur  
**2020-07-03**

Date of Issue – Date de délivrance  
**2020-07-04**

This certificate is not transferable and shall remain valid until suspended or cancelled. – Le présent certificat n'est pas transmissible et reste en vigueur jusqu'à ce qu'il soit suspendu ou annulé.

  
For the Minister of Transport – Pour le ministre des transports

26-0444 (0312-09)

Canada

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## 2 Welcome

Kanata Aviation Training welcomes international students. You are about to embark on your new career, and we will provide you with the support and guidance for you to make your dreams a reality. You will have many challenges ahead but also a rewarding and exciting career on successful completion of your training.

For those who speak English as their second language, we provide support to assist you realize your goals of becoming pilots. In many ways, language can be a big barrier than the actual flight training, but it is fundamental for a Commercial Pilot to communicate in English over the radio and with customers. We can provide assistance in the following areas:

- English
- Spanish
- French
- Mandarin
- German

Kanata Aviation is **situated on the High River Airport site South of Calgary**. Your own transport may be **required** as transport services are limited. **We will help you select the most appropriate accommodation for your needs and your budget**. Wherever you choose to live, you can be sure of spectacular scenery, challenging flying and the natural beauty that the Rockies and the national parks have to offer.

Our location is ideal for both entertainment and recreation. Calgary has a big city night life as well as many cultural events throughout the year ([downtown Calgary event calendar](#)). If the great outdoors is more your thing, you will be spoilt with the abundant choices you have. From walking and hiking, skiing and snowboarding, hunting and fishing, climbing or just a drive to see the spectacular scenery, it's all here on your doorstep. So much choice, endless possibilities, choosing your new place to live might just be the hardest thing to do!

Pedro Hernandez

President Kanata Aviation Training Inc.

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## 2.1 Sample Acceptance Letter.

This information has been provided to  
following courses:

who has enrolled on the

- ☐ Private Pilot Licence
- ☐ Night Rating
- ☐ Instrument Rating
- ☐ Commercial Pilot Licence
- ☐ Multi Engine Rating
- ☐ Other- Specify

Designated primary instructor

By signing this page, the student acknowledges receipt of Kanata Aviation's training and policy document.

Student Name (print)

Signature

Date

CFI Name (print)

Signature

Date

This sheet must be copied and retained in the student's file

## Letter of Acceptance

### Guidelines for completing the letter of acceptance

1, 2	<b>Family name and given name:</b> Full name of student as shown in the student's identity document (e.g., passport/travel document, birth certificate, alien resident card or national ID card)
5	<b>CAQ or MIDI :</b> Identify if student has a Certificat d'acceptation du Québec (the Quebec Certification of Acceptance to study in Quebec) or a letter from the Ministère de l'Immigration, Diversité et Inclusion (MIDI) letter. Identify the CAQ number and date of expiry.
6	<b>Student's full mailing address:</b> P.O. Box, Apt./Unit, Street, City, Country, Postal Code
7, 8, 9, 10, 11, 13, 14, 15, 16	<p><b>Full name of institution, Designated learning institution number, address, telephone and fax numbers, email-address, website, name of contact and name of alternate contact:</b> The letter of acceptance from the institution must include the institution's full mailing address, Designated learning institution number, telephone and fax numbers, e-mail and website addresses and name of contact, even if the information is already included in the letterhead.</p> <p>In cases where the program is jointly offered by more than one institution, the letter of acceptance should be issued by the institution that will be granting the degree or diploma (or, where a degree or diploma is granted jointly by more than one institution, the letter of acceptance should be issued by the institution at which students will begin their studies).</p> <p>The letter should note that the program of study includes courses/sessions (specify which semesters/courses) given at another institution (specify institution name, type [e.g., college, university, technical institute, etc.] and location).</p>
12	<b>Type of school/institution:</b> Public or private. If the institution is publicly funded but is not a university, indicated whether the institution is a post-secondary college, a post-secondary community college, or a post-secondary technical college.
17	<b>Academic status:</b> Whether the course/program of study is full-time or part-time.
18	<b>Field/Program of study:</b> General academic subject areas the student intends to pursue (e.g., general studies, political science, biology, engineering, medicine, flight training).
19	<b>Level of study:</b> Primary, secondary, residents and interns, post-secondary, bachelor's degree, master's degree, doctorate degree, other university studies, other studies, non-university certificate or diploma.
20	<b>Type of training program:</b> Vocational, academic, professional or other.
22	<b>Estimated tuition fee:</b> Total fees required, including tuition and homestay/boarding if applicable. Please indicate if fees are prepaid.
23	<b>Scholarship/Teaching assistantship/Other financial aid:</b> Indicate yes if the student will receive any financial assistance from the institution.
25	<b>Conditions of acceptance:</b> e.g., TOEFL, partial fee payment, maintaining required academic standing.
26	<b>Length of program:</b> The date a program begins and the estimated date of completion. Start and completion dates should be accurate. A start and completion date must be provided for programs of less than one year.
27	<b>Expiry date:</b> Date until which the letter of acceptance is valid.; latest day the student can register to begin the program of study.
28	<b>Other relevant information:</b> This space is provided to allow institutions to add any relevant information to assist the visa officer in making a decision.

Date (YYYY/MM/DD):

## PERSONAL INFORMATION

1	Family Name		2	Given Name	
3	Date of Birth (YYYY/MM/DD)		4	Student ID Number	
5	Certificat d'acceptation du Québec (CAQ) or Ministère de <input type="checkbox"/> Yes <input type="checkbox"/> No		l'Immigration, Diversité et Inclusion CAQ Number		(MIDI) letter Expiry / /
6	Student's full mailing address				
P.O. Box		Apt./Unit		Street no.	Street name
City/Town		Country		Province/State	Postal Code.

## INSTITUTIONAL INFORMATION

7	Full name of institution Kanata Aviation Training Inc		8	Designated learning institution number TBA	
9	Address of institution (for Mail Only)				
P.O. Box 5155 Stn Main		Street no.		Street Name	
City/Town High River		Province/Territory Alberta		Postal Code T1V 1M4	
10	Telephone number 1-403-463-0829. N/A	Extension 11	Fax number N/A	12	Type of School/Institution. <input type="checkbox"/> Public <input type="checkbox"/> Private
13	Website - <a href="https://www.kanataaviation.ca">https://www.kanataaviation.ca</a>			14 Email - <a href="mailto:info@kanataaviation.ca">info@kanataaviation.ca</a>	
15	Name of contact Kevin Lowe	Position CEO	Telephone number (1 ) 403-463-0829	Extension N/A	
16	Name of alternate contact Pedro Hernandez	Position President	Telephone number (1 ) 587-899-6737	Extension N/A	

## PROGRAM INFORMATION

17	Academic status <input type="checkbox"/> Full Time. <input type="checkbox"/> Part Time.	Hours of instruction per week N/K	18	Field/Program of Study N/A	
19	Level of study Commercial Flight Training		20	Type of training program <input type="checkbox"/> Vocational. <input type="checkbox"/> Academic <input type="checkbox"/> Professional <input type="checkbox"/> Other	
21	Exchange program <input type="checkbox"/> Yes <input type="checkbox"/> No		22	Estimated tuition fee for the first academic year Fees prepaid: <input type="checkbox"/> Yes <input type="checkbox"/> No	
23	Scholarship/Teaching assistantship/Other financial aid: <input type="checkbox"/> Yes Specify: <input type="checkbox"/> No		24	Internship/Work Practicum <input type="checkbox"/> Yes. Length: <input type="checkbox"/> No. Field of work:	
25	Conditions of acceptance specified as clearly as possible				
26	Length of Program (YYYY/MM/DD) Start date: / / Completion date: / / Or minimum years of full-time studies		27	Expiration of letter of acceptance (YYYY/MM/DD)	
28	Other relevant information:				

Signature of institution representative (e.g., Registrar):

Printed name of institution representative:

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### 3 Introduction

This International Student Training Information and Policies document details what is expected of international students training at Kanata Aviation. In certain circumstances, there may be a discrepancy between our policies and those of Canadian Government. In case of any discrepancy, the Canadian Government and Canadian Aviation Regulations, shall take precedence.

The guidance contained within this document will assist students train in a safe and efficient manner. You as a student are required to abide by the requirements of this document at all times during your training unless doing so will cause harm to you or others.

We recognise that arriving in a different country can be a daunting but exciting event. Should you require assistance when you arrive such as picking up from the airport, please specify this in your communications with Kanata Aviation. We will gladly assist in getting you settled into your new home.

Kanata Aviation will provide you with assistance if required to help with initial transportation, a review of the local area and settling into your new surroundings. A general arrival session will be held for all new students arriving at Kanata Aviation. You are strongly advised to provide specific information regarding any special items you would like information on prior to arrival.

Once you have settled into your new surroundings, we will welcome you into the Kanata family. You will receive a full induction during your first few days and will include delivery of your electronic student study binder. This will provide you information regarding your specific courses. If you would like further information on your study binder, please do not hesitate to ask!



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## 4 Admissions Policy

All students must meet the admission requirements for their intended course of training. All student will be a minimum age of 17 years on application. Note that the student must be 18 years of age to obtain the CPL.

Please note that all information supplied to Kanata Aviation must be provided by the applicant. In-person confirmation of some documentation will be required and certified by a Transport Canada authorized person.

All information collected/stored will comply with the Protection of Privacy Act Alberta.

### 4.1 Steps to admission.

After initial contact with Kanata Aviation and when requested, provide the following documents:

- Completed Student Enrolment Form and associated documentation.
- Visa documentation provided.

On final acceptance, you will be required to provide:

- Proof of your student study visa
- Valid Transport Canada Category I Medical Certificate, with a copy retained on file, and must be maintained throughout the period of training
- English Proficiency – ICAO minimum grade 4.
- Copy of your passport.
- Financial deposit in CAD.

*If your application is successful, your documents will be retained on file after being reviewed by the CFI.*

### 4.2 Training offered:

- Private Pilot Licence (PPL) and Night Rating
- Group 1 and Group 3 Instrument Rating
- Commercial Pilot Licence (CPL)
- Multi-Engine Rating
- Flight Instructor Rating

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### 4.3 Student Visas

The immigration process can be difficult for foreign students and may change on a regular basis. Please see the latest requirements for foreign students [here](#). You must meet the requirements of Canada Immigration Citizenship (CIC) criteria.

In order to study in Canada, you will need to obtain a Canadian study permit, which serves as a Canadian student visa for the duration of your stay. You do not need a Canadian study permit if your course or program lasts six months or less. Nonetheless, it may be a good idea to apply for a permit before you come to Canada anyway, otherwise if you decide you want to continue your studies in another program, you will need to leave Canada to apply for a study permit through a visa office.

Once you have a Canadian study permit, you can apply to renew it from within Canada if you decide to continue your studies. Please check the latest information regarding working in Canada during and after your studies especially with the Post-Graduation Work visa. These will vary from country to country.

We recommend the services of:

<b>Phoenix Legal</b> 2333 18 Ave N.E, Suite 236 Calgary, AB T2E 8T6 Tel: 403.568.3588 Fax: 403.568.3588 <a href="mailto:Abdulaw@telus.net">Abdulaw@telus.net</a> <a href="http://www.canaimmigration.com">www.canaimmigration.com</a>	<b>Zemp Law Group</b> Suite 401, 1110 Centre Street NE Calgary, AB T2E-2R2 Tel: 403 246 2692 <a href="mailto:info@zemplaw.com">info@zemplaw.com</a>
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CIC Choosing a representative

<http://www.cic.gc.ca/english/information/representative/rep-choose.asp>

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## 5 Policies Documents

### 5.1 Accommodation Policy

Kanata Aviation does not offer accommodation to students. We will help direct students to information and resources that are available in the local community regarding accommodation.

There is a wide variety to choose from to suit individual needs. Please consider your choices with regard to travel and lifestyle. Below are links for you to explore accommodation that may be available. You should remember that Calgary and the surrounding area has an ever-changing economic environment, and that availability and cost may vary significantly with location.

The links below provide the most common rental availability for this area. Kanata Aviation does not have any links with these agencies or websites and assumes no liability for arrangements entered into with these independent service providers.

[Kijiji Calgary](#)/Okotoks/High River

[Rent Faster Calgary](#)/Okotoks/High River

### 5.2 Healthcare Policy

International students may be eligible for the Alberta Health Care Insurance Plan (AHCIP). Student eligibility is as follows:

- Students who have a 12-month study permit (valid for an Alberta educational institute) and who will reside in Alberta for 12 months or more are eligible for AHCIP coverage.
- Students with study permits valid for more than three months, but less than 12 months, may be eligible for AHCIP coverage if their application is accompanied by a letter confirming their intent to reside in Alberta for at least 12 months.

If the application for AHCIP is received within three months of entry into Alberta, coverage is effective from either the date of entry into Alberta, or the date that the student's study permit begins, whichever is the later. Further information is available from the government website:

Students who are not eligible for the AHCIP program are strongly encouraged to purchase a private healthcare plan.

<https://www.alberta.ca/ahcip-students.aspx>

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For students that may require Counselling Support, High River offer these services via Alberta Health and private sector providers. Further information may be found here:

<https://highriver.ca/foothills-community-counselling/services> –

<https://www.albertahealthservices.ca/findhealth/Service.aspx?id=1015555&serviceAtFacilityID=1094186>

### **5.3 Procedure for student access to information on file**

Under the Personal Information Protection Act, students are entitled to access their student file. Students wishing to access the information in their student file must contact the CFI.

Kanata Aviation will not release information to any person other than people authorized by the student to access information unless required to do so by legislation, a subpoena, court order or if release of information is necessary as part of an ongoing police investigation.

Persons authorized to access information on behalf of a student must provide written proof of this authorization.

### **5.4 Procedure for maintaining student files**

Student personal information is collected throughout the student's attendance. All required information regarding a student's performance, progress and acquired pilot qualification(s) shall be kept in a physical and electronic student file.

Physical student files shall be retained in a locked filing cabinet in the CFIs office. Access to physical student files shall be limited to the CFI, CEO and President, flight and ground instructors employed by Kanata Aviation. The CFIs office is locked when not in use.

Electronic student files shall be kept securely in a folder on the Company hard drive/cloud server that shall have limited access and password protected.

When a student completes training towards the issuance of a licence or rating, the applicable pilot training records and transcripts of examinations shall be forwarded to Transport Canada for processing by recorded mail or other such means that satisfy Transport Canada requirements.

At the end of a period of inactivity of approximately one-year, inactive physical student records shall be kept in a secured storage for a further three years.

At the end of a fourth-year period, the full student file may be destroyed using a secure destruction method.

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## 5.5 Privacy Policy

Kanata Aviation collects staff and students' personal information for the following purposes:

- Compliance with the Canadian Aviation Regulations.
- Compliance with Transport Canada Personnel Licensing and Training Standards.
- Alberta Government departments.
- Accounting practices and procedures.
- Compliance with the policies and procedures of the Canada Revenue Agency.

Kanata Aviation staff are prohibited from releasing any private information related to students. The company shall abide by the Personal Information Protection Act.

Pictures may be used for social media/advertising purposes only if the student agrees that such information is "sharable". In this case, the student is required to sign the Social Media release policy which will remain on file until such time as the student relinquishes authority.

## 5.6 Course deposit

Student course deposit will be a maximum of 10% of the total course costs applied for. This must be deposited either by cheque or direct deposit into Kanata Aviation Trainings bank account. These initial funds are protected via the use of a surety bond secured by the company which will remain in effect for the Private Career College (PCC) designation.

## 5.7 Payment for services

Students may pay for services they receive on a "pay as you fly/go basis". This is the preferred method of payment. Students may deposit up to \$2000 on account if they so wish which will be covered by the surety bond as in 6.6. Students are not advised to deposit larger amounts than is required to cover the cost of any training other than the projected cost of such immediate provision. The projected maximum cost for any flight training would be the provision for the qualifying Commercial Navigation sector. Estimate for this training is 8 hours of aircraft time. (estimated cost \$1500).

## 5.8 How payments are structured.

Flight lessons are divided into four areas:

- Pre ground instruction (PGI) – This is the delivery of information directly related to your flight less you are about to commence. This is a one-on-one ground session and charged at the instructor rate for that particular licence or rating.
- Pre-flight briefing - This is a short briefing relating to the mission such as aircraft checks, weather, trip information etc. This is charged at the instructor rate for that particular lesson. These briefings are usually approximately 10 minutes long and are required for each flight.

- Flight lesson/solo – This is the actual air lesson or solo time in the aircraft. Solo time is charged at the prevailing aircraft rate. When dual lessons are taken, there will be an additional charge at the prevailing rate for the instructor in addition to the aircraft rate.
- Post-flight briefing - This is a short review briefing relating to the mission such as what went well, what you may need to work on for your next lesson and homework. This is charged at the instructor rate for that particular lesson. These briefings are usually approximately 10/15 minutes long and are required for each flight.
- Ground school is charged at a group rate depending on the licence or rating being studied.

## 5.9 Cancellation Policy

### Customer Cancellation

Cancellation of any flight (training session or aircraft rental) or PGI brief should be made as early as possible. We would appreciate any notice of cancellation at least 24 hours prior to the start of the booking. This may permit us to assign your booking to another customer. In the case where 24 hours' notice is provided, there will be no charge to your account. We recognise that life events can be unexpected, and it is not our intention to make charges based on such events.

With regard to weather, the final decision as to any flight cancellations will rest with the CFI. If the CFI and instructor agree that conditions are satisfactory for a particular flight, the student may cancel his/her flight, but this will be treated as a student cancellation.

Charges may be applied to your account if you fail to provide notice of cancellation as follows:

- |                                     |                               |
|-------------------------------------|-------------------------------|
| ▪ 24 hours or more                  | no charge.                    |
| ▪ 12 hours' notice but less than 24 | 50% charge <u>may</u> apply   |
| ▪ Less than 12 hours' notice        | full charges <u>may</u> apply |

### How to notify us of cancellation

- Email your cancellation as follow:
- Email [info@kanataaviation.ca](mailto:info@kanataaviation.ca)
- In the subject CANCELLATION
- Provide the exact details of the booking you wish to cancel including:
  - Your name
  - Date of booking(s)
  - Times of booking(s)

You may call or text the school (Gigi 403-899-3036, Kevin 403-463-0829, or Pedro 587-899-6737). Please note that an email is always preferred unless short/late notice such as a delay in arrival or one of those life events! You may also include your instructor in your text but be aware that they may be flying, and any urgent message may not be received in time.

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## School Cancellation

There are times when we will need to cancel flights. Under these circumstances, we will provide as much notice as possible. In general, cancellations will normally be due to maintenance or weather. We also recognize that some flights may run late due to a variety of reasons. Under these circumstances, Kanata Aviation Training Inc will not be held responsible for any cancelled or late running flights. We will try to accommodate any re-scheduling as a result of flight we cancel as a priority.

Students are expected to be at the dispatch area at least 30 minutes prior to the scheduled booking time.

## 5.10 Conduct of flight training

All flight instruction shall be conducted in accordance with the requirements of Transport Canada and the Flight Training Operations Manual which will include but not limited to:

- Canadian Aviation Regulations and Standards
- Transport Canada Guides (study reference, flight test guides etc.)
- Transport Canada Flight Training Manual
- Aeronautical Information Manual (AIM)
- Canada Air Pilot (CAP)
- Canada Flight Supplement (CFS)
- Instrument Procedures Manual (IPM)
- Transport Canada Human Factors Training Manuals

### 5.10.1 Aeroplane manuals and publications

The Aircraft Flight Manual (AFM) shall be used as the final authority for all manoeuvres, limitations and performance. If a discrepancy is found between the aircraft AFM other documentation, the AFM shall be used as the final authority. Aircraft shall be operated at all times in accordance with the limitations and conditions in the approved AFM, a copy of which shall be issued to each student and be available in each aeroplane.

The PIC will be familiar with the POH and will use the necessary checklists, information and performance data for the intended flight. The PIC shall consult the POH and/or approved checklists as necessary when handling emergencies.

## 5.11 Course syllabus

All courses will follow the Transport Canada requirements as a minimum. Kanata Aviation may include additional training to meet the requirements of individual students in addition to those required by Transport Canada.

The most recent Transport Canada publications will be provided to the student and may be found here:

## **5.12 Accreditation of Prior Learning (APL)**

Prior learning may be recognised and will be at the discretion of the CFI. A review of past performance will require certified documentation which the student is required to provide.

## **5.13 Flight Time Schedule**

Flight scheduling is provided via "Times2Fly" software which all student and instructors have access to. Schedules are provided in advance. Flights scheduled less than 24 hours in advance will be by agreement between the student and Kanata Aviation.

It is the students' and instructors' responsibility to check scheduling particulars including briefing times and other operational considerations. In the event of scheduling conflicts or the need to cancel flights, the student should contact their instructor.

Aircraft rental is available for students during supervised hour building and bookings can be requested in person, email, text or by telephone. Flights for rental will be scheduled in the same way as flights for general flight training and student must comply with the Aircraft Rental Policy, a copy of which will be reviewed prior to each hire. General flight planning requirements are also required in line with the FTOM.

## **5.14 Flight Training Sessions**

Student pre-flight ground instruction and pre-flight briefing are conducted prior to each flight. Post flight briefings are provided at the end of each flight. Student assessments occur at the conclusion of each flight with comments and evaluations being recorded in the students' Pilot Training Record (PTR).

During certain flight reviews, evaluations are recorded using the Transport Canada Flight Test Guide four-point marking scheme.

## **5.15 Ground School**

Ground school is provided for all international student by Kanata Aviation Training. Students may if they so wish, complete online ground school with an agreed provider.

During the course of a training program, students may take one or more Transport Canada written examinations in order to meet the theoretical knowledge requirements for the issue of certain licences and ratings. These tests are taken at designated Transport Canada examination centres. Feedback is provided to the student directly by Transport Canada in these cases.



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No student will be recommended to take a Transport Canada written examination unless they have completed all of the Kanata Aviation ground school requirements (or online study provider) and meet the requirements in CAR 421.13. Recommendation for written examinations shall be at the discretion of the CFI, and after the student has complete three practice exams and obtain a minimum 80% on the final exam in order to be recommended for the Transport Canada written exam.

Ground school will also include the "Radio Operators Certificate - Aeronautical" (ROC-A) exam and the PSTAR) exam. Kanata Aviation require all student to study and take an open book exam regarding the AFM. In addition, student must successfully complete the emergency closed book exam. All of these exams are required to be complete prior to being permitted to fly solo.

## **5.16 Transport Canada Flight Tests**

For the issuance of licences and ratings, students have to pass specific Transport Canada Flight Tests. These tests shall be conducted by Transport Canada appointed flight test examiners. Feedback is provided to the student directly by the examiner in these cases.

No student will be recommended for a Transport Canada flight test unless they have completed all of the flight training to the degree necessary for the flight training requirements for that particular flight test and received a recommendation from the CFI, or delegate.

Failure of either a Transport Canada flight test or written examination, the CFI shall conduct a review of the student's performance over the whole course and a decision will be made as to whether the student should continue with the course or withdraw from training.

### **5.16.1 Grade Appeal Policy**

All final written examinations and flight tests are conducted by Transport Canada, or their appointed delegates. Therefore, any appeals with respect to final grades or failure of examinations must be directed to the appropriate individual at the local/regional Transport Canada office.

## **5.17 Change of instructor**

While each student will be designated a primary instructor, there will be times when other instructors provide tuition to the student. This may be for a variety of reasons such as:

- Quality assurance review.
- Instructor/student availability.
- Student/instructor conflict.

Occasionally, due to personality differences, a change of instructor may be the most appropriate course of action. Changes of instructor are at the discretion of the CFI.

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## 5.18 Suspension/Dismissal of Training and Disciplinary Action

A student's training can be suspended or postponed for various reasons such as:

- Unsatisfactory progress.
- Violation of Canadian Aviation Regulations.
- Loss of class I medical
- Violation of Kanata Aviation Safety Policies.
- Wilful negligence.
- Substance abuse.
- Violence/verbal abuse or harassment towards instructors or other students.
- Consistent airmanship, affecting the safety of the trainee or others.
- Poor attendance.

All incidences will be dealt with by the CFI or delegate and full written reports together with finding and reasons for suspension or dismissal will be recorded and placed in the student file.

### 5.18.1 Dispute and Complaint Resolution Policy

Any issues concerning the performance of Kanata Aviation Training Inc. may be addressed by the student and should be forwarded to the CFI. The CFI is required to acknowledge any dispute within 24 hours and provide a response within 48 hours. Should the issue in question still not be resolved after contacting the CFI, the matter should be directed to the President for further review within 72 hours.

If the issue is related to flight training or operations and all of the above avenues have failed to produce a satisfactory result, the student may contact Transport Canada through the appropriate channels.

Students will not be subject to any retaliation as a result of their complaint.

After having exhausted the dispute resolution process, a student may file a claim/complaint here:

<https://www.alberta.ca/student-complaints.aspx>

## 5.19 Student Withdrawal Policy

Any student wishing to withdraw from a training course may do so after discussion with the CFI, advising of the reasons for withdrawal. Any fee refund shall be calculated as per the Company's refund policy, described below.

The Pilot Training Record (PTR) remains the property of the student and will be returned in exchange for a confirmatory signature of receipt.

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### **5.19.1 Refund Policy**

Any refund will only be made to the original provider of the funds.

A student may be entitled to a refund of tuition fees in the event that:

- The student provides written notice to the institution that they are withdrawing from the program or the institution provides written notice to the student advising that they have been dismissed from the training program.
- Written notice advising of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which notice is delivered. The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
- The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract. If the institution has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.

### **5.19.2 Refunds before the program of study begins**

- a) 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 specified in the contract, the institution may retain 5% of the total tuition and fees due under the contract to a maximum of \$500.
- b) If written notice of withdrawal is received by the institution 30 days or more 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 10% of the total tuition only due under the contract to a maximum of \$1000.
- c) 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 only due under the contract to a maximum of \$2000.
- d) Where a student did not meet the institutional and/or program-specific minimum requirements for admission through no misrepresentation or fault of their own, the institution will refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee.

### **5.19.3 Refunds after the program of study begins**

- a) 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 due under the contract.
- b) If written notice of withdrawal is received by the institution or a student is dismissed after 10% but before 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition due under the contract.

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- c) If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.
  - d) Refunds owed to students will be paid within 30 days of the institution receiving written notification of withdrawal and all required supporting documentation, or within 30 days of the institution's written notification of dismissal.

## **5.20 Health and Safety Policy**

Kanata Aviation Training Inc. is dedicated to promoting safe and healthy working conditions and attitudes for employees, students and visitors. All persons utilizing the facility are required to observe the safety standards set by Kanata Aviation. You are required to comply with all relevant statutes, regulations, standards of government agencies and regulatory authorities relevant to occupational health and safety. In addition, specific training will be provided with regards to:

- Base orientation.
- Fire and evacuation procedures.
- Hangar orientation.
- Fueling of aircraft.
- Accident/incident reporting.

*The documents relating to the above can be found in the appendix of this document under "Safety".*

All students and staff are required to report at the first available opportunity, defects, hazards and accidents and to assist in the completion of any accident reporting necessary.